

## Optum Idaho | Quarterly Report

April 2015

At Optum Idaho, our goal is to help people enrolled in the Idaho Behavioral Health Plan access the outpatient mental health and substance use care services that are available to them through Medicaid. We are dedicated to working in partnership with providers and community stakeholders to implement an accountable, outcome-driven, recovery-centered system.

### Key Initiatives

We continue to develop initiatives that help achieve the joint vision of the state and Optum Idaho to help people access the outpatient mental health and substance use services they need to reach recovery and resiliency. These recovery-oriented initiatives include:

- \* Telehealth provides increased access to care in rural communities.
- \* The continued use of evidence-based practices for making care decisions.



Idaho Behavioral Health Plan

## Telehealth helps address care gaps in rural communities

Helping people who live in rural areas access mental health and substance use services is a top priority for Optum. When the company began its contract in Idaho in 2013, one of the first things it did was expand telehealth services to meet the growing needs of rural communities.

Telehealth is a nationally recognized service that provides care to people through videoconferencing, bringing them “face-to-face” with a clinician or other health care provider who can give them the care they need.

To make telehealth more accessible, Optum expanded the number of clinicians who can provide the service. Now, psychiatric nurse practitioners can provide the service. Several providers have hired psychiatric nurse practitioners to provide telehealth services, enabling more people who live in rural areas to get the care they need without leaving their community.

Optum will continue to work with providers to identify additional telehealth growth opportunities to implement an accountable, outcome-driven, recovery-centered system and ensure people have access to the care they need.

Optum also participates on the Telehealth Council, which was introduced last year as a result of legislation, to help increase access to care through the use of telehealth. Dr. Michael Bess, national medical director of telehealth for Optum, and Becky diVittorio, executive director of Optum Idaho, have served on the Telehealth Council. The Council also recently helped with the development of HB 189 which will allow for more Idahoans to access the services they need in their community through telehealth advancement.

For more information on telehealth and how to become a telehealth provider, please contact Optum Idaho at 1-855-202-0983.

## Optum | By the Numbers

**1,122**

The number of provider calls into Optum Idaho in February 2015. This includes both the care management line and provider customer service.

- Top reasons providers call Optum:
1. Authorization Request
  2. Claims payment inquiry
  3. Check on member's eligibility

**430**

The number of member calls into the Member Crisis and Access Line in February 2015.

- Top reasons members call Optum:
1. Benefits inquiry
  2. Follow-up on previous inquiry
  3. Crisis help

**99.9%**

Percent of Optum Idaho members that have access to a provider within 45 miles

Optum continues to work with providers to achieve 100% access to care within 45 miles for all members of the Idaho Behavioral Health Plan.

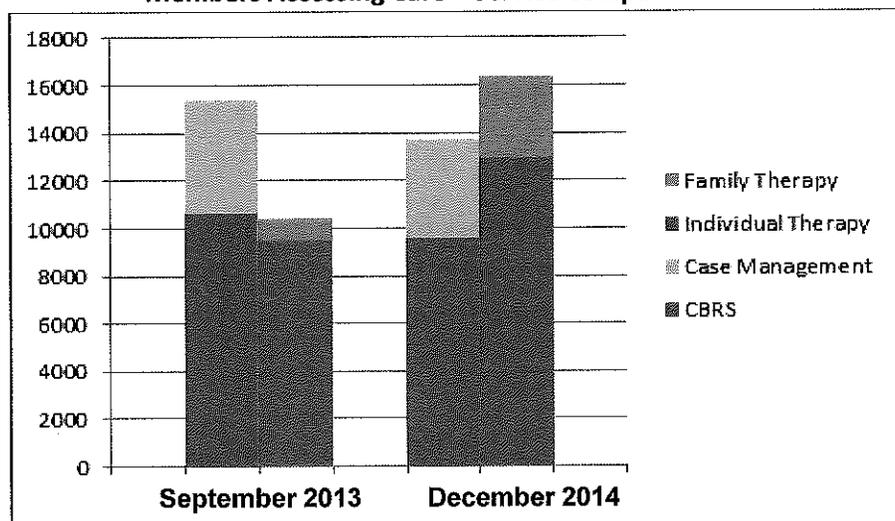
## Year 1: In Review

*Data shows a Shift in Services to Evidence-Based Practices*

Optum Idaho began managing the behavioral health system in September 2013. A year into the transformation, more Idahoans are getting treatment that has been proven to work and is supported by the scientific research and the national medical and health care communities.

Community Based Rehabilitation Services (CBRS), which aims to help people manage their mental health conditions by providing basic social skills training, was used as a standalone treatment for children. The standalone use of CBRS in this way is not an evidence-based practice recognized in national standards of practice, as safe or effective. Because CBRS is not recognized as an effective active treatment for children, Optum has encouraged the use of more individual and family therapies. As a result, we are seeing increased use in both of these evidence-based treatments.

