Optum Idaho | Quarterly Report
July 2015

Focusing on Recovery and Resiliency

Optum Idaho is working collaboratively with the state of Idaho with one goal in mind: **to transform the outpatient mental health and substance use system to better 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.

Recovery-based care draws on evidence and treatments that are known to work. This could include individual therapy, family therapy or peer support services. The approach is based on guidelines established by a variety of well-respected behavioral health care leadership organizations, including the American Academy of Child and Adolescent Psychiatry, the Substance Abuse and Mental Health Services Administration and the American Psychiatric Association.

For one person, recovery might mean working at a full-time job and for another it could be walking to get the mail. The key to a successful recovery program is identifying the strengths of the individual in treatment and their unique goals and tailoring a program that is best suited for lasting success. The goal is to approach care from a positive viewpoint – one that respects the individual and inspires hope.

Optum is a committed partner to individuals and providers on this journey. Implementing a stronger mental health care system doesn't happen overnight. It is our goal that every provider can help people get care that creates meaningful changes in their lives and puts them on the road to recovery.

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.

Optum team members Jen Benavente and Amanda Lehto talk to community members during a resource fair

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

In our ongoing efforts to promote access to care in rural areas and the use of telehealth services, Optum hosted a telepsychiatry panel discussion in April to bring community members together. During the conversation, participants discussed telepsychiatry and barriers to expanding telepsychiatric services in Idaho.

During May's Mental Health Awareness Month, various team members participated in over 10 community-based resource fairs and presentations to share information and insight about Optum and the benefits we provide to members as well as tips for recognizing when someone you care about may be struggling with a mental health issue.

Optum also provides free Mental Health First Aid training courses in communities around the state through a partnership with The Speedy Foundation, a local organization dedicated to preventing suicide through education and outreach in the community. The partnership recognizes that just as people are trained to administer CPR or the Heimlich maneuver in an emergency situation, Idahoans should also be equipped with the tools to recognize and respond appropriately to assist friends, family members and colleagues who are suffering from mental health, emotional or substance use issues.

Optum has conducted 10 trainings over the past year and have two more scheduled for July in Duck Valley and September in Challis. Optum collaborates with the Regional Behavioral Health Boards in an effort to best determine which communities are selected based on need and support.

Community members in Montpelier participate in Mental Health First Aid Training

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Integrating Recovery-based Care Delivery
Linking Mental Health & Substance Abuse Providers

Optum's goal is to ensure that people are getting access to the right care, at the right time to help them in their journey toward recovery. Our focus is in helping to ensure all members are able to access integrated care including mental health and substance use health care services. To meet this need, we work to link providers to address a person's whole health.

According to SAMSHA, "addressing both mental health and substance use issues at the same time produces better outcomes for individuals with co-occurring mental and substance use disorders. Without integrated treatment, one or both disorders may not be addressed properly."

Developing collaborative opportunities to help link substance use and mental health providers to address a member's whole health needs is a priority Optum continues to work on. To that end, we are working diligently to bring education, training sessions and on-site support to assist in this process.

Region 5 – Q1 2015 l By the Numbers
Idaho Behavioral Health Plan Members and Access to Care

