



## **Behavioral Health Transition to Optum® Frequently Asked Questions**

### **Who is Optum, Neighborhood's new behavioral health partner?**

Optum is committed to driving overall better health outcomes while bringing down the total cost of care. Their performance-tiered behavioral health network offers deep expertise and specialized evidence-based treatment. Optum's pioneering analytics create insights that help guide people to treatment options that are most appropriate and convenient for them.

Optum will connect our members to top-quality care that is easy to access, guide high-impact, integrated care to achieve the greatest results as well as engage and support members to invest in their own wellness.

### **Why did Neighborhood pick Optum?**

In an effort to sustain Neighborhood's ongoing commitment to developing innovative strategies, an RFP was issued in early 2017 seeking a strategic behavioral health partner. Neighborhood was seeking a partner that has the capabilities to support medical and behavioral health integration, improving the member experience and health outcomes, as well as implementing value-based strategies that are data-driven, founded in evidence-based practice and demonstrate superior outcomes at a lower cost.

Optum was selected for their superior capabilities and strong focus on special needs populations and complex case management model. Additionally, Optum has a demonstrated track record of medical and behavioral health integration in other states.

Neighborhood will have a unique dedicated team to ensure our culture and values are preserved throughout the transition.

### **When will Optum begin as Neighborhood's behavioral health partner?**

The partnership begins on January 1, 2019.

### **What if I am not in Optum's network?**

Neighborhood's top priority is to ensure that our members have the best possible access to care and that those currently in our care do not experience any disruption in service. If you are a behavioral health provider serving Neighborhood members but you are not in Optum's network, or you would like to offer your services to Neighborhood members in the future, we strongly encourage you to go to [www.providerexpress.com](http://www.providerexpress.com), Optum's dedicated website and resource for providers to learn more.

### **What if I am in Optum's network, do I need to do anything to make sure I am contracted for all services that I provide Neighborhood members through Beacon today?**

Neighborhood and Optum have made it a priority to minimize any potential disruption in access to care for our members. Optum is aware that some differences may exist between Beacon's current contracted providers for Neighborhood and Optum's contracted provider agreements for other health plans. We encourage providers to contact their Optum contract manager regarding any concerns or request adding staff or services. For larger organizations, Optum has developed a tool to communicate any concerns about differences between their current Beacon and Optum provider agreements. Please contact your provider network administrator to obtain access and instructions.



**How will I initiate a prior authorization request for members?**

We expect that the process for prior authorization will be similar to how you obtain authorization from Optum today. Please check Neighborhood's provider webpage for updates on upcoming provider training opportunities.

**Will my patient still have the same behavioral health care manager?**

No, but members will be carefully transitioned to an Optum case manager at the start of the new year.