

# Network Notes

Optum news and updates for Clinicians and Facilities

Fall 2022

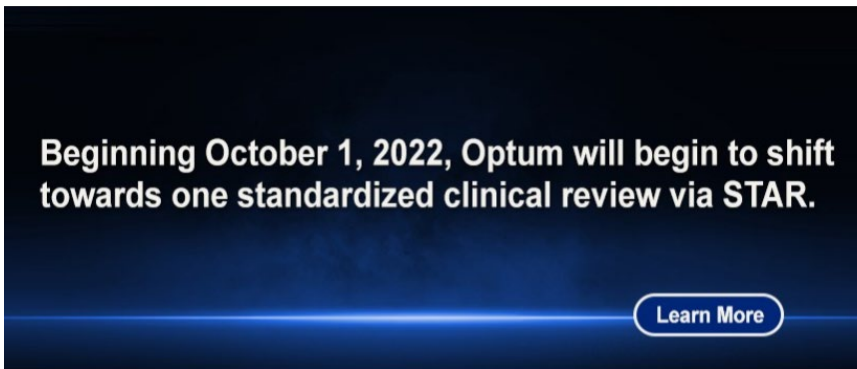
We hope you find this publication of Network Notes helpful and insightful. This quarterly newsletter covers important updates and topics of interest to our provider network. Additional details for the following topics can be found on [providerexpress.com](https://providerexpress.com).

## Smart Technology Authorization Request (STAR)

STAR

[Optum.com – STAR overview](#)

### It's About Time



**You've been hoping for a faster, simpler, more streamlined process that can give clinical authorization approvals within seconds.**

Smart Technology Authorization Request (STAR) is a whole new experience when you're requesting an authorization of care. Created with care through real behavioral health professional input and testing, it reinvents the process to expedite approvals and take less of your time.

[Learn More](#)

### A BETTER CLINICAL REVIEW EXPERIENCE

- STAR is available to Optum-contracted behavioral health facilities that offer inpatient, residential or partial levels of care
- Asks a limited number of relevant questions about the patient's symptoms and severity, risk and proposed treatment
- Instantly reviews the information, comparing it with industry-recognized guidelines and best practices

**Faster approvals with STAR**

About 10 minutes to enter

About 50% of authorizations approved in real time

Even complex cases approved faster than with a standard clinical review\*

\* Not all cases are approved.  
\*\* Optum® STAR key metrics program data from in-network facilities authorizing behavioral health treatment admissions to inpatient, residential and partial hospital levels of care for members from May 2021 to July 2021, McCarthy, August 2021.

# Employee Assistance Program (EAP)

EMPLOYEE ASSISTANCE PROGRAM

optumhealtheducation.com



**EAP 101 for  
Behavioral Health Providers**

Available On-Demand

**TAKE NOW**

Optum Health Education™

## Activity Description

The goal of Employee Assistance Program (EAP) affiliates is to provide quality, work-based assistance to all eligible members in order to improve the productivity and healthy functioning of each workplace by providing short-term, solution-focused consultations.

### This activity will provide an overview of:

- Components of EAP services
- Employee Assistance Professionals Association (EAPA) standards and code of ethics
- Difference between EAP and behavioral health
- Types of EAP referrals
- Benefits of services
- Management referral process
- EAP core technology
- CEAP (certification)
- Dual relationships

**1.00 APA/ASWB/PDH credit is available.**

[Go to OptumHealth Education](#)

