

## Additional outpatient behavioral health support for providers serving our Medicaid members available in early October

To help address the needs of our Medicaid members who require a higher intensity of behavioral health services, we will be implementing the Outpatient Care Engagement program for providers of outpatient and community-based services in Minnesota, effective Oct. 9, 2023.

The program will be managed by Optum on behalf of UnitedHealthcare Community Plan of Minnesota. More information about our relationship with Optum is at the end of this letter.

### Program overview

The Outpatient Care Engagement program offers additional clinical guidance and support to address members' complex needs and contribute to positive treatment outcomes. Here's how the program works:

- **Step 1:** Optum analyzes your claim data to identify any members who require additional support.
- **Step 2:** An Optum clinical specialist will schedule time with you for a 10- to 15-minute phone call. They'll talk with you about the member's clinical presentation, current treatment needs and treatment plan.
- **Step 3:** If additional behavioral health services are needed to support the member, the clinical specialist will work with you to identify appropriate local resources.

### Additional services available to members

Through the Outpatient Care Engagement program, the following services will be covered for Minnesota Medicaid members who require additional behavioral health support:

- Routine Individual, Group and Family Psychotherapy
- Adult Day Treatment (H2012)
- Children's Therapeutic Services and Supports (CTSS) Children's Day Treatment (H2012)
- Dialectical Behavioral Therapy (H2019)
- Children's Therapeutic Services and Supports (Routine codes: H2014 UA, H2015 UA, H2019 UA, H0031 UA, H0032 UA)

### Action required – let us know your preferred contact

Unless you indicate otherwise, the Optum clinical specialist will contact you for the care engagement discussions. If you prefer to have a dedicated individual within your practice be the point of contact, please email [STEM.CA.Admin@optum.com](mailto:STEM.CA.Admin@optum.com) with the individual's name, email and phone number.

We look forward to our collaboration in meeting our member's needs. If you have any questions about this program, please [STEM.CA.Admin@optum.com](mailto:STEM.CA.Admin@optum.com).

### Protecting patient privacy

As outlined in Health Insurance Portability and Accountability Act (HIPAA) privacy regulations (45 CFR 160.103), Optum has entered into a business associate agreement with UnitedHealthcare. This means it can review claim information without additional patient authorization as a business associate for the purposes of enhancing member care.