

Network Notes

Optum news and updates for Clinicians and Facilities

Summer 2021

We hope you find this publication of Network Notes helpful and insightful. This quarterly newsletter covers important updates and topics of interest to our provider network. Additional details for the following topics can be found on providerexpress.com.

Clinical and Quality Measures Toolkit (redesigned)

CLINICAL AND QUALITY MEASURES TOOLKIT FOR BEHAVIORAL PROVIDERSProvider Express – Clinical Resources - [Clinical and Quality Measures Toolkit for Behavioral Providers](#)

Goals of the Quality Improvement Program

1. Ensure that the care members receive is clinically sound and based on the most current and relevant clinical knowledge, practices, and technology.
2. Build partnerships with behavioral healthcare practitioners to improve member outcomes.
3. Improve the continuity and coordination of care delivered to members.
4. Identify opportunities and activities that reduce risk and achieve safe treatment environments for members.

▸ Quality Measures (HEDIS®)

▸ Attention Deficit/Hyperactivity Disorder

▸ Follow-up after Hospitalization or Emergency Department Visit

▸ Depression

▸ Schizophrenia/Antipsychotic Medications

▸ Substance Use Disorders

▸ Other Important Resources

IT Solutions

UPDATING YOUR WEB BROWSERProvider Express – Home – Admin News - [Web Browser Update Guide](#)

Update your browser for the best experience on Provider Express.

On Aug. 17, 2021, Internet Explorer 11 will no longer be supported for Microsoft's online services like Office 365, OneDrive, Outlook and more. As we continuously upgrade our online tools, those who use Internet Explorer may experience web compatibility issues on providerexpress.com and other online platforms. [Click here](#) to see how easy it is to upgrade your web browser.

Updating Practice Info

UPDATING YOUR PRACTICE INFORMATION

Provider Express – About Us – [Updating Your Practice Information](#)



Out-of-date or inaccurate information about your practice is one of the biggest reasons for delayed claim payments

- Clients can't find you if your address is missing, wrong or outdated.
- Optum can't pay you correctly if we have an incorrect NPI, Tax Identification number, or payment routing information.

In the secure "My Practice Info" section on Provider Express, you can change your address, add or delete an address and make many more demographic updates. You can also indicate changes to your practice availability as necessary, and agencies can manage the roster of clinicians in the practice.

To learn more about maintaining your practice information on Provider Express, please view our 3-minute video, "[My Practice Info](#)"

Optum Health Education

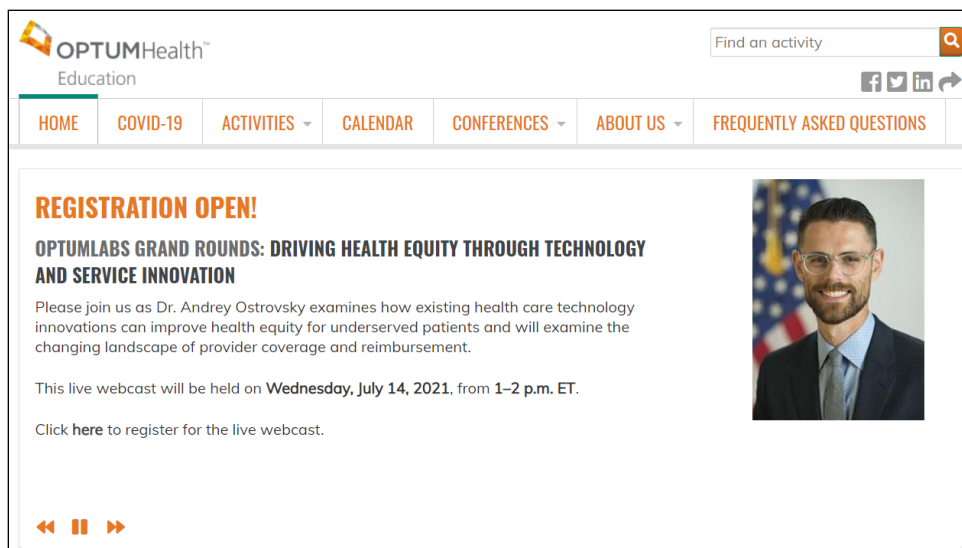
OPTUM HEALTH EDUCATION WEBPAGE

[Optum Health Education Home page](#)

OptumHealth Education offers a full portfolio of accredited educational activities designed to meet the needs of health care professionals. Dedicated to providing interprofessional education that leads to improved health care delivery and better member outcomes.

