Traditional ALERT - Member Specific Focus
ALERT/Wellness Assessments: Idaho

- The Optum Wellness Assessment (WA) is a key component of the Idaho ALERT program and for that reason, all providers are required to ask all members to complete the Assessment at the initiation of treatment and to monitor treatment progress whenever the provider requests authorization to continue treatment.

WA provides information that is critical to ALERT’s algorithmic analysis of a member’s clinical and medical condition, need for treatment, and progress in treatment.

WA is based on a psychometrically-tested instrument that uses the Global Distress Scale for identifying and monitoring change in psychological distress and identifying chemical dependency risk and medical issues.
Alert/Wellness Assessments: Idaho

Optum Idaho uses two versions of the WA: one for adults and the other for youth under the age of 12.

The adult scale includes 24 items that assess symptoms of depression and anxiety, functional impairment, well-being, daily functioning, health and medical co-morbidity, and substance risk and use.

The youth scale has 25 items that assess global impairment in the child (including interpersonal, emotional, academic and behavioral), caregiver strain, parental workplace absenteeism and presenteeism and health.

Monitoring of progress in treatment – Optum Idaho Care Managers receive ALERT-generated flags whenever the system identifies potential issues with a member’s medical condition or progress in treatment.

ALERT also generates flags if a member is at risk for any one of 15 medical and behavioral complications ranging from anorexia nervosa to caregiver strain, chemical dependency, depression, and medical/behavioral co-morbidity.
Value of ALERT Program

ALERT Outpatient Care Advocacy Program

• Integral component of our risk and utilization management process

Values of ALERT model

• Collaboration with providers to improve outcomes and manage care
• Promotes outcomes-informed, patient centered psychotherapy
• Allows for focus to be on cases with highest risk
• Decreased administrative work for routine care
• Wellness Assessments provide treatment feedback
Traditional ALERT Model

Referral to Clinician

- Member Questionnaire (Wellness Assessment) given to member at first visit
- Additional Wellness Assessments
- Four-month Follow-up Wellness Assessment Measuring Sustainable Outcomes
- Claims Data (Behavioral and Psychotropic Pharmacy*)

Proprietary Algorithms

ALERTonline

- Automated Clinician ALERT Messages
- And/Or
- Care Advocate Interventions

* Limited availability
# ALERT Evidenced Based Algorithms

<table>
<thead>
<tr>
<th><strong>Questionnaire Only</strong></th>
<th><strong>Questionnaire + Claims Data</strong></th>
<th><strong>Baseline Questionnaire + Follow-Up</strong></th>
<th><strong>Claims Data</strong></th>
</tr>
</thead>
</table>
| - A set of algorithms based on the patients’ self-report of their levels of global distress, workplace impairment, health, and substance use risk  
- Measures progress in treatment over time, identifying patients who are at risk because they are not improving as expected | - A set of algorithms using patient responses to the Wellness Assessment and their claims history  
- Predicts outpatients at risk for admission to facility-based care  
- Identifies patients with severe symptoms not receiving evidence-based treatment | - A set of algorithms based on the patients’ report of their clinical status four months after treatment began  
- Identifies patients who are not improved as expected  
- Identifies patients who appear well yet remain in treatment | - A set of algorithms that selects cases on the basis of high-risk diagnosis and unusual utilization patterns, e.g., high frequency of visits in a brief time period or high total number of visits  
- Not dependent on receipt of a Wellness Assessment |
**“Adult” Wellness Assessment**

- 24 items
- Depression and anxiety symptoms
- Functional impairment
- Well-being
- Workplace absenteeism and presenteeism
- Substance abuse risk and use
- Health and medical comorbidity

**“Youth” Wellness Assessment**

- 25 items
- Global impairment in child (interpersonal, emotional, academic, behavioral)
- Caregiver strain
- Parental workplace absenteeism and presenteeism
Components of the Outpatient Review:

**Clinical Status of the Member**
- Diagnosis
- Symptoms that support the diagnosis
- Degree of impairment that results from the symptoms
- Existence of risk issues
- Environmental stressors
- Medical co-morbidity

** Appropriateness of Treatment**
- Length of treatment
- Frequency of sessions
- Type of therapy/treatment approach
- Nature of the treatment goals
- Appropriateness of the treatment goals for the stage of treatment
- Specific interventions used to achieve the treatment goals
- Incorporation of adjunctive treatments into the treatment plan
- Progress made in treatment
- Obstacles to progress
- Projected future course of treatment
Interactive report updated nightly on www.ubhonline.com

**Clinician Aggregate Reports**
- Mean change reported by their patients
- Severity Adjusted Effect Size
- Certificate of Clinical Effectiveness

**Member-Specific Reports**
- Progress reports tracking patients’ improvement
- ALERT algorithms
- Wellness Assessments Responses

**Resource Library / References**
- FAQ
- White Papers
Promotes outcomes-informed treatment

• Supports use of Wellness Assessments
• Allows clinicians to monitor patient progress
• Provides clinicians with clinical effectiveness scores

Provides clinicians with feedback

• Clinical effectiveness scores will be available
• Comparison to network clinicians
• Recognizes clinical excellence through ‘Certificate of Clinical Excellence’

Responds to clinicians’ requests for more feedback regarding ALERT

‘… formally monitoring patient progress in treatment has a significant impact on clients who show a poor initial response to treatment. Implementation of [a] feedback system reduced deterioration…and improved outcomes. Our interpretation of these results suggests it may be time for clinicians routinely and formally monitor patient treatment response.’

