



PROVIDER ANNOUNCEMENT

Updates to Optum Idaho Clinical Model

June 26, 2014

With our shared goal of better outcomes for members, Optum's commitment to Idaho is to transform the behavioral health outpatient system of care. To do this, we are working to strengthen the way providers are able to obtain authorization for services; increasing quality of care accountability through clinical audits; as well as introducing additional care coordination resources throughout the state.

From a utilization management perspective, we will be adapting the levels of care to better fit the dynamics of the Idaho behavioral health system. **This includes removing the administrative burden of requesting authorizations for some services and introducing threshold unit levels.** In addition, **all providers will now have the ability to submit authorization requests via the provider portal.** This will reduce administrative burden for providers from having to call Optum Idaho to obtain an authorization. The portal can be used for authorizations starting 6/2/14. **After 7/1/14, Optum Idaho will no longer be taking prior authorization requests telephonically and providers will be required to use the portal to submit requests with the exception of psychological and neuropsychological testing that will continue to be available via fax.**

Another focus will be on the quality of care being rendered to members. **Clinical audits will continue to be conducted to ensure that evidence-based, medically necessary care is delivered.** If opportunities for improvement are found, Optum will partner with the provider to implement changes. Optum will now have additional dedicated staff focused on this activity.

A key component of the clinical model update will also be **the increased availability of field care coordination within the local regions.** A care coordinator is a pivotal link in the community they serve. They can help a member access community-based resources and develop a plan for recovery. As a clinician, they work with providers and members to improve understanding of a recovery-based model. Optum will now have dedicated staff focused on this activity who live in the community they serve.

For more information on these changes, please view the Clinical Model 2.0 training at www.optumidaho.com/providers, under the subheading "Trainings".

If you have questions or additional feedback to share, we will be hosting open office hours to ask and submit questions. These Clinical Model 2.0 Q&A sessions will be:

- **June 27, 2014 at 7a MT (800) 230-1059**

United Behavioral Health, operating under the brand Optum



- **June 30, 2014 at 8:30a MT** (800) 230-1093
- **July 1, 2014 at 11a MT** (800) 230-1074
- **July 2, 2014 at 2p MT** (800) 230-1059
- **July 3, 2014 at 10a MT** (800) 230-1059

We have appreciate your continued partnership in jointly serving Medicaid members.

United Behavioral Health, operating under the brand Optum