

Network Notes

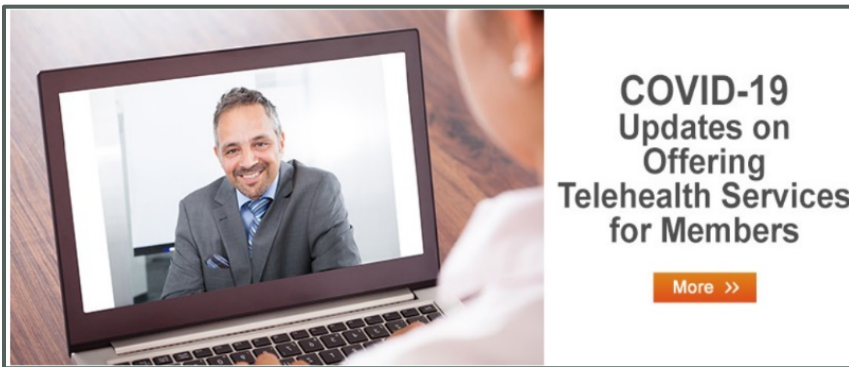
Optum News and Updates for Clinicians and Facilities

Spring 2020

COVID-19 Updates on Provider Express

COVID-19 UPDATES ON OFFERING TELEHEALTH SERVICES FOR MEMBERS

Provider Express – Home – [COVID-19 Updates](#)



Optum is closely monitoring the COVID-19 situation for providers

- Optum is taking action and providing resources to support members and providers during this challenging time
- Members and the safety of those who deliver care for them are our top priorities

We're listening.

Our teams are striving to serve our members and health care professionals and working hard to answer your questions. Daily revisions are being made to the new COVID-19 Updates page on Provider Express which is the central repository for the latest information during this crisis, and we encourage you to check this site regularly due to the rapidly changing situation.

Optum is not currently experiencing any delays to general business operations such as pre-authorizations, credentialing, or claims and reimbursement and is running at normal capacity and turnaround times. However, due to increased call volume related to COVID-19 concerns, you may experience longer than expected hold times on the phone.

We are continually monitoring the COVID-19 situation and, if we experience any disruptions to our normal processes, we will communicate updates on Provider Express. We greatly appreciate your patience and understanding as we work through this together.

Optum remains committed to supporting you, our network providers, during this unprecedented and challenging time. We want to **thank and commend you** all for the difficult work you are doing to support the delivery of care to members as you also work to ensure the personal safety and wellbeing of your and your loved ones.

See the new COVID-19 Updates page for the latest telehealth policy updates for behavioral health services, reimbursement and coding guidelines, FAQ's and tools for recovery and post trauma care on Provider Express [here](#).

COVID-19 Mental Health Resources Hub

PROVIDER TOOLS FOR RECOVERY AND POST TRAUMA CARE

Provider Express – COVID-19 provider Updates – [Provider Tools for Recovery and Post Trauma Care](#)

Provider Tools for Recovery and Post Trauma Care



The Resource Hub is a [first-of-its-kind collaboration](#) between the nation’s leading mental health advocacy groups, the largest national healthcare payors, and the Department of Veterans Affairs.

Psych Hub COVID-19 Mental Health Resource Hub

Psych Hub has put together the [COVID-19 Mental Health Resource Hub](#) – a free digital hub to help individuals and providers address their mental health needs during the COVID-19 pandemic.



The resource hub includes several videos produced by Psych Hub, as well as written and visual assets developed by leading national organizations for maintaining well-being and coping with mental health concerns during a global pandemic.

Provider Express Updates

DEMOGRAPHIC UPDATES

Provider Express – Secure Transactions – [My Practice Info](#)

Providers no longer need to wait for a demographic change to be processed

A screenshot of the OPTUM Provider Express web interface. The 'Practice Information' tab is selected. The main heading is 'Edit Tax ID: 999999999 - Provider Name'. Below this, there is a 'Required' field for 'Effective Date' with the value '04/29/2020' and a note: 'Address updates will be made effective immediately.' A help icon and text explain how to change the physical address. Below this are fields for 'Street Address' (123 Any Street), 'City' (Your Town), 'State' (AZ), and 'ZIP' (12345-6789). At the bottom, there are input fields for 'Phone Number' (555-555-5555) and 'Secure Fax' (555-555-5555), along with an 'Address Type' dropdown menu set to 'Primary, Practice' and a 'Change Type' link.

Most clinician and practice information demographic updates are now made in real time through secure Transactions on “My Practice Info” feature

- You asked and we listened
- We created a more automated, self- service solution for our providers
- Over 35 “My Practice Info “ updates are now real time
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Optum National Network Manual Update

NATIONAL NETWORK MANUAL

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

Updated in January 2020

- Changed “Privacy Practices” to “Confidentiality of Records,” revision to entire section to update requirements related to; HIPAA, Release of Information and Identification and Authentication
- Added section on Clinical Criteria: LOCUS, CASII, ECSII to replace Level of Care Guidelines
- Changed “ACE Facility” to “Facility Platinum Designation,” revision to this section addresses changes from the ACE program to Platinum Designation
- Added Important Message (IM) and Medicare Outpatient Observation Notice (MOON) for hospital Facilities



Optum Pay

OPTUM PAY

Admin Resources – Claim Tips – [Optum Pay](#)

You've got better things to do with your time - Sign up for Optum Pay™



Today's health care environment doesn't afford the luxury of wasted time or waiting longer than necessary to be paid, which makes this a great time to enroll in our electronic funds transfer platform **Optum Pay™**, formerly known as Electronic Payments & Statements (EPS), through [Optum Financial Services](#).

With Optum Pay, claim payments are deposited directly into your bank account up to seven days sooner than if you waited on a paper check to arrive. That shortens your revenue cycle, which can make running a successful business a whole lot easier.

Two electronic payment options:

- ACH Direct Deposit (Optum Pay)
- Virtual Card Payment (VCP)

Claim Tips

CPT CODE CHANGES 2020

Admin Resources – Claim Tips – [CPT Code Changes 2020](#)

CPT® Code Changes 2020

The American Medical Association (AMA) has announced changes to CPT codes for Health and Behavior Assessment and Intervention services.

Nine new service codes:

- Five base codes - 96156, 96158, 96164, 96167, 96170
- Four add-on codes - 96159, 96165, 96168, 96171

These new codes more accurately reflect current clinical practice that increasingly emphasizes interdisciplinary care coordination and teamwork with physicians in primary care and specialty settings.

