

# Network Notes

Optum News and Updates for Clinicians and Facilities

Fall 2019

## Consumer Access to Care

### ADOPTION OF LOCUS/CASII/ECSII FOR GUIDANCE ON CLINICAL CRITERIA DECISIONS

Provider Express – Admin News – [Adoption of LOCUS/CASII/ECSII](#)



Optum is adopting the Level of Care Utilization System (LOCUS), the Child and Adolescent Service Intensity Instrument (CASII) and the Early Childhood Service Intensity Instrument (ECSII) for guidance on clinical criteria decisions for the treatment of behavioral health conditions across most Commercial and Medicaid membership.

- **Level of Care Utilization System (LOCUS)** – a standardized level of care assessment tool developed by the American Association of Community Psychiatrists used to make medical necessity determinations and placement decisions for adults.
- **Child and Adolescent Service Intensity Instrument (CASII)** – a standardized assessment tool developed by the American Academy of Child and Adolescent Psychiatry (AACAP) used to make medical necessity determinations and to provide level of service intensity for children and adolescents ages 6-18.
- **Early Childhood Service Intensity Instrument (ECSII)** – a standardized assessment tool developed by the AACAP used to make medical necessity determinations and to provide level of service intensity for children ages 0-5.

### MAT PROVIDER TRAINING

Provider Express – Training - Webinars/Training Resources – [Medication Assisted Treatment \(MAT\) Presentations for Providers](#)

#### Webinars/Training Resources

Provider Express offers informational webinars and training resources for current and potential Provider Express users, and other topics that could be vital to your practice. The topics and audience vary, so we invite you to explore the website, and other topics that could be vital to your practice. The topics and audience vary, so we invite you to explore the website, and other topics that could be vital to your practice.

Click on a tab below to view specific information on each topic.

In alphabetical order:

- ▶ Are you ready for the ICD-10-CM Change?
- ▶ Chronic Pain and Opioids: Training on CDC Guidelines
- ▶ Louisiana Non-Licensed Behavioral Health Provider Training
- ▶ Medication Assisted Treatment (MAT) Presentations for Providers

Optum Labs/Optum recently completed a Comparative Effectiveness Research study on the treatment of Opioid Use Disorders. Come and learn about the results of the study and see how Medication Assisted Treatment (MAT) emerged as the standard of care.

There are multiple opportunities remaining to learn the results. Click the link for the date that you wish to attend and register for the event:

- 1) [December 4<sup>th</sup> \(Wednesday\) at 11 a.m. Central](#)
- 2) [December 12<sup>th</sup> \(Thursday\) at 1 p.m. Central](#)

# Provider Express Updates

## APPEAL SUBMISSION REQUEST FEATURE

Provider Express – Admin Resources – [Online Appeal Status page](#)

**Save time - Submit appeals and check your appeals status online**

Log into Secure Transactions and the Appeals option is prominent in the main navigation bar

We've listened and we've responded

You want reliable tools and simple processes that minimize disruption and fit conveniently into your work flow at the precise time you need them.

Now you can check the status of your appeal as well as submit your claim or clinical appeal online whenever you log into Provider Express. Your appeal status is easy to find with just a click of the button in the main navigation bar. Once you get to your Appeals Summary & Submission page, click on the specific member for more details.

Your questions can be answered via live chat

An appeals representative is standing by ready to help via chat Monday thru Friday, 7.00 a.m. CST to 7.00 p.m. CST.

## Online Appeals Submission

- You asked and we listened
- We created a more automated, self-service solution for our providers
- You can now submit both clinical and claim appeals online
- We also added the ability to upload multiple documents so you can attach and submit forms or other documents to help support the appeal

# Quality Initiatives

## AFFIRMATIVE INCENTIVE STATEMENT

Provider Express – Clinical Resources - [Optum National Network Manual](#)

### Affirmative Incentive Statement

Optum expects all treatment provided to Optum Members be outcome-driven, clinically necessary, evidence-based, and provided in the least restrictive environment possible. Utilization management decision making is based only on appropriateness of care and service and existence of coverage.

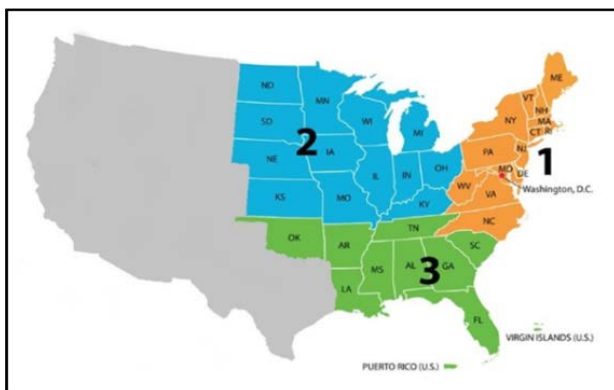
- Optum does not reward its staff, practitioners or other individuals for issuing denials of coverage or service care
- Utilization management decision makers do not receive financial or other incentives that encourage decisions that result in underutilization of services



# Provider Experience

## VETERAN AFFAIRS COMMUNITY CARE NETWORK TRAINING

Provider Express – Training – [Webinars/Training Resources](#)



