



PROVIDER ALERT

Provider Express and Member Access

Dear Provider:

We want to remind you of the importance of maintaining the accuracy of your practice information on Provider Express. The Live and Work Well search tool on the Optum website utilizes this information to allow members to search for services in their area. Providers can manage their practice information directly through Provider Express. We have recapped a few tips to help you with this process as well as a reminder of the access standards for Medicaid providers:

Provider Express

Provider Express offers many self-service transactions that include:

My Practice Info – located in the Securer Transactions section of providerexpress.com

- Update and maintain your practice information to include address, hours, specialties and contact information, as well as update language information, add multiple addresses and specify unavailable date range and hours of operations all within the *My Practice Info* section
- Manage the clinician roster in your practice
- Indicate your practice availability, turning that feature on and off as necessary

New and Improved Functions

- Message Center is very efficient and a great solution for getting information sent securely between you and Optum– see the Message Center Guided Tour under training on the Optum Video Channel
- Our “Admin News” on the homepage of providerexpress.com delivers the latest provider information, including our quarterly provider newsletter and Network Notes

Member Access

If a member has located your practice on Live and Work Well or been referred in another manner, please be sure to direct them to the services that will best fit their needs. As part of our Quality Improvement Program, and to ensure that all members have access to appropriate treatment as needed, we require our network providers adhere to these specific access standards:

- Respond within 24 hours to a members’ request for routine outpatient care
- An initial MH/SUD appointment must be offered within 10 business days of the request
- Urgent appointments must be offered within required timeframes (MH/SUD - 48 hours)
- Non-life threatening emergencies must be offered within 6 hours
- An immediate appointment must be offered for any life-threatening emergencies
- An MH/SUD outpatient appointment must be offered within 7 days of an acute inpatient discharge, and this appointment should be added in the facility discharge plan

On-Call and After-Hours Coverage

You must provide or arrange for the provision of assistance to members in emergency situations 24-hours a day, seven days a week.

- Inform members about your hours of operation and how to reach you after hours in case of an emergency
- Each member’s treatment plan must also include a crisis plan that informs the member what to do in the case of an emergency
- In addition, any after-hours message or answering service must provide instructions to members regarding what to do in a Mental Health emergency situation
- When you are not available, coverage for emergencies should be arranged with another participating clinician
- Optum Member Crisis Line 1-855-202-0973 is also available to members 24/7, 365-days a year.

Thank you for your dedication to serving Medicaid members in Idaho. If you have any questions, please contact your Network Manager by calling **1-855-202-0983**, Option “5”.

Thank you,

Optum Idaho Network Services