

# Network Notes

Optum news and updates for Clinicians and Facilities

Fall 2021

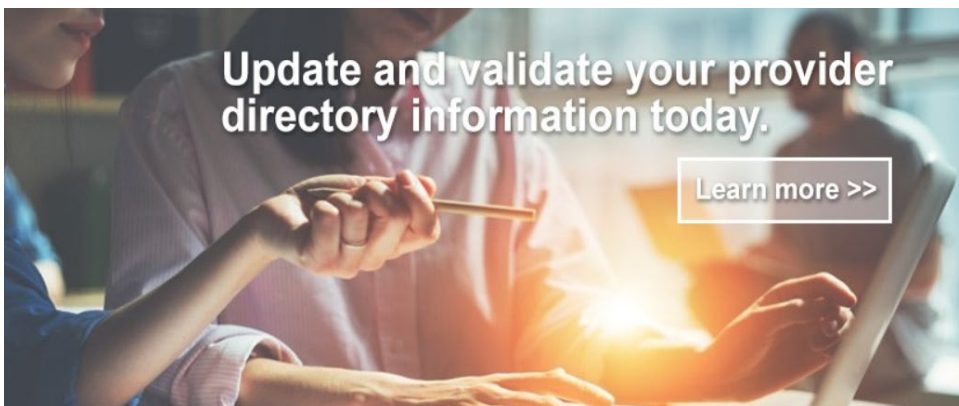
We hope you find this publication of Network Notes helpful and insightful. This quarterly newsletter covers important updates and topics of interest to our provider network. Additional details for the following topics can be found on [providerexpress.com](https://providerexpress.com).

## Updating Your Practice Demographic Information

### UPDATING YOUR PRACTICE INFORMATION

Provider Express – Admin Resources – [Updating Your Practice Information](#)

The easiest and most efficient way to update your information is by logging into Provider Express and clicking on the “*My Practice Info*” drop-down button. 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 to update this information. The “*My Practice Info*” function is fast, efficient and very easy to use.

If the “*My Practice Info*” function is unavailable, you may submit changes in writing at: [UpdateMyInfo@optum.com](mailto:UpdateMyInfo@optum.com), or by fax 1-844-397-5312.

### Some demographic changes you can make:

- Address change
- Add or delete an address
- Indicate changes to your practice availability as necessary
- Agencies can manage the roster of clinicians in the practice
- Facilities should submit their changes to their Contracting Manager

# “Until it’s fixed” Podcast

UNTIL IT'S FIXED PODCAST

Optum.com - ["Until it's fixed": A Health Care Innovation Podcast - Season 2](#)



## Until it’s fixed podcast:

It’s no secret that health care in the United States is complex and doesn’t always work the way it should. The good news? At this very moment, changemakers across the industry are taking bold approaches to revolutionize the way we manage health.

In season two of “Until it’s fixed,” we’ll talk with advocates and experts in all areas of health care to learn about ways they are unifying data, creating partnerships and approaching the problems in new ways, with people — all of us — at the center of these changes.

### Podcast episode: Supporting Our Kids

Three child and adolescent psychiatrists discuss the pandemic’s impact on adolescent mental health, innovative solutions, and practical guidance and resources for families and caregivers.

[Listen now](#)

[Back to School: Tips for Supporting Youth Mental Health](#)

[Download Flyer](#)

## Provider comments regarding Provider Express

*“This is a very friendly website. I loved the onboarding orientation today. The presenter was amazingly friendly and detailed.”*

*“It's so easy to enter a new claim that is a copy of a previous claim. Thank you for this!”*

Have you tried Provider Express? Let us know what you think. Contact your Provider Relations Advocate.

# Employee Assistance Program (EAP)

## EMPLOYEE ASSISTANCE PROGRAM

Provider Express – Admin Resources - [Employee Assistance Program](#)

EAP services work - and with Optum you get your same rate as for routine outpatient therapy services

Did you know 90% of employees report feeling more hopeful after using their Employee Assistance Program benefits?

- By offering brief counseling intervention, you can play an important role in helping empower people with resources that help build resilience, remove barriers, and reach goals
- Plus, Optum reimburses you directly at your same contracted rate as for routine outpatient therapy services



Have a question about EAP services?  
[View the FAQs](#)

5 facts: The benefits of offering EAP services to clients  
[Download Flyer](#)

## Express Access

### EXPRESS ACCESS

Optum.com - [Express Access](#)

Are you available to help new clients?

If so, sign up as an Express Access provider with Optum.



Express Access is a network of credentialed behavioral health professionals who agree to offer initial appointments within five days of a client's request. Clients can find Express Access providers with one click via the provider directory.

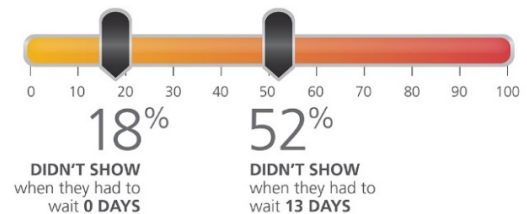
Help people get the behavioral care they need, when they need it. If you can see new clients within five days, sign up for Express Access. It takes just a few minutes.

[Sign up today](#)

Behavioral health professionals are in high demand. We also know that when a client can get an appointment within a few days, chances are better they will keep it.

In fact, one study showed that when wait times were reduced from 13 to 0 days in outpatient mental health settings, client no-shows dropped from 52% to 18%.

Sooner is better for clients\*



\* Williams, M.E., Latta, J., Conversano, P. Eliminating the wait for mental health services, *The Journal of Behavioral Health Services and Research*, 2008

# Review Your Optum Pay Access Options

## OPTUM PAY

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

If you are receiving your claim payment electronically through Automated Clearing House (ACH)/direct deposit, now is the time to review your Optum Pay access level.

Due to system configuration issues for behavioral health claims, premium level fees were not accrued for some claims during 2021. Beginning January 1, 2022, premium level fees will accrue for behavioral health claims. Basic level access will continue to be available for no cost. This is a good time to review the features available through premium and basic level access to determine which is the best option for your practice.

If you have not yet enrolled for electronic payment via Automated Clearing House (ACH)/direct deposit or Virtual Card Payments (VCP), please visit [Optum Pay](#) to learn more about electronic payment options.

### How to change from premium to basic access level:

1. Log in to [Optum Pay](#) and click on the **Optum Pay Solutions** tab
2. On the right side of the page, make sure the appropriate TIN is selected
3. Locate **Manage My Plan** and click on **Cancel My Plan**
4. Select the **Reason for Termination**, then click **Yes, I want to cancel**

For escalation requests or for additional Optum Pay fee information, email [optumpayfees@optum.com](mailto:optumpayfees@optum.com).

**Please note:** Cancellations are effective on the date the form is received by Optum Pay. You won't be charged for any additional days needed to process your request.

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). 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.