**Members Accessing Care – Service Comparison**



From September 2013 through December 2014:

\* The number of members accessing individual therapy increased 35%.

\* The number of members accessing family therapy more than tripled.

### HOW OPTUM DATA IS PULLED

A key part of ensuring members are accessing the right care in the right time and place is reviewing and analyzing claims data.

Optum data is pulled from current claims data. There is a 90 day lag in the claims data availability since providers may bill for services up to 90 days after the service is rendered.

For example, if data is requested in November 2014, the latest complete claims data that can be pulled would be 90 days before November 2014. This would mean that a report pulled in November 2014 would only reflect claims data through July 2014, the most recent complete claims month.

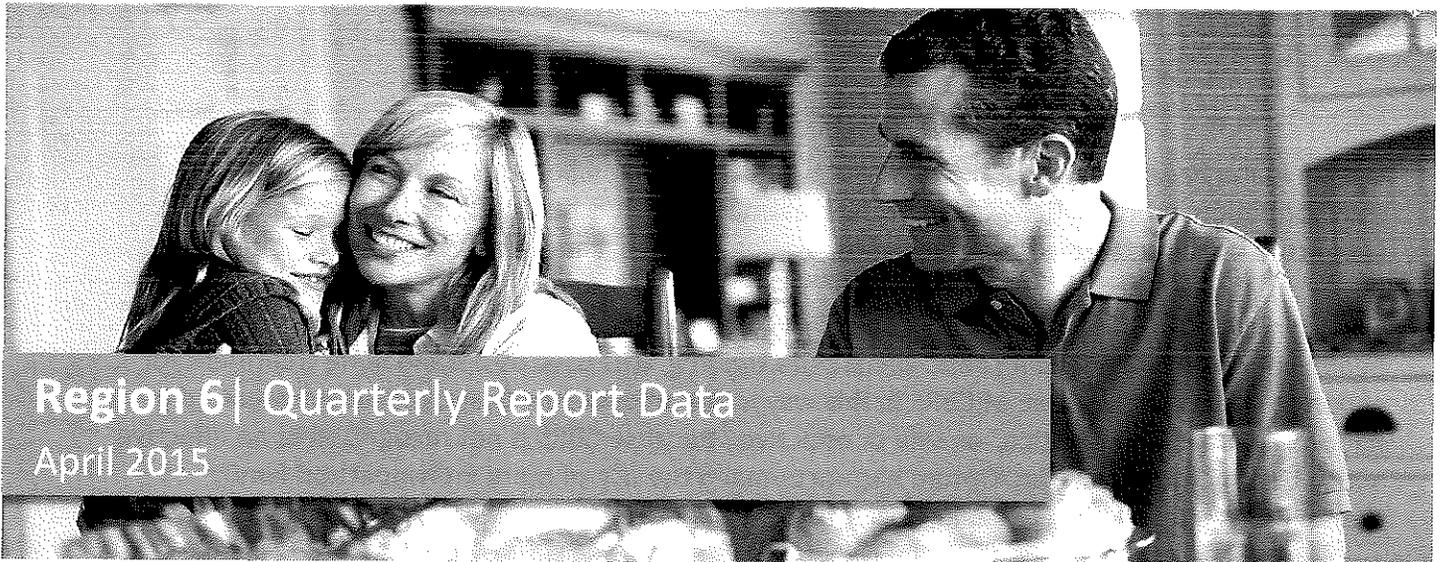
Once claims data is pulled, it goes through an industry-standard quality assurance process to verify the integrity of the data.

## Year 2: Looking Ahead

*Focusing on community need and collaboration*

In our second full year, Optum is committed to continuing to work with providers, members, families and communities to implement evidence-based practices as well as:

- Expand the array of covered services to ensure members are able to access the right services
- Enhance the crisis response system to immediately address the needs of members in their communities
- Strengthen the role of stakeholders in system design to help address needs throughout Idaho.



## Region 6 | Quarterly Report Data

April 2015

- ☐ Number of Unique Members living in Region 6: 22,399 (8.13% of all Idaho Behavioral Health Plan members)
  
- ☐ Number of Unique Members living in Region 6 that have accessed services through the Idaho Behavioral Health Plan since January 2014: 3,583 (8.24% of all Idaho Behavioral Health Plan members that accessed services)
  
- ☐ Mental health clinicians per 1000 Idaho Behavioral Health Plan members in Region 6: 14.61 (Statewide: 13.8)
  
- ☐ Prescribers per 1000 Idaho Behavioral Health Plan members in Region 6: 2.30 (Statewide: 2.3)
  
- ☐ Substance Abuse Groups per 1000 Idaho Behavioral Health Plan members