

OptumHealth Behavioral Solutions of California (Optum) requires all contracted clinicians or those applying for participation in the Optum clinician network to provide or arrange necessary emergency services required to stabilize or protect enrollees' safety in emergency situations 24 hours per day, 7 days per week.

In order to meet this requirement, after-hours coverage and messaging must include instructions for obtaining emergency care. Optum recommends one or more of the following:

- Instruction to contact 911 or go to the nearest emergency room in the event of an emergency.
- Availability of an answering service that can contact you directly on behalf of the enrollee
- Availability of a “covering provider” with instructions on how to contact that provider
- Provision of a cell phone or pager number by which the enrollee can contact you
- Information and telephone number of any local Crisis Support Organization(s)

Clinicians who do not meet this criterion are asked to take corrective action immediately to modify their after-hours messaging. In addition, we encourage all clinicians to include any other information they deem appropriate to help ensure that enrollees are always able to access the care they need.