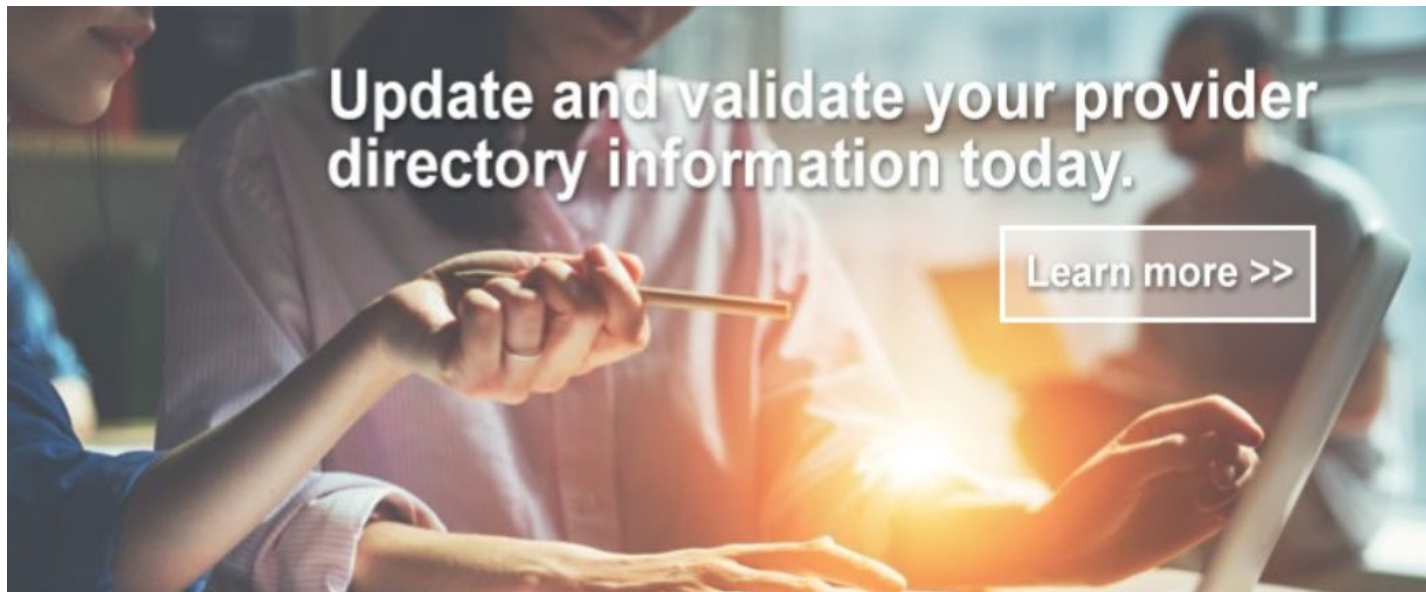
[EAP 101](#)

# Updating Your Practice Demographic Information

IT'S IMPORTANT TO MAINTAIN ACCURATE PRACTICE INFORMATION

Provider Express – Admin Resources

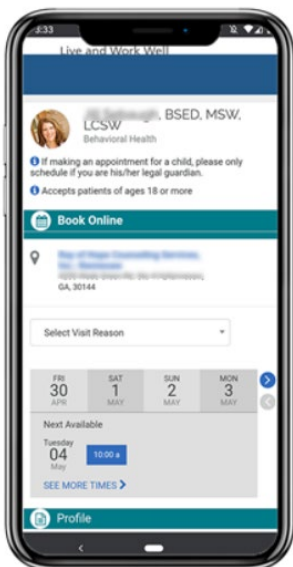
The easiest and most efficient way to update your information is by logging in to Provider Express and clicking on the “My Practice Info” button in the **upper right of the screen**. With just a few clicks, you can keep your practice information accurate and up to date.



Registered users of Provider Express, except Facilities, are strongly encouraged to use the “My Practice Info” function. If the “My Practice Info” function is unavailable, you may submit changes in writing at:  
*UpdateMyInfo@optum.com*, or by fax 1-844-397-5312.

## Some demographic changes you can make:

- Address change
- Add Licenses and IDs
- Indicate changes to your practice availability as necessary
- Agencies can manage the roster of clinicians in the practice
- Directory Attestation



**NOTE: Facilities should submit their changes to their Provider Relations Advocate.**

[Learn More](#)

# Cultural Sensitivity Training

## CULTURE

Provider Express – Clinical Resources

## Advancing health equity for those we serve

Sign up for new on-demand Cultural Sensitivity Training courses



**Our mission is to help people live healthier lives and make the health system work better for everyone. Promoting and instilling the values of culture, inclusion and diversity are critical to achieving this mission and truly making a difference.**

As part of this commitment, we invite you to sign up for free and on-demand Cultural Sensitivity Training courses for in-network behavioral health professionals:

- LGBTQ+ Mental Health Training (1.5 CEUs): Developed in partnership with OutCare Health, this course is designed to help deepen your understanding of how to care for members of the LGBTQ+ community
- Unconscious Bias Training (Certification): This free, 30 minute on-demand course is designed to help you evaluate and overcome your own unconscious biases

[Sign up today](#)

# Optum National Network Manual Update

## NATIONAL NETWORK MANUAL

Provider Express – Clinical Resources

**Updated September 26, 2022**

The latest edition of the National Network Manual has been posted to Provider Express. The manual highlights and includes links to resources such as: Clinical Criteria, Reimbursement Policies and much more. A Change Index with high level summaries of the updates is also posted to Provider Express.

[Manual on Provider Express](#)



**National Network Manual 2022**



September 2022 (effective September 26, 2022)