Optum Idaho | Quarterly Report

January 2016

Helping Members with High Risk Care Needs

Please join us via webinar on January 25th, 27th, and 28th as our clinical leadership discusses how Optum Idaho assists providers to care for high-risk, high-needs members. It covers how high-risk members are identified through daily Optum operations including Utilization Management, Care Management, and Quality Management. Optum supports providers through promotion of evidence-based practice, care coordination and collaboration, and promotion of recovery and resiliency for members and families. It helps address unmet clinical needs by an outcomes-drive care management approach and adds several new services. There are multiple pathways for detecting and managing high-risk members. These pathways include Care Advocacy, the 24-hour Member Crisis and Help Line, the ALERT program, Discharge Coordination, Field Care Coordination, and Quality Monitoring. The presentation will discuss these new services and management pathways and how they operate. Please sign up for one of the webinars at **Optumidaho.com** under the *Network Providers* tab, and select *Trainings*.

Meet Optum Idaho's New Member & Family Director- Carrie Colby

I would like to introduce myself as the new Member and Family Affairs Director. I started in mid-November here at Optum Idaho with the goal and passion of working with all of you in our transformation to a Recovery and Resiliency model in the state. Living in Idaho most of my life, I am excited to be part of this transition and to be of help to you in connecting you to the programs offered around the state.

Warm regards,

Carrie Colby
Member and Family Affairs Director
Optum Idaho
Carrie.colby@optum.com
208 914 2234

Optum Events and Trainings

PAST QUARTER

Provider

9/29/15, 9/30/15, 10/1/15 Provider Training (webinar): Use of the General Organization Index Scale (GOI)

10/20/15 (2 times), 10/21/15 Provider Training (webinar) Recovery and Resiliency Principles

11/17/15, 11/18/15, 11/19/15 Provider Training (webinar) Transitioning Youth

COMING UP!

Provider & Stakeholder

1/25/16, 1/27/16, 1/28/16 High Risk Member Presentation (webinar)

2016 Prospective Trainings for Consideration (based on provider feedback):

Recovery and Resiliency related; Family Support Service Training, Annual Cultural Competency Training, Recovery Resiliency Principles related trainings

Evidence Based Program related; PTSD and Trauma-Related Care, Family-Based Interventions, Autistic Spectrum Disorder

Optum Operational Expectation related; revised Provider On-Boarding trainings hosted monthly and available to all providers joining the network or wanting a refresher on guidelines and policies

Please keep an eye out on more training opportunities on the Network Provider Trainings tab at: optumidaho.com

OPTUM™

Optum Idaho Fee Schedule Change

Fee increases and ACE program incentive

As a valued partner, it is Optum Idaho's goal to continuously work to improve member access and enhance the delivery of Medicaid outpatient behavioral health services through our dedicated network providers. We believe an important component of evolving the behavioral health system of care in Idaho includes payment for evidence-based services and positive member outcomes. As such, we are pleased to announce effective January 1, 2016, we will make some key provider fee increases.

Based on provider feedback and the results of our reimbursement analysis, Optum Idaho will implement the following changes to our provider fee schedule for 2016:

- A 15% increase to reimbursement for most physician and psychologist services included in the current schedule. This increase applies to the American Medical Association's Current Procedural Terminology (CPT) codes and does not include the Healthcare Common Procedure (HCPCS) codes.
- A 3% increase to reimbursement for most mid-level licensed professional services included in the current fee schedule. This increase applies to CPTs and does not include HCPCs. Additionally, a 5% increase will be applied to select evidence-based reimbursement rates for mid-level licensed professionals that further support strong member outcomes.

In addition, we are pleased to also begin offering a 3% payment increase to all Idaho Behavioral Health Plan providers who achieve Platinum status through our Achievements in Clinical Excellence (ACE) program. ACE is a quality-focused measurement program that recognizes excellent service from our network clinicians and creates more transparency for care advocates and our members. Optum Idaho is excited to offer this to our network as a means to provide continued support for their efforts and improved outcomes for our members. Gold and Platinum rated providers have a single star or two star ratings next to their listings in the provider directory on Live and Work Well. For more information about the ACE program and tier ratings, please visit www.providerexpress.com under the ACE Clinicians program.

