Network Notes

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. Additional details for the following topics can be found on **providerexpress.com**.

One Healthcare ID

ONE HEALTHCARE ID

Provider Express – Admin Resources - **Optum ID has transitioned to One Healthcare ID**

Optum ID is being rebranded to One Healthcare ID as we migrate our services to the cloud.

For providers, the only change you will see is the branding. You _DO NOT_ need to create a new username and password for One Healthcare ID.

Your same Optum ID credentials will log you into One Healthcare ID and all of your online applications will work exactly as they always have.

HELLO MY NAME IS — OPTUM | ID

HELLO MY NAME IS — One Healthcare ID — MORE INFO

The only thing that's changed is the name.

ASAM

AMERICAN SOCIETY OF ADDICTION MEDICINE

Provider Express – Clinical Resources – **ASAM Clinical Criteria Information**

For the treatment of Substance Use Disorders

We're expanding ASAM Commercial Coverage of SUD residential services.

MORE INFO

Optum uses the ASAM criteria in clinical decision making for Substance Use Disorder (SUD) treatment.

Implementation of ASAM 3.5:

Effective January 1, 2021, Optum is implementing and providing expanded coverage for ASAM 3.5 residential treatment for SUD unless otherwise mandated by state, federal or contractual requirements.

STAR

Smart Technology Authorization Request (STAR) is a technology-enabled authorization system and process.

STAR introduces efficiencies in the UM process and improves the provider/user experience on the provider on-line portal (ReviewOnline).

STAR makes the portal-based experience easy, consistent and clinically appealing, while assuring key clinical data collection and review on all inpatient, residential treatment and partial hospitalization program admission requests.

The portal is designed to significantly reduce or eliminate provider telephone access times for the majority of authorization requests and dramatically reduce clinical review process times:

- STAR is currently active through Provider Express

- We require that **facility staff be trained on STAR** prior to activating the facility's access to the program

> **If you are interested in having your staff trained to use STAR, contact your Provider Relations Advocate**

EAP

Quick facts about EAP:

- Optum does not have a separate EAP network, and **all Optum therapists are contracted** to provide for EAP services
- Optum covers **12.5 million EAP members** nationally, and EAP referrals are a great way to grow your practice
- For a member who has Optum for their behavioral health benefits, you may **continue treatment** once EAP sessions are exhausted
- Many individuals accessing EAP services are **high-functioning and motivated for treatment**

Unlike other payors, Optum pays you the same reimbursement rates for EAP services as for routine outpatient therapy services. Plus, the member has no financial responsibility – Optum reimburses you directly at your contracted rate.

> **Accept an EAP referral today!**
> The EAP benefit serves to lessen the emotional and financial impact that the pandemic has had on many individuals.