- **36,571 - Number of Unique Members living in Region 5 (13.37% of all Idaho members)**
- **2,799 - Number of Unique Members who have accessed services from January 2015 to March 2015 (9.86% of all Idaho members that have accessed services)**
- **8.60 - Mental health clinicians per 1000 members through March 2015 (Statewide: 17.3)**
- **1.71 - Prescribers per 1000 members through March 2015 (Statewide: 3.1)**
- **0.54 - Substance Abuse Groups per 1000 members through March 2015 (Statewide: .75)**
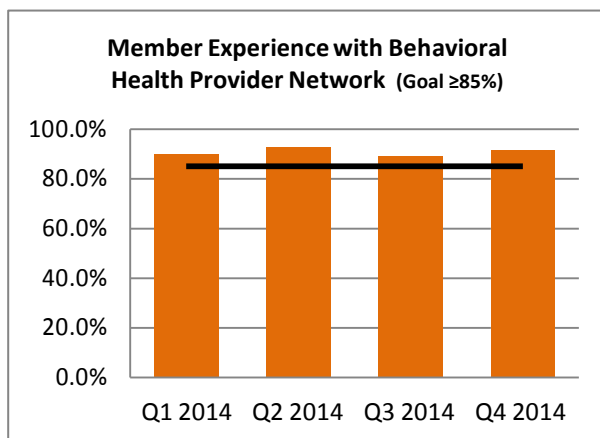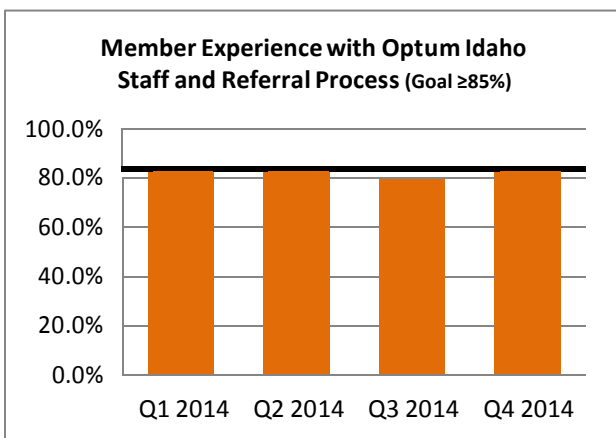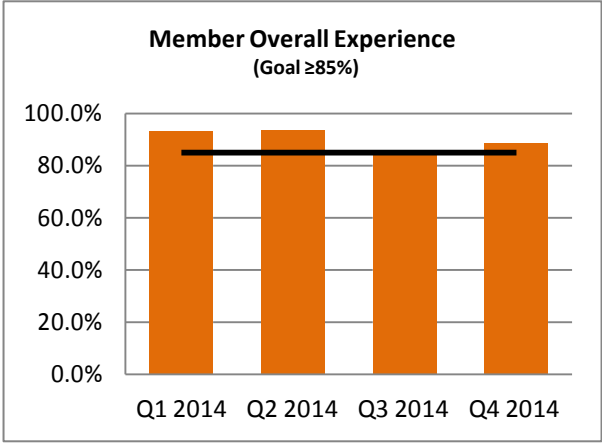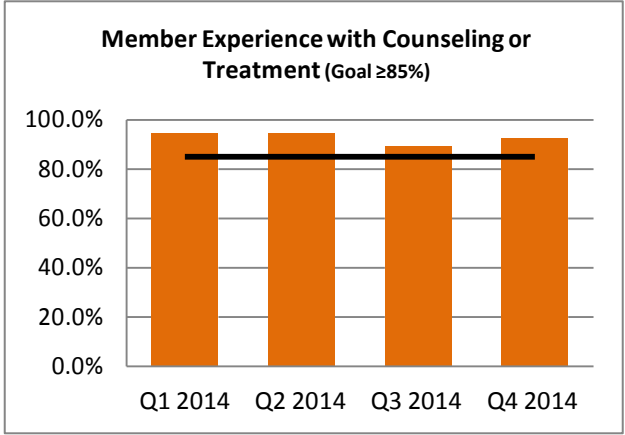
Member Satisfaction Survey Results and Actions

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.

Member input and guidance is critical to transform the mental health system, which is why we actively engage with members through various committees, boards and organizations to ensure their voice is a part of our decision-making process. We also conduct quarterly member satisfaction surveys that influence how we monitor and adjust our operations to help us meet and exceed performance metrics.

Member Experience with Optum Idaho Staff and Referral Process (Goal ≥85%)

Member Experience with Behavioral Health Provider Network (Goal ≥85%)

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Member Experience with Counseling or Treatment (Goal ≥85%)

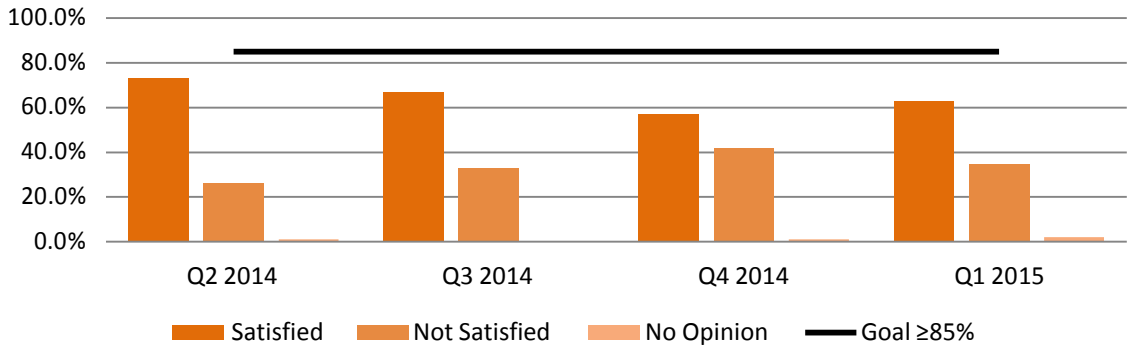**Member Overall Experience** (Goal ≥85%)