Accessible via Secure Transactions on Provider Express

- All information is secure and accessible only by using your log in information
- Access your ALERT online reports using the Provider Reports
Summary Data for All Members

- Summarized data is available for all members for whom you have submitted a Wellness Assessment in the past 24 months.
- You can also review the status and progress of individual members, and any Alerts generated them.

**Episode Summary**
Wellness Assessment Submissions (within last 24 months)

- Episodes with 1 WA Received: 23
- Episodes with 2+ WAs Received: 18
- Total Episodes: 41

Navigation Tips:
- Click on the menu options running across the screen above the chart and application heading to select.
- Clinician/Group provides summary level information related to your practice.
- Member will display a list of your members and provide further options which will enable you to view detailed information on individual members and to print pre-populated Wellness Assessment forms.
- References will provide information and links including outcomes-informed treatment.
- Contact Us will provide details on how to contact Optum should you have questions or comments about ALERT Online.
- Click on the various options in the Parallel the right of the chart to view further information on the option selected.
- To view more detailed Navigation Tips and other useful information, click on the Help button in the panel to the right of the chart.
Comparative Data

• By using these tabs: **Global Distress, Workplace Presenteeism, Workplace Absenteeism** and **Caregiver Strain** located in **Clinician Group**, you are able to view comparative data showing the changes in global distress scores for your members as compared to our national data set.
Clinical Effectiveness Scores

Clinical Effectiveness Score
Severity Adjusted Effectiveness Score (SAES)

Clinical Effectiveness is measured quarterly using a Severity Adjusted Effectiveness Score (SAES) for change in Global Distress, the core scale of the MH
distress scale of the MH

Clinical Effectiveness can be measured for clinicians with 10 or more members for whom a minimum of two wellness assessments were received and whose baseline Global Distress score was within the clinical range. For more information on the methodology, [here].

Your Results as of July 1, 2012

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Clinical Cases</td>
<td>12</td>
</tr>
<tr>
<td>Your SAES Lower Confidence Limit (LCL)</td>
<td>0.05</td>
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<tr>
<td>Your Mean SAES</td>
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<tr>
<td>Your SAES Upper Confidence Limit (UCL)</td>
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<tr>
<td>Your ALERT Effectiveness Designation</td>
<td>Effective, 11 &gt; 50</td>
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<tr>
<td>Your CFE Tier</td>
<td>1</td>
</tr>
<tr>
<td>Your Network Mean SAES</td>
<td>0.82</td>
</tr>
</tbody>
</table>

Designation Description:
Congratulations! Your SAES results demonstrate clinical effectiveness. As a result of your performance and your participation in the Campaign for Excellence (CFE), we are pleased to recognize you as a Tier 1 clinician in our network. Please [click here] to download a Certificate of Clinical Effectiveness.

A Certificate of Clinical Effectiveness is available for clinicians whose score demonstrates effectiveness.

Clinicians with at least 10 cases meeting the clinical threshold are able to view their clinical effectiveness score.

Certificate of Clinical Effectiveness

This clinician has participated in the ALERT™ program, allowing measurement of treatment outcomes and their clinical effectiveness as measured by patient self-reporting. The outcomes reported by the clinician are patients' satisfaction with the care they received. The clinician has met or exceeded the criteria established by OptumHealth Behavioral Solutions and is National Academy of Social Work. The application of this clinician's commitment to clinical excellence is confirmed by [signature].

[Signature]
[Name]
[Title]
[Date]

Propriety and Confidential. Do not distribute.
Progress Reports

- In the **Member** tab, you are able to access **Progress Reports**. These allow you to track your client’s scores across Wellness Assessments.

- You are encouraged to submit additional Wellness Assessments to track your client’s progress in greater detail over time.
Member-Specific ALERTs

- ALERT Online allows you to view **ALERTS** generated for your individual charts

**ALERTS**

<table>
<thead>
<tr>
<th>DATE</th>
<th>ALERT</th>
<th>ALERT DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/5/2010</td>
<td>Normal Level of Global Distress</td>
<td>Patient's last WA indicated that Global Distress was below the clinical threshold.</td>
</tr>
<tr>
<td>4/14/2010</td>
<td>Normal Level of Global Distress</td>
<td>Patient's last WA indicated that Global Distress was below the clinical threshold.</td>
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</tbody>
</table>

ALERT Online contains confidential information protected by Federal and State law and is only for the specific clinician/group identified and only for treatment purposes. Access, use, or distribution of the confidential information for any other purpose is strictly prohibited.
List of Wellness Assessments and Key Scores

- The *List of Wellness Assessments* located in the *Member* tab, gives you a list of your client’s Wellness Assessments and highlights the key scores
View Wellness Assessment Responses

- The **Wellness Assessment Detail** tab, your client’s responses to each item on the Wellness Assessments are available in this section.
Reference Library

- ALERT Online Training
  - Frequently Asked Questions (FAQ's)
    - ALERT Online
    - ALERT
  - Wellness Assessment
    - Scoring Guide
  - Psychometric Findings from IRT Analyses
    - Adult Wellness Assessment
    - Child/Adolescent Wellness Assessment
- Additional Papers
  - Global Distress and the Association with other Indicators of Global Distress
  - Severity Adjusted Effect Size (SAES) Methodology
- Outcomes-Informed Bibliography