Platinum Data Available

The Annual Platinum Program's data is now available to view on Provider Express. As a reminder, this is our Platinum Recognition program designed to identify and reward effective and efficient facility-based programs.

On Provider Express, you will find the performance results of your behavioral health data. This recognition program is based on the clinical categories, levels of care, and metrics as noted below.

To view your data, go to: Provider Express > More Info > Provider Reports > Annual Facility Scorecard

Increased Specificity

Clinical condition categories
- General Mental Health
- Substance Use Disorder – Alcohol
- Substance Use Disorder – Other
- Eating Disorder

Levels of Care (LOC)
- Inpatient
- Residential
- Partial Hospitalization

Metrics
- Readmission Rates
- Follow-up Hospitalization Rate (30 days)
- Follow-up Hospitalization Rate (7 days)
- Average Length of Stay (ALOS)
- Episode of care cost

Volume requirements

Facilities must have 20 or more admissions by product, per calendar year for the LOC/Condition category except for Eating Disorder programs, which must have 20 or more admissions in a two-year period.

Platinum recognized levels of care/conditions will experience a streamlined authorization process for admissions to those recognized programs unless exclusions apply. The go-live date for new Platinum programs will be July 11, 2022. Admissions to non-Platinum programs or levels of care will continue as they do today, with the standard authorization process.

As a reminder, it is imperative that we receive comprehensive discharge information on all admissions regardless of their Platinum status. Failure to do so, may result in reimbursement interruptions.

Our data is run annually to assess Platinum recognition status. In accordance with your Agreement and continued participation in this program, we reserve the right to complete a full clinical review when indicated.

If you have questions, please contact us at **aceplatinum@optum.com**.

Lastly, additional information regarding the Platinum Recognition program is also available on Provider Express > Quick Links > Platinum Recognition.