Provider Satisfaction Survey Results and Actions

In our ongoing efforts to increase provider satisfaction, Optum team members regularly review provider feedback and survey scores in order to make improvements. We are currently executing improvement action plans to positively impact the overall satisfaction of network providers by the end of the reporting year including the implementation of our new Clinical 2.1 model later this summer. Clinical 2.1 is designed to improve operational consistency and efficiency in clinical outcomes for members.
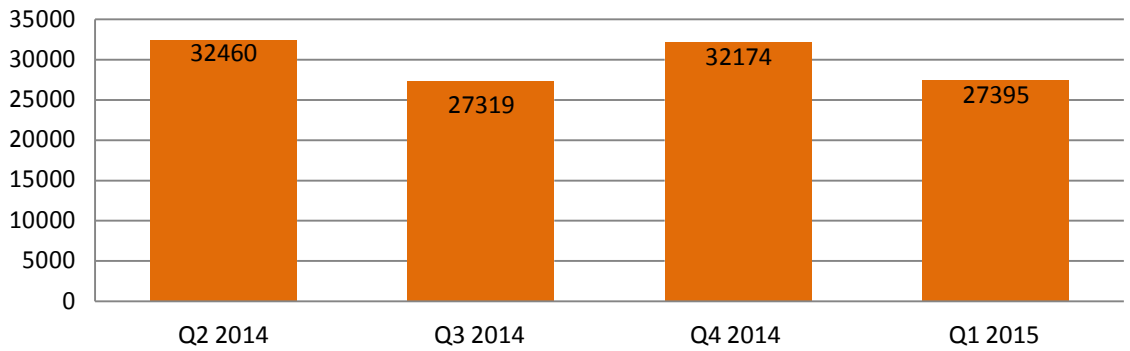
Some specific efforts also include: 1) continuing to collaborate with the Provider Advisory Committee (PAC) to address issues and identify opportunities for improvements, 2) working with internal staff to ensure any identified training or communications gaps are addressed in a timely manner, 3) ensuring consistency in Utilization Management decisions, 4) ensuring information provided is sufficient so informed discussions and decisions can take place, 5) reducing unnecessary documents and improving processes to ease provider burden, 6) being open to a two-way conversation at all times, 7) proactively identifying trends for provider practices and working collaboratively to resolve them, 8) continuing to address provider concerns and issues in a timely and responsive manner, 9) improving the peer review experience, and 10) improving the Optum Idaho member and provider website navigational capabilities as well as the content and resources available.

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Overall Provider Satisfaction with Optum

Chart showing Overall Provider Satisfaction with Optum. Categories: Satisfied, Not Satisfied, No Opinion, Goal ≥85%.

	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Satisfied	~73%	~67%	~57%	~63%
Not Satisfied	~26%	~33%	~42%	~35%
No Opinion	~1%	—	~1%	~2%

Total Number of Requests for Authorization

Q2 2014	Q3 2014	Q4 2014	Q1 2015
32460	27319	32174	27395

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Requests for Authorization* for Behavioral Health Services
% Approved and % Denied

	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Services Approved	97.9%	97.5%	98.1%	98.6%
Services Denied	2.1%	2.5%	1.9%	1.4%

