



Idaho Behavioral Health Plan

Quarterly Report | June

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 are currently working on several initiatives to 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:

- Introducing improvements to the clinical care model.
- Working with local communities to increase mental health awareness.
- Educating providers and stakeholders on medical necessity and evidence-based practices.

Optum Idaho's Clinical Model

With our shared goal of better outcomes for members, Optum's commitment to Idaho is to transform the behavioral health outpatient system of care. To do this, we are working to strengthen the way providers are able to obtain authorization for services; increasing quality of care accountability through clinical audits; as well as introducing care coordination resources throughout the state.

From a utilization management perspective, we will be adapting the levels of care to better fit the dynamics of the Idaho behavioral health system. This includes updating the levels of care and introducing a new category of level 4 services. In addition, all providers will now have the ability to submit authorization requests via the provider portal. This will allow providers another means of submitting authorizations which can reduce administrative burden for providers.

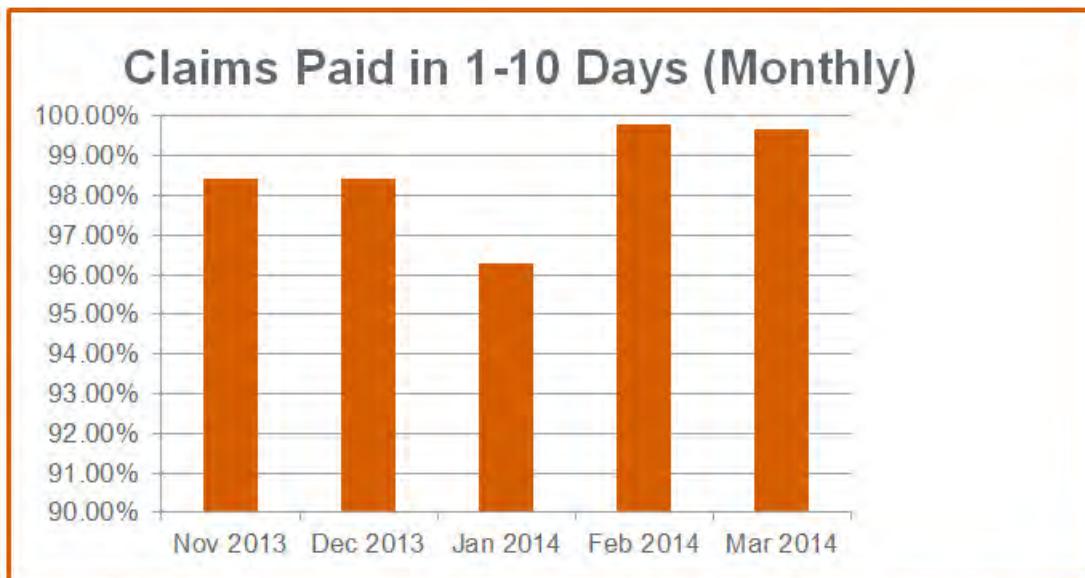
Another focus will be on the quality of care being rendered to members. Clinical audits will be conducted to ensure that evidence-based, medically necessary care is delivered. If opportunities for improvement are found, Optum will partner with the provider to implement changes.

A key component of the clinical model update will also be the availability of care coordination. A care coordinator is a pivotal link in the community they serve. They can help a member access community-based resources and develop a plan for recovery. As a clinician, they work with providers and members to improve understanding of a recovery-based model.

We look forward to partnering with providers in implementing these key changes.

Claims Payment Summary

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. We continue to meet our contractual obligations for timely payment and processing of claims. We have worked with providers to increase the percentage of claims filed with the necessary information, which allows us to pay promptly with a lower denial rate. If a provider has a concern regarding a claims payment, we are available to conduct one-on-one claims investigations, provide detailed billing reports and training sessions to help providers. Providers can call our provider customer service line at (855) 202-0983.



100%

Percentage of appropriately billed claims paid within 30 days in April 2014.

3,816

Total number of providers in Optum Idaho's network.

21 seconds

The average speed to answer for all provider calls in April 2014. This includes both the care management line and provider customer service.

3,537

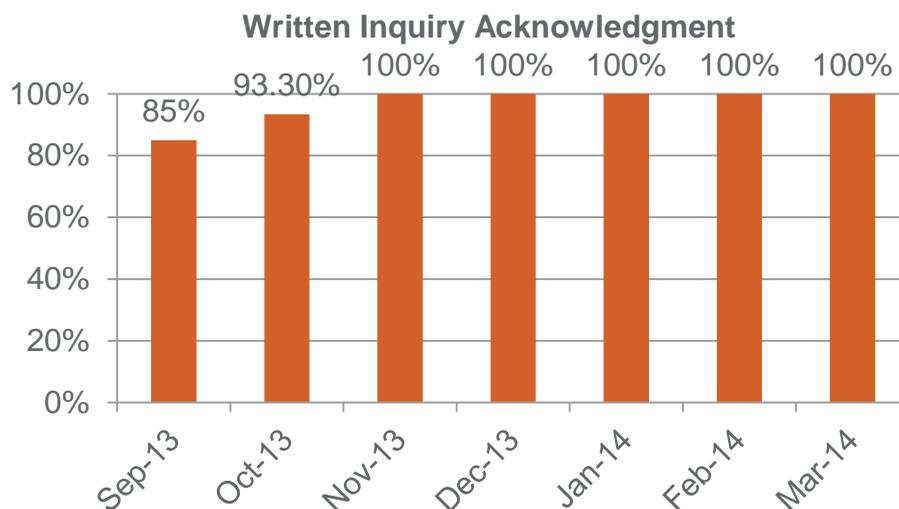
The number of provider calls into Optum Idaho in April 2014. This includes both the care management line and provider customer service.

Complaints Resolution

Optum's contract contains performance standards for every area of our business.

Among the most important is how we handle complaints. Our contractual obligation is to acknowledge complaints within five days and provide resolutions within 10 days.

Since the beginning of our contract, we have processed and resolved **90%** of complaints within 10 days.



Have Your Board's Voice Heard!

The feedback from regional boards has already resulted in changes at Optum Idaho. We want to continue to hear your feedback. Specifically, below are questions that we would like to hear your feedback on:

- What are some major behavioral health service gaps in your regions?
- Do the health service gaps in your region vary by age group? i.e Adult services versus children's services
- Do the health service gaps in your region vary by population type? i.e substance use disorders, mental health, DD?
- What are the related board initiatives to improve array of services in your region?
- What are any identified barriers to improvement?

(855) 202-0973

Optum's Crisis and Access Line Toll-Free Number

Top 5 Reasons Members Call Optum:

- Clinical Intervention
- Benefits Inquiry
- Follow-Up to Previous Issue
- Information and Referral
- File a Complaint

546

Total number of member calls in April 2014.

Local Leadership

We continue to partner with the state of Idaho, providers, members and communities to help make the system work better for everyone.

Our local leadership team:

- Rebecca (Becky) diVittorio, Executive Director
- Jeffrey Berlant, MD, PhD, Medical Director
- Dennis J. Woody, PhD, Clinical Director

For more information, call us at 1-855-202-0983 or visit www.optumidaho.com.