We are excited to be able to provide reimbursement increases in some key areas to help continue to evolve our behavioral health system to be more member-centric and focused on recovery-based care. It is also important to note that Optum is committed to continuing to assess future changes to the fee schedule and has already begun collecting information for the next implementation including reviewing additional reimbursement options for telehealth services.

Should you have any questions about the new 2016 fee increases, please don't hesitate to reach out to your regional network manager at 855-202-0983, selecting option #5. Thank you for your continued partnership.

Sincerely,

Rebecca diVittorio, Executive Director

Community Events and Trainings

Attended, Contributed and/or Sponsored Community Events:

10/1/15-10/2/15 Idaho Annual Council for Exceptional Children Conference in Boise, ID
10/30/15-10/31/15 ID Partnership Conference on Human Services – Training Conference on Disabilities and Mental Health in Boise, ID
11/6/15 Joint Association Professional Workshop in Meridian, ID
11/7/15 Idaho Federation of Families Award Ceremony Boise, ID
11/11/15 Tom's Turkey Drive KREM(CBS) Spokane, WA
12/8/15 Food Drive for 7Cares Idaho Shares Meridian, ID
12/11/15 Crisis Center 1 Year Celebration Idaho Falls, ID
12/12/15 KTVB 7Cares Community Food Drive Boise, ID
12/12/15 KTVB 7Cares Community Food Drive Twin Falls, ID
01/18/16 NAMI West Region Conference in Boise, ID

COMING UP!

Attending, Contributing and/or Sponsoring Community Events:

1/27/16-1/30/16 Idaho Counseling Association Conference in Boise, ID
1/18/16 NAMI West Region Conference in Boise, ID
2/03/16 IHCA 2016 Winter Workshop in Boise, ID

MORE TO COME!

Optum Idaho Volunteers
Employee Community Council (ECC)

The philosophy of giving back to the people and the communities our employees are from is a priority for Optum Idaho. Volunteers work hard to support both local and statewide initiatives to help their neighbors, friends, and the communities of Idaho.

- 11/21/2015- 4 turkey food boxes were donated to St. Vincent de Paul.
- 12/19/15-A refugee family was adopted and provided gifts for the whole family, and delivered to the family's home.
- A farmer's Market was established by employees, who brought in produce and crafts to be sold, and the funds raised were matched dollar for dollar by Optum Idaho, and the proceeds donated to NAMI Coeur d'Alene.
- 12/21/15-Staff members collected toys for the Salvation Army's Angel Tree

Optum Idaho statewide

- 11/20/15-A check for $5,000 was donated to Tom's Turkey Drive in Spokane, WA
- 12/12/15-KTVB 7 Cares Idaho Shares Food Drive received a donation of $10,000

Region 7 – Q3 2015 l By the Numbers

Idaho Behavioral Health Plan Members and Access to Care

- **39,464** Number of Unique Members living in Region 7 (14.30% of all Idaho members)
- **4,639 -** Number of Unique Members who have accessed services from 7/01/2015 to 09/30/ 2015 (16.70% of all Idaho members that have accessed services)
- **13.17-** Mental health clinicians per 1000 members through 09/30/ 2015 (Statewide: 17.79)
- **2.60-** Prescribers per 1000 members through 09/30/ 2015 (Statewide: 3.50)
- **0.86 -** Substance Abuse Groups per 1000 members through 09/30/2015 (Statewide: 0.76)

Member Satisfaction

December 2015

Members and their families are continuing to have positive outcomes and experiences with Optum Idaho's Provider Network. Optum surveyed Idaho Behavioral Health Plan adults and parents of child enrollees who had incurred claims for outpatient services within the Optum network from April 1, 2015 through June 30, 2015. A random sample of individuals eligible for the survey was then selected*. For the second consecutive quarter, Optum has exceeded our operational goal of 85% satisfaction for each of the four key indicators. Check out the quarterly comparison below.

