PLATINUM DESIGNATION

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The purpose of Platinum:

To guide and reward facilities for delivering services more effectively and efficiently

Platinum helps facilities reach these goals by:

Providing unbiased data that is quantified and compared against regional and similar program benchmarks

Identifying variations in practice patterns, which drive increased costs and poor clinical outcomes

Optum will monitor Platinum programs' performance and will outreach to network facilities when negative trends begin impacting care provided to our customers and members

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Platinum endeavors to evaluate facilities based upon trends in health care

We are continuing to evolve our evaluation of facility-based programs because we recognize that there are opportunities to improve on previous models, and we are incorporating provider feedback as we make changes.

Platinum delivers more clinically relevant and actionable metrics

Platinum distinguishes between specific diagnostic categories, levels of care and lines of business

Platinum facility evaluations are now an even more "apples to apples" performance assessment

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Platinum Details

Facility evaluation are at the program level

Platinum evaluates a facility's admission* to a given level of care (LOC) within separate condition categories

Condition categories include:

- General Mental Health

- SUD Alcohol

- SUD Other

- Eating Disorders

Levels of care include:

- Inpatient

- Residential

- Partial Hospitalization Program

*Admissions with a primary autism diagnosis will be excluded from any of the above condition categories.

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Platinum metrics overview*

EFFECTIVENESS

| Readmission Rate | 7 Day Follow Up | 30 Day Follow Up |

EFFICIENCY

| Outlier Length of Stay | Outlier Behavioral Health Spend per Episode |

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* Administrative metrics including Peer Review Rate are available upon request

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Platinum methodology

Metrics that determine effectiveness and efficiency performance

Effectiveness is evaluated using three metrics, one that measures readmissions, and two that measure follow-up after discharge rates. Each measure is compared to a similar group of admissions, within the same condition category, level of care and line of business. There are separate commercial and public sector benchmarks for each metric, by condition category and level of care.

Efficiency is evaluated by comparing individual admissions to a facility program to a similar group of patients within the same condition category, LOC, region, primary diagnosis, product type and age range. Each norming cohort has a benchmark for LOS and episode cost, and a facility program is provided with a percentage of their admits that are higher than the benchmarks for these metrics. Any facility program that has an outlier rate more than 50% will not meet criteria for that LOS or Episode Cost metric.

Each facility program is evaluated by 5 metrics, and any program that meets or exceeds benchmarks for 4 or 5 of those metrics will be designated as Platinum for that particular program at that facility.

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Platinum effectiveness measures

Detailed overview of the metrics that determine effectiveness performance results

Readmission rate	• **For Inpatient Mental Health programs**: measures the rate of unplanned readmissions back to an acute behavioral health program within 30 days of discharge from that same LOC • **For Inpatient SUD and ED programs**: measures the rate of unplanned readmissions back to an acute behavioral health program within 90 days of discharge from that same LOC • **For all Residential and Partial Hospitalization programs**: measures the rate of unplanned readmissions back to the same LOC or a higher LOC within 90 days of discharge
7 and 30-day follow-up after discharge	• **7 and 30-day follow-up after discharge**: measures the rate of kept appointments with a licensed behavioral health provider within 7 and 30 days of discharge This metric is now being calculated for all acute and intermediate levels of care, and is inclusive of primary SUD admissions. The follow-up must be with a licensed behavioral health provider.

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Platinum efficiency measures

Detailed overview of the metrics that determine efficiency performance results

Outlier LOS	**Outlier Length of Stay (LOS):** • Measured at the individual admission level • Comparison to a like cohort of admits within the same condition category, LOC, region, primary diagnosis group, product type, and age range • This metric calculates the percentage of facility program admissions that are outliers for LOS. An outlier LOS is longer than the benchmark LOS for the associated comparison cohort
Outlier Behavioral Health Spend	**Outlier Behavioral Health Spend metric:** • Measured at the individual admission level • Comparison to a like cohort of admits within the same condition category, LOC, region, primary diagnostic group, product type, and age range • This metric calculates the percentage of facility program admissions that are outliers for episode cost. An outlier episode cost is higher than the benchmark episode cost for the associated comparison cohort

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When programs pass at least 4 of 5 metrics they will enjoy the rewards of Platinum recognition

Platinum provides a streamlined review process for the patients admitted under the recognized program

Facilities only need notify Optum of admission (may use ReviewOnline for eligible cases), and then again <u>must</u> notify Optum ***AT TIME OF DISCHARGE OR STEP-DOWN***.

Facilities may be contacted by Optum for intervention or review on an as needed basis, for admissions demonstrating significant complexity and/or recent chronicity.

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What to expect when Platinum

Optum will monitor the performance of Platinum programs and we will outreach to our network facilities when we see negative trends that impact the care provided to our customers and members.