

# Network Notes

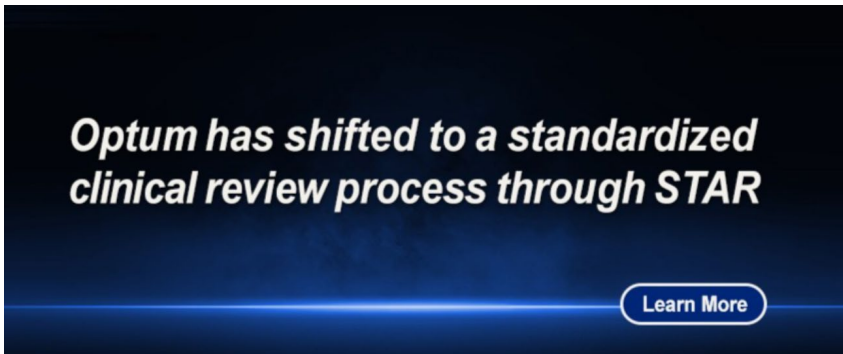
Optum news and updates for Clinicians and Facilities

Spring 2023

We hope you find this publication of *Network Notes* helpful and insightful. This quarterly newsletter covers important updates and topics of interest to our provider network. You can find more details for the following topics on [providerexpress.com](https://providerexpress.com).

## Use STAR for faster clinical authorization approvals

[optum.com](https://optum.com)



### A BETTER CLINICAL REVIEW EXPERIENCE

- STAR is available to Optum-contracted behavioral health facilities that offer inpatient, residential or partial levels of care
- Asks a limited number of relevant questions about the patient’s symptoms and severity, risk and proposed treatment
- Instantly reviews the information, comparing it with industry-recognized guidelines and best practices

Smart Technology Authorization Request (STAR) is a whole new experience when you’re requesting an authorization of care.

Created with care through real behavioral health professional input and testing, it reinvents the process to expedite approvals and take less of your time.

[Learn More](#)

**Faster approvals with STAR**

About 10 minutes to enter

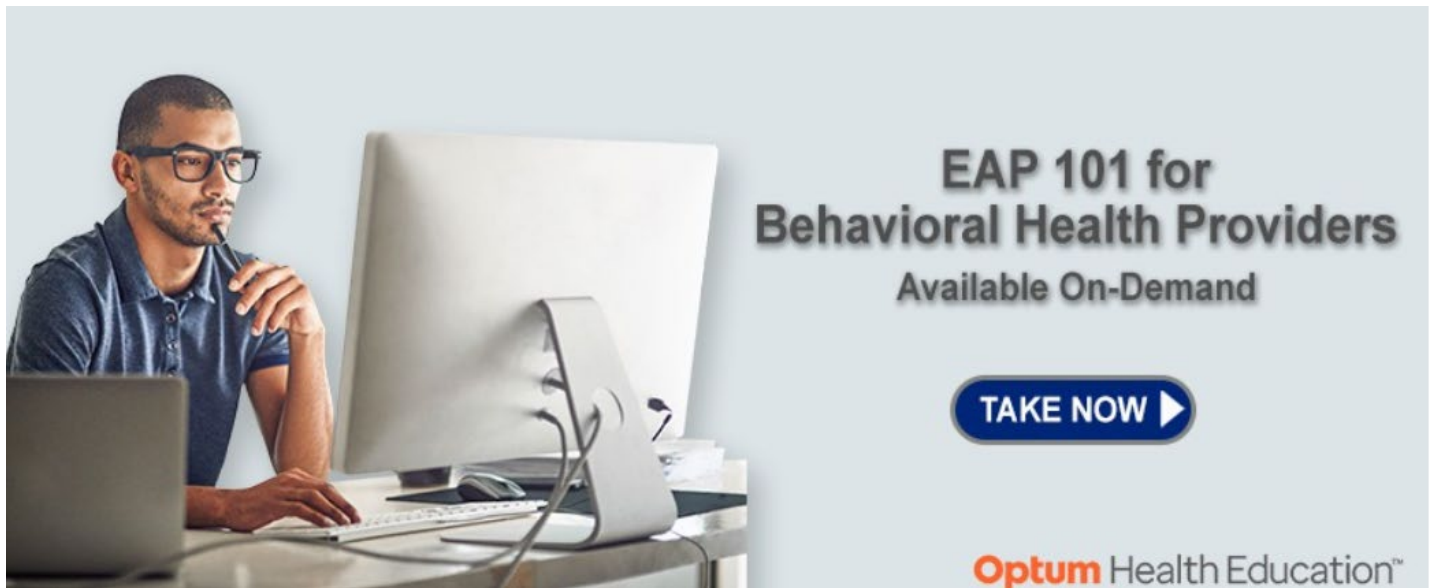
About 50% of authorizations approved in real time

Even complex cases approved faster than with a standard clinical review\*

\* Not all cases are approved.  
\*\* Optum® STAR key metrics program data from in-network facilities authorizing behavioral health treatment admissions to inpatient, residential and partial hospital levels of care for members from May 2021 to July 2021, McCarthy, August 2021.

# Serve members better with EAP

optumhealtheducation.com



The Employee Assistance Program (EAP) affiliates provides quality, work-based assistance to all eligible members and improves the productivity and healthy functioning of each workplace by providing short-term, solution-focused consultations.

## This activity will provide an overview of:

- EAP services components
- Employee Assistance Professionals Association (EAPA) standards and code of ethics
- Difference between EAP and behavioral health
- Types of EAP referrals
- Benefits of services
- Management referral process
- EAP core technology
- CEAP (certification)
- Dual relationships

**1.00 APA/ASWB/PDH credit is available.**

[Go to OptumHealth Education](#)

[EAP 101](#)

# Help members get the most from their treatment plan

Provider Express – Clinical Resources - Coordination of Care

## Coordination of care among behavioral health clinicians and medical care providers improves the quality of patients' care



### Six ways to improve coordination of care:

- At the initial session, discuss what coordination of care is and invite your patient to ask questions they may have about the process
- Engage and inform your patient about the importance and benefits of coordinating their care with other health care professionals
- Document the discussion notes in the patient chart
- Provide the appropriate assessment information to other treatment professionals, with the appropriate permissions and releases on file
- Request that the other treating professional provide you with relevant clinical information including medical, mental health or substance use treatment they are providing
- Document actions in the patient progress notes, including if the patient declined to allow coordination of care

**Effectively coordinating care between these treatment professionals can lead to improved health outcomes, reduce health care costs, and benefit practitioners by enhancing networking with other professionals.**

[Learn More](#)

# Medication Assisted Treatment has a new name

Provider Express – Clinical Resources – Medication Assisted Treatment

## Medication for Opioid Use Disorder (MOUD) and Medication for Alcohol Use Disorder (MAUD): MOUD-MAUD

The concern with using Medication Assisted Treatment (MAT) comes from the role medication has in addiction treatment:

- Medication was first used as an add-on to the usual treatments
- The primary approach for many years has been abstinence with counseling/therapy and self-help support, which addresses how thoughts, emotions and behaviors work together
- From this viewpoint, medication has had a supporting role

Now, research has backed medication as an effective stand-alone treatment:

- Current methods now use medication with or without counseling/therapy
- It is considered a safe and effective treatment on its own
- This treatment method is MOUD-MAUD



[Learn More](#)

# We're streamlining the Platinum Recognition Program

Provider Express – Clinical Resources – Platinum Recognition



[Platinum Recognition Info](#)

## Here's what's changing in 2023:

- Our national quality (readmission and follow up) benchmarks will move to a regional structure
- Our SUD diagnostic categories will be collapsed into one category
- The new HEDIS FUI metric (Follow-up After High Intensity Care) will be applied to SUD programs