

Network Notes

Optum News and Updates for Clinicians and Facilities

Fall 2020

Telemental Health

VIRTUAL VISITS

Provider Express – Clinical Resources - [Become an Optum virtual visit telemental health provider](#)

virtual visits: The complete telemental health solution for your practice can now be used with nearly all payers and insurance companies

- The virtual visits technology platform is available for use with no licensing cost or monthly fee for our network providers who have submitted a signed attestation.



Facility Platinum

FACILITY PLATINUM

Provider Express – Home – [Platinum data available pdf](#)

Annual Platinum Program (formerly ACE) data is now available to view on Provider Express



The Platinum Program is our facility recognition program designed to identify and reward effective and efficient facility-based programs.

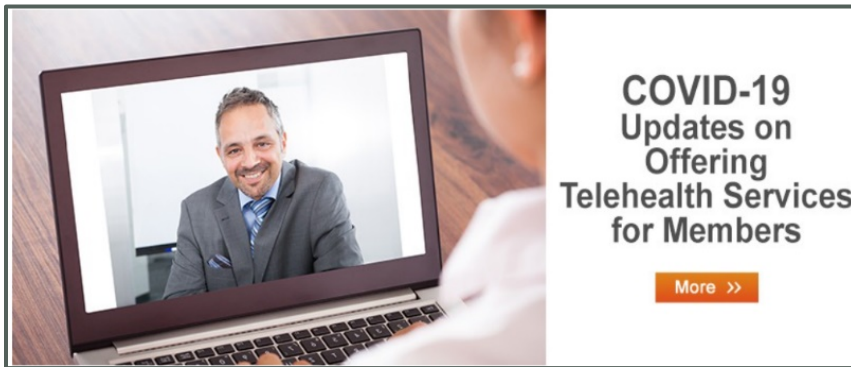
Increased Specificity:

- Clinical categories
- Levels of Care (LOC)
- Metrics
- Volume Requirements

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

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 you and your loved ones.

We're listening.

Our teams are striving to serve our members and health care professionals and working hard to keep you updated on the latest news for COVID-19. Please continue to check the COVID-19 Updates page on Provider Express, which is the central repository for the latest information during this crisis.

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.

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](#)



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 many videos 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.

See COVID-19 updates and other policy information on this page

Provider Referrals

PROVIDER REFERRALS

Provider Express – About Us – [Navigating Optum](#)



When your clients need additional behavioral health services, be sure to refer them to participating providers and facilities.

Find other participating providers through the directories on the [Our Network page here](#).

Clinical Guidelines

ADOPTION OF THE APA PSYCH TESTING GUIDELINES

Clinical Resources – Guidelines/Policies & Manuals – TBA

Adoption of American Psychological Association Psychological and Neuropsychological Testing Billing and Coding Guide

We are pleased to announce that, **effective January 1, 2021**, Optum is adopting the *Psychological and Neuropsychological Testing Billing and Coding Guide*, developed by the American Psychological Association (APA), for guidance on clinical criteria used to make coverage decisions on testing services. This change is applicable to Commercial, Medicaid and Medicare membership, unless otherwise mandated by Federal, State or contractual requirements.

As the effective date approaches, information will be posted on [providerexpress.com](#) > Guidelines/Policies and Manuals. [Please check the website for updates.](#)



Clinical Resources

BEHAVIORAL HEALTH TOOLKIT FOR MEDICAL PROVIDERS

Provider Express – Clinical Resources – [Behavioral Health Toolkit for Medical Providers](#)

Behavioral Health Toolkit for Medical Providers



Welcome to our redesigned Toolkit page

Resources are organized by the condition you are treating and can be found on the left-hand column.

Treatment Conditions

- [ADHD](#)
- [Alzheimer](#)
- [Anxiety](#)
- [Autism](#)
- [Bipolar Disorder](#)
- [Chronic Pain](#)
- [Cognitive Impairment](#)
- [Depression](#)
- [Developmental Disorders](#)
- [Psychosis](#)
- [PTSD](#)
- [Substance Use Disorder](#)
- [Suicide Prevention and Response](#)