Provider portal containing education links to:

- **Live Webcasts**
- **Conferences (Live and Recorded)**
- **On Demand Education:**
 - ✓ Behavioral Health
 - ✓ COVID-19
 - ✓ Disease Management
 - ✓ Health Equity
 - ✓ Older Adults
 - ✓ Transplantation
 - ✓ Wellness
 - ✓ And more...



The screenshot shows the OptumHealth Education website interface. At the top, there is a search bar labeled "Find an activity" and social media icons for Facebook, Twitter, LinkedIn, and a share icon. Below the search bar is a navigation menu with links for HOME, COVID-19, ACTIVITIES (with a dropdown arrow), CALENDAR, CONFERENCES (with a dropdown arrow), ABOUT US (with a dropdown arrow), and FREQUENTLY ASKED QUESTIONS. The main content area features a prominent announcement: "REGISTRATION OPEN! OPTUMLABS GRAND ROUNDS: DRIVING HEALTH EQUITY THROUGH TECHNOLOGY AND SERVICE INNOVATION". The text below the announcement reads: "Please join us as Dr. Andrey Ostrovsky examines how existing health care technology innovations can improve health equity for underserved patients and will examine the changing landscape of provider coverage and reimbursement." It also states: "This live webcast will be held on Wednesday, July 14, 2021, from 1–2 p.m. ET." and "Click [here](#) to register for the live webcast." To the right of the text is a portrait of Dr. Andrey Ostrovsky, a man with glasses and a beard, wearing a suit and tie. At the bottom of the announcement box, there are navigation arrows: a double left arrow, a double right arrow, and a single right arrow.

Electronic Payment Solutions

OPTUM PAY

Optum Financial - [Welcome to Optum Pay](#)

Streamline Administrative Functions with Electronic Payment Solutions

Enrolling for Automated Clearing House (ACH)/direct deposit or Virtual Card Payments (VCP) through [Optum Pay](#) not only offers faster payment of your claims but also gives you easy access to documents and administrative tools.

Welcome to Optum Pay™

We help your practice efficiently reconcile and manage claims payment and remittance data. We are excited to announce expanded functionality coming in 2021. New features will bring more power to your practice so you can spend less time on claims and more time getting people the care they need.

[BENEFITS OF OPTUM PAY](#)

[ENROLL NOW](#)

Feature	Optum Pay		Provider Express <i>providerexpress.com</i>
	Premium Level	Basic Level	
Access to claims payment data	36 months	13 months	24 months
Single portal access to multi payer remittance PDFs	Yes	Yes	Yes
Data options:			
• Downloadable 835	Yes	Yes	No
• Electronic Remittance PDF (data contained in 835 file)	Yes	Yes	No
• Payer's proprietary remittance PDF (includes data not contained in 835 file, such as state required disclosure language or proprietary remark/adjudication codes)	Yes	Yes	Yes
Third party billing support (reflects provider's access)	Yes	Yes	Yes
Number of new users	Unlimited	Unlimited	Unlimited
Administrative Management (controls access and data per user)	Yes	Yes	Yes
Payment search capabilities	Yes	No	Yes
Data bundling	Yes	No	No
Workflow management tools (sort claims based on reconciliation status and claim count per payment)	Yes	No	No
Fees	0.5% per payment*	No fee	No fee

*0.5% per total payment amount (e.g., \$5 for every \$1,000 in payments). Due to system configuration issues for behavioral health claims, fees may not be accrued for all claims until 2022. Fees will only be invoiced if over \$10 per month and will not accumulate if under \$10. Fees will be capped at \$2,000 per monthly billing cycle, per TIN. Billed monthly, taxes may apply.