**Veteran Affairs Community Care Network has training for all three regions this Fall. Check Provider Express for your region's training dates.**

- One hour virtual sessions scheduled on all days of the week
- Registration is required and space is limited, go to Provider Express to register
- During this webinar we will discuss:
  - VA CCN Overview
  - Referrals and Appointment Scheduling
  - Providing and Coordinating Care
  - Medical Documentation Requirements and Claims
  - Where to locate additional resources

# Medical Behavioral Integration

## QUALITY ASSURANCE TOOLKIT

Provider Express – Clinical Resources – Quality Assurance Toolkit for Primary Care Physicians – [Quality Assurance Toolkit](#)

**New page containing Quality Assurance Measures for PCPs addressing the needs of Patients with Behavioral Health and Substance Use Disorders**

Tabs to two additional pages of information and links:

- **Substance Use Disorders**
  - Initiation and Engagement of Alcohol, or Other Drug Abuse or Dependence Treatment (IET)
  - Tips for Diagnosing
  - Talking to your Patients
  - Treatment Options
- **Screening for Depression**
  - Talking to your Patients about Depression
  - Assessing for Suicidality
  - Treatment Options
  - Additional Resources

### Quality Assurance Toolkit for Primary Care Physicians

- QUALITY ASSURANCE TOOLKIT FOR PCP'S
- QUALITY ASSURANCE FOR SUBSTANCE USE DISORDERS
- QUALITY ASSURANCE SCREENING FOR DEPRESSION

#### Quality Assurance Measures for PCPs addressing the needs of Patients with Behavioral Health and Substance Use Disorders.

**What is NOQA?**

The National Committee for Quality Assurance (NCQA) is an organization that accredits health plans and Managed Behavioral Healthcare Organizations like Optum. The Accreditation is posted nationally and used by consumers as a way to identify organizations that have a strong focus on quality and outcomes.

**What is HEDIS?**

Healthcare Effectiveness Data and Information Set (HEDIS) is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans.

There are HEDIS® measures for both behavioral health and physical health conditions. Examples for physical health include: Immunizations, Diabetes, Mammography, Cholesterol, High Blood Pressure, etc.

- Centers for Medicare and Medicaid Services (CMS) requires all health plans that provide services to Medicare or Medicaid consumers to collect HEDIS® data.

**Why is HEDIS® important?**

- HEDIS® results have a significant impact on health plan accreditation.
- Many plans also have state incentives or penalties related to HEDIS® performance.
- Improvement in HEDIS® measures demonstrates that enrollees are generally experiencing better outcomes.

## FOSTER CARE TOOLKIT

Provider Express – Clinical Resources – [Foster Care Toolkit](#)


**Behavioral conditions are in the top three common health conditions among children in foster care**

3% of Medicaid non-disabled child enrollees are in foster care, and account for 15% of behavioral health services used by Medicaid children.

Information and links to these topics:

- Assessment
- Treatment
- Optum Health Education
- Advocacy And Support

### Foster Care Toolkit



#### Behavioral health issues among children in foster care

3% of Medicaid non-disabled child enrollees are in foster care, and account for 15% of behavioral health services used by Medicaid children.

**Behavioral conditions are in the top 3 common health conditions among children in foster care:**

- ADHD: 16%
- Asthma: 16%
- Emotional problems/issues: 14%

**Children in foster care, compared to other children, are:**

- 2X as likely to have learning disabilities and developmental delays
- 3X as likely to have ADD/ADHD
- 5X as likely to have anxiety
- 6X as likely to have behavioral problems/issues/conditions
- 7X as likely to have depression

**Medicaid Children in Foster Care:**

**ASSESSMENT**

Behavioral Health Toolkit for Medical Providers (from Optum)

Includes recommended assessments for mental health conditions, tools to address substance use, clinical guidelines, and other tools.

**TREATMENT**

Creating Trauma-Informed Systems (from NCTSN)

Trauma-Focused Cognitive Behavioral Therapy

TF-CBT was created for use with children and adolescents who have been impacted by trauma. It is an evidence-based treatment.

NCTSN recognized treatment modalities and interventions

**OPTUM HEALTH EDUCATION**

Interprofessional Collaboration

The Relationship Between Physical and Behavioral Health

# Addressing the Opioid Crisis

## OPIOID TREATMENT PROGRAMS REGULATORY CHANGES

Optum Contracting – [Qualtrics Survey](#)

**There have been recent regulatory changes for Opioid Treatment Programs (OTPs). Effective January 1, 2020 Medicare is expanding benefits to include coverage of Methadone treatment. Additionally OTPs have the option of providing expanded Medication Assisted Treatment (MAT) to include stocking and administering Buprenorphine (Suboxone) and Naltrexone (Vivitrol) for the commercial and Medicare members whose benefits include such services.**

If you are an OTP provider and you are interested in contracting to provide these services, please complete this brief 5 minute survey located at:

[https://optumhealthresearch1.co1.qualtrics.com/OTP\\_Survey](https://optumhealthresearch1.co1.qualtrics.com/OTP_Survey)

**NOTICE: Watch for a scheduled update to the Optum National Network Manual in January 2020**