■ Services Approved   ■ Services Denied
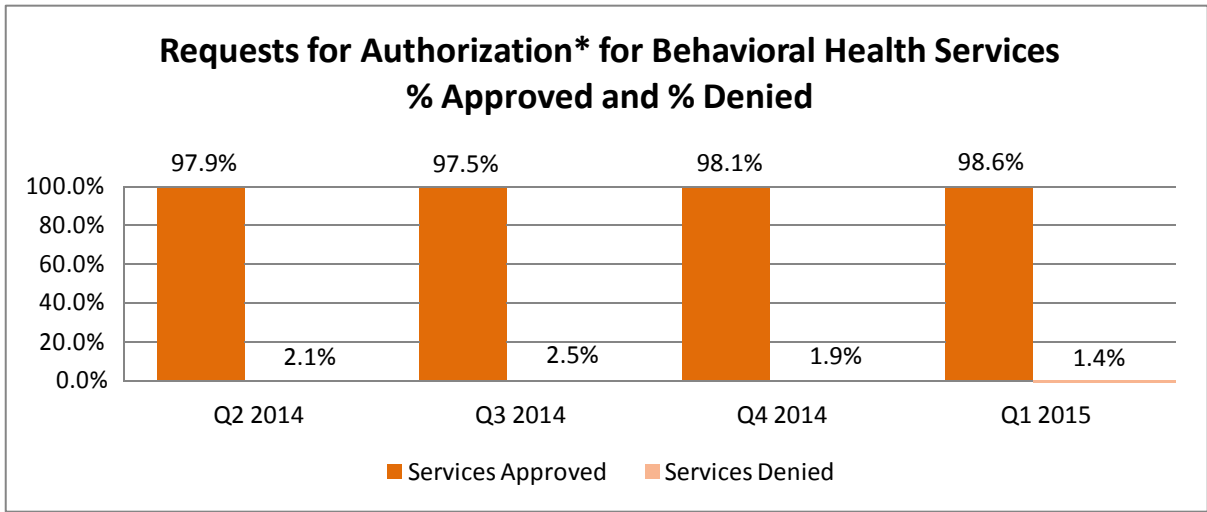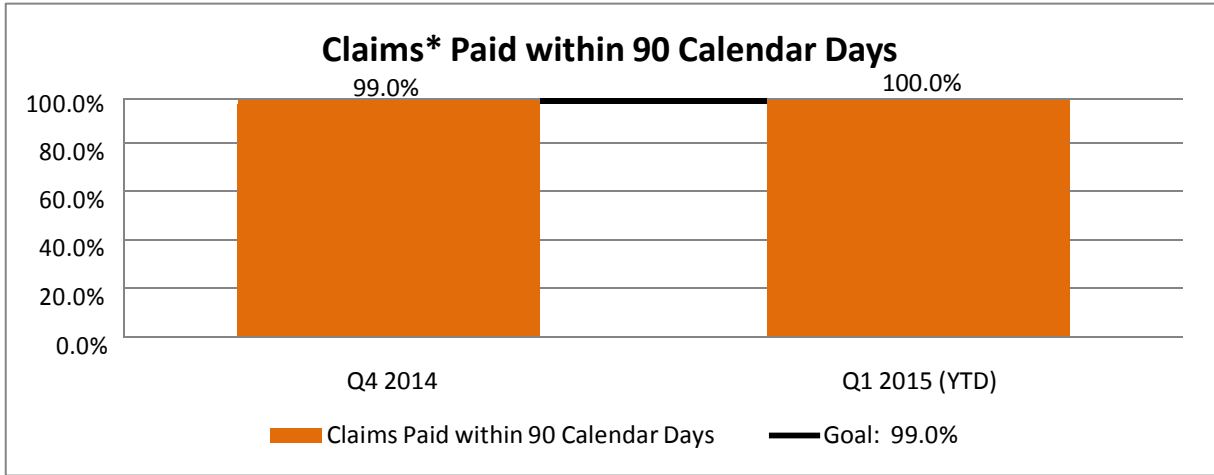
Authorizations for most treatment options fall into either no authorization required or an 'open' prior authorization where clinical review before the service is provided is not necessary.

Claims* Paid within 30 Calendar Days

	Q4 2014	Q1 2015
Claims Paid within 30 Calendar Days	99.5%	99.9%

■ Claims Paid within 30 Calendar Days   ▬ Goal: 90.0%

Claims that do not require additional documentation upon receipt

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Claims* Paid within 90 Calendar Days

99.0%   100.0%

(Bar chart comparing Q4 2014 and Q1 2015 (YTD))

Legend: Claims Paid within 90 Calendar Days — Goal: 99.0%

Claims that do not require additional documentation upon receipt

Claims Payment Accuracy

98.7%   99.0%

(Bar chart comparing Q4 2014 and Q1 2015)

Legend: Dollar Accuracy — Goal: 99.0%

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