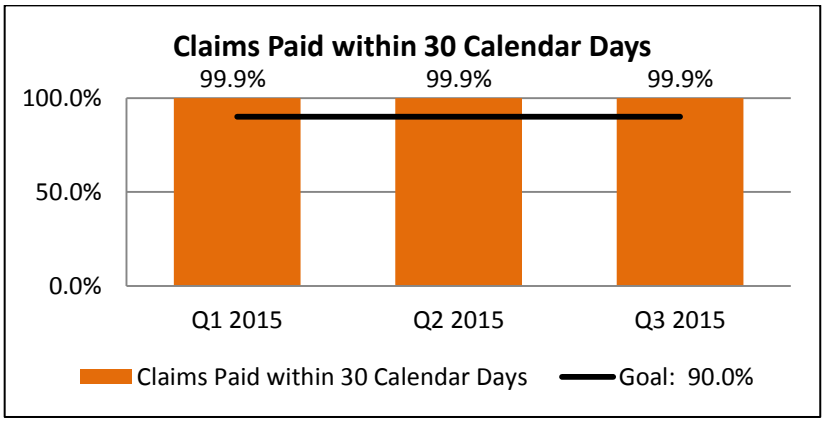
Quarter over Quarter Comparison of Key Indicators

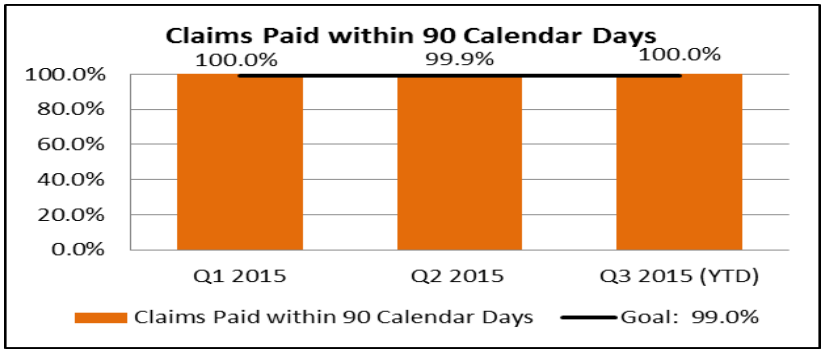
	Q3 2014 (N = 104)	Q4 2014 (N = 90)	Q1 2015 (N = 94)	Q2 2015 (N = 105)
Experience with Optum Idaho Staff and Referral Process *(composite score of qsts 2-7)*	80.10%	84.70%	85.5%	85.8%
Experience with the Behavioral Health Provider Network *(composite score of qsts 10-14)*	89.20%	91.50%	91.0%	91.6%
Experience with Counseling or Treatment *(composite score of qsts 15-23)*	89.40%	92.60%	91.9%	96.7%
Overall Experience *(qst 25, % respondents selected 'Excellent', 'Very Good', or 'Good')*	85.40%	88.60%	92.2%	94.2%

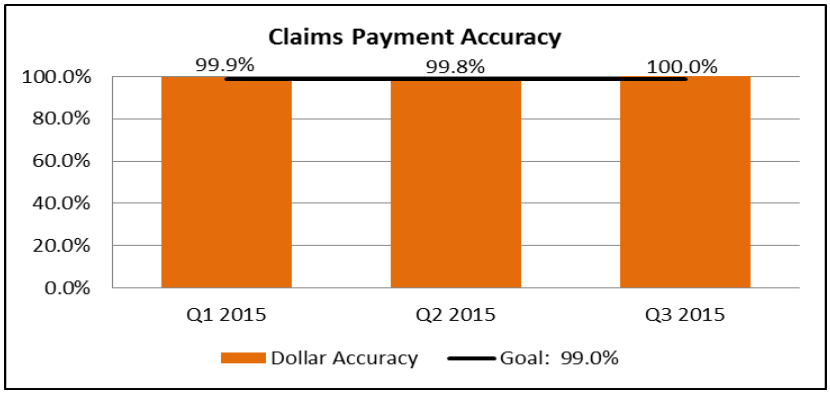
*To be eligible for the survey, the members must have had a valid mailing address on record with permission for Optum to mail to their address on record. Adults 18 years of age and older and parents of children aged 15 years or younger were eligible for the survey.

