



# Optum 101

## Who is Optum?

We're a leading health solution and care delivery organization. Our work is complex, but our mission is simple: create a healthier world, with you at the center.

In Idaho we manage outpatient behavioral health services for Idaho Medicaid recipients in the Idaho Behavioral Health Plan (IBHP).

## What is behavioral health?

Behavioral health generally refers to mental health and substance use disorders, life stressors and crises, and stress-related physical symptoms. Behavioral health care refers to the prevention, diagnosis and treatment of those conditions.

**Our work is complex, but our mission is simple: create a healthier world, with you at the center.**

## What is an outpatient?

A patient who receives medical treatment without being admitted to a hospital.

## What can I contact Optum for?

We are here to help you find and access services and providers, and to help you understand your benefits and rights as a program member. We welcome your call anytime, 24 hours a day, 7 days a week at **1-855-202-0973** (TDD/TTY, dial **711**).

## How does Optum support members?

Every individual and every family has a unique road to wellness, health and hope. Optum manages outpatient behavioral health benefits for Idaho Medicaid members and provides free resources to promote mental health awareness and reduce stigma for all Idahoans. It is our commitment to help transform Idaho's behavioral health system by focusing on helping people reach recovery in their own health journey.

*(Continued on the following page.)*





We are dedicated to working in partnership with community stakeholders and providers to implement an accountable, outcomes-driven, recovery-centered system focused on improving member care. We also know that many factors impact the health of Idahoans and their communities beyond clinical health care services, such as physical, economic and social situations. Factors such as these create barriers to care, sometimes called “social determinants of health,” and Optum is committed to improving individual and community health by focusing on financially supporting “direct-to-need” projects that reduce these health disparities in Idaho.

### Who is OptumRx® ?

OptumRx® is a full-service prescription drug benefit provider with a broad network of retail chain and independent pharmacies, Optum Specialty Pharmacy, and a mail service pharmacy through OptumRx home delivery. Learn more [here](#).

### Who is Optum Care?

Optum Care offers comprehensive health care options for Medicare Advantage-insured adults in southern Idaho through an expansive network of providers, hospitals, urgent care professionals and specialists trained in the treatment and prevention of various ailments and conditions. Optum Care providers are not part of the Idaho Behavioral Health Plan and do not serve Idaho Medicaid members at the moment. Learn more about Optum Care [here](#).



### A few facts about Optum



Founded in April 2011



Headquarters in Eden Prairie, Minnesota



310,000 employees worldwide



Division of UnitedHealth Group

### Who is Optum Serve?

Optum Serve provides access to full-service quality care in the communities where Veterans and Military Service Members live. Learn more [here](#).

### What is Hello Idaho?

Hello Idaho! was developed to help reduce isolation and encourage everyone to reach out and connect with those around them. This year-round campaign provides tools for students, businesses and community members to talk about mental health and help reduce both emotional and physical isolation. It's easy! Connect. Reach out. Say hello!

Hello Idaho! partnered with Idaho actress, writer and mental health advocate Mariel Hemingway and the Mariel Hemingway Foundation to promote hope and health across the state. See the Hello Idaho! Youtube channel [here](#).



### What types of social media channels does Optum have?

Visit our [YouTube channel](#) to watch videos that inspire hope and health. Visit our [Facebook page](#) to keep up to date on the latest events, news and information.

### Does Optum take member feedback?

Member input and guidance is critical in helping us transform the mental health system. Your feedback is appreciated and can be **submitted** at [membermatters@optum.com](mailto:membermatters@optum.com).