Optum

Platinum Recognition

Frequently asked questions (FAQs)

Can you explain your data model?

Platinum Recognition evaluates program performance on 5 key metrics, and any program that meets at least 4 out of 5 metric benchmarks is designated as Platinum.

What metrics are being evaluated?

Programs are evaluated using a Readmission rate, 2 Follow-Up rates, an Outlier Length of Stay (LOS) rate and an Outlier Episode Cost rate.

What condition categories are being evaluated?

- General mental health (GMH)
- Substance use disorder (SUD)
- Eating disorder
- In addition, admissions will be evaluated separately for Inpatient (IP), Residential (RES) and Partial Hospitalization (PHP) levels of care within each condition category.

How are the Platinum benchmarks established?

The benchmarks for the Readmission and Follow-Up rates are based on regional medians for each condition category, level of care and product group. The Outlier LOS and Outlier Episode Cost metrics have associated norming cohort benchmarks that are based on the median results for each cohort by condition category, region, product, primary diagnosis and age range.

What criteria needs to be met for an evaluation to take place?

To qualify for evaluation, a facility program must be in-network and meet the minimum volume requirement of 20 eligible admissions within the calendar year.

Can a facility be considered Platinum for one program and not another?

Evaluations are program-specific, so yes, a facility can qualify for evaluation for multiple programs and may be recognized as Platinum for one program and not for others.

After discharge, is there a time frame to get the discharge information to Optum?

Yes. Within 24 hours, discharge clinical are required to close out the auth with the exact number of days used. Therefore, it is imperative that the staff call in the discharge clinical to prevent claims issues on the back end.

? **If you have additional questions, please contact us at platinumprogram@optum.com**