Quarterly Comparison | Provider

October 2015







IN THE NUMBERS

99.9%

Percent of Optum Idaho members that have access to a provider within 45 miles

3,315

The number of provider calls into Optum Idaho in Q4 2015. This includes both the care management line and provider customer service

4,703 Providers

556 Agencies

The number of provider agencies and individual clinicians in the Optum Idaho network

1,097

The number of member calls in Q4 2015

Optum Idaho
Website Redesign

A Recovery and Resiliency Focus

Optum launches new and expanded website

Through regional and rural outreach efforts, Optum Idaho team members work tirelessly throughout the state to educate and inform Idahoans about behavioral health issues and opportunities.

Whether it is through community engagement activities, face-to-face discussions, informational media coverage or organized events, Optum is committed to raise awareness about behavioral health and wellness and the resources available to help people reach recovery.

Recovery-based care focuses on the individual and customizes treatment plans and programs for that person, taking into account his/her goals and strengths. No two recovery plans are alike – just as no two people are alike.

Optum is a committed partner to all stakeholders on this journey which is why we recently launched an upgrade to our website. It is our goal by providing more information and tools, members feel empowered in their health care decisions and seeking the treatment options for their individual conditions.

The revamped website has new and additional recovery-based resources that are streamlined and easier to find in our Member Resources section. We have also added a section where individuals can access reports and data to better help them understand all the critical areas Optum focuses on to assist members and providers who care for them.

For more information about the services Optum provides and the tools available for members to access, please visit OptumIdaho.com.

Top 5 Reasons Members Call Optum

30%* Clinical Intervention
(e.g., Clinical care/clinical care options)

25%* Benefit Inquiry
(e.g., Services available/types of practitioners)

22%*Follow Up
(e.g., Optum Clinical Services/UM follow up)

4%* File a complaint
(e.g., About filing a complaint)

7%* Information& Referral
(e.g., Other services/directory referral)

**Q4 average percentage*

Optum Idaho is dedicated to working with the Regional Behavioral Health Boards to collaboratively address gaps and needs in the scope of the Idaho Behavioral Health Plan that were submitted to the State Planning Council. Below, we highlight an identified regional service needs and gaps.

Access to Psychiatric Services for both Adults and Children Regions 1,2,4,5,7

- **Better pay for psychiatrists**
- **Increase Medicaid payments**

It is our goal to develop a more robust and effective system of care in Idaho that is more effective and easier to access for our members to get the services they need. One of the gaps identified by the Behavioral Health Boards was Access to Psychiatric Services for both Adults and Children, and in the short falls and challenges, ***Better pay for Psychiatrists*** and ***Increase Medicaid Payments*** were mentioned.

Optum Idaho's announcement on Fee Schedule changes (p.2) addresses both of these concerns. We will continue to partner with regional BHB's, local resources and providers to help close the gaps on services to our members.

Optum staff worked diligently with providers and local stakeholders to bring sustainable and reliable services to the Medicaid population in the rural areas of the state. One example is Boise County, previously underserved, now having 100% access for all members is as of November 30th 2015, with 743 members all having access to a choice of a provider within 12.2 miles.

If you have any questions about the new 2016 fee increases, please don't hesitate to reach out to your regional network manager at 855-202-0983, selecting option #5.