



## Optum Idaho | Quarterly Report

January 2015

At Optum Idaho, our goal is to help people enrolled in the Idaho Behavioral Health Plan access the outpatient mental health and substance use care services that are available to them through Medicaid. We are dedicated to working in partnership with providers and community stakeholders to implement an accountable, outcome-driven, recovery-centered system.

### Key Initiatives

We continue to develop initiatives that help achieve the joint vision of the state and Optum Idaho to help people access the outpatient mental health and substance use services they need to reach recovery and resiliency. These recovery-oriented initiatives include:

- Optum's care coordination services collaborate with providers to help ensure members receive the most appropriate care based on evidence-based guidelines.
- The continued use of evidence-based practices for making care decisions.

## Optum's Care Coordination Brings Providers and Members Additional Support for Individualized Care

Idaho Behavioral Health Plan members and their care providers have an additional tool to help better coordinate appropriate resources and enable recovery. Through the Optum care coordination program, Field Care Coordinators work directly with members, providers, family members and community partners to identify community-based resources that can help and develop a plan for a member's recovery.

Field Care Coordinators are licensed clinicians who can also proactively reach out to providers when a member is being discharged from an inpatient facility or has a complex condition or clinical presentation requiring more specialized, individual attention. They work with providers to ensure that a member's whole needs are met through accessing the right services.

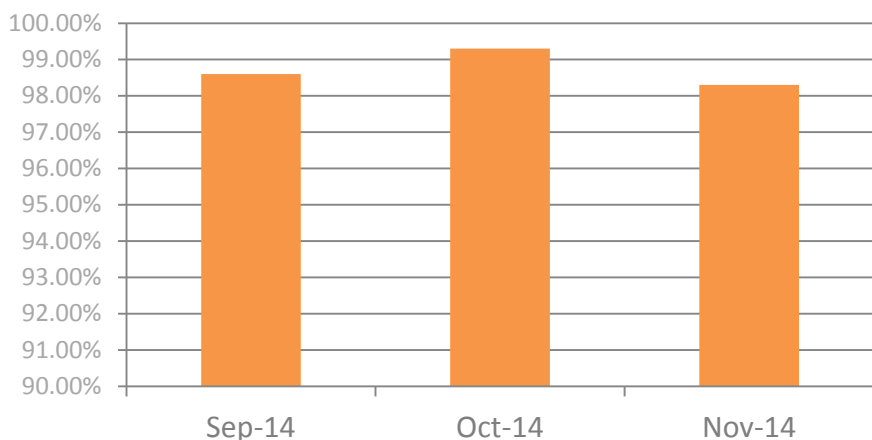
Members who wish to request care coordination can call **855-202-0973**. Care providers who want to refer a member or to ask questions about the program may contact a Care Advocate by calling the Provider Service Line at **855-202-0983**.

*"It is a relief to have someone else also looking after my grandchild to make sure they are getting the right care."*

– Grandmother of member receiving care coordination services

## Claims Payment Summary

Claims Paid in 1-10 Days (Monthly)



Note: Contract requirement is that Optum pay 90% of clean claims within 30 days.

Idaho's providers are the core of the behavioral health system, and we are committed to supporting their success by ensuring timely and accurate claims payments.

## In The Numbers

# 99.9%

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

# 1,800

The number of provider calls into Optum Idaho in October 2014. This includes both the care management line and provider customer service.

# 1,725

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

# 1,239

The number of member calls into the Member Crisis and Access Line in October 2014.

# Claims Data Shows Shift in Services to Evidence-Based Practices

Since starting our work with behavioral health providers in Idaho in 2013, the use of proven, evidence-based practices such as individual and family therapy has increased significantly.

- **Through July 2014, the number of members accessing individual therapy has increased by 36% since the beginning of the contract.**
- **Through July 2014, the number of members accessing family therapy has more than doubled since the beginning of the contract.**

Optum's approach to guiding people to the most effective care aligns with practices established and successfully proven by national medical and behavioral health communities, including care leaders such as the Substance Abuse and Mental Health Services Administration (SAMSHA), the American Academy of Clinical Psychiatrists (ACAP) and the American Psychiatric Association (APA).

We will continue to work with providers, the state, members and their families to focus on care that has been proven to work.

## Member Satisfaction Scores Are In!

Each quarter, Optum conducts member satisfaction surveys to better understand what we are doing well and identify areas for improvement in the Idaho Behavioral Health Plan. A key part of the survey is also the members' satisfaction with our provider network. We are proud to report that **94.8% of members are satisfied with their counseling experience and 90% of members are satisfied with the provider network** at large. These scores show the good work providers are doing in serving members and their families. We look forward to continued opportunities for improving member satisfaction.

## How Optum Data is Calculated

A key part of ensuring members are accessing the right care in the right time and place is reviewing and analyzing claims data.

Optum data is pulled from current claims data. There is a 90 day lag in the claims data availability since providers may bill for services up to 90 days after the service is rendered.

For example, if data is requested in November 2014, the latest complete claims data that can be pulled would be 90 days before November 2014. This would mean that a report pulled in November 2014 would only reflect claims data through July 2014, the most recent complete claims month.

Once claims data is pulled, it goes through an industry-standard quality assurance process to verify the integrity of the data.

## Top 5 Reasons Members call Optum

1. Inquiry on available benefits
2. Follow-up on previous request
3. Clinical Intervention
4. File a Complaint
5. Information to Find a Provider

## Top 5 Reasons Providers call Optum

1. Treatment/Authorizations
2. Claims/payment
3. Check on benefits/eligibility
4. Request forms
5. Website Help



## Region 3 | Quarterly Report Data

January 2015

- Number of Unique Members living in Region 3: 58,556
- Number of Unique Members living in Region 3 that have accessed services through the Idaho Behavioral Health Plan since January 2014: 9,116
- Percentage of all Idaho Behavioral Health Plan members represented in Region 3: 21.89%
- Mental health clinicians per 1000 Idaho Behavioral Health Plan members in Region 3: 10.14 (*Statewide: 14*)
- Prescribers per 1000 Idaho Behavioral Health Plan members in Region 3: 1.84 (*Statewide: 2.20*)
- Substance Abuse Groups per 1000 Idaho Behavioral Health Plan members in Region 3: .51 (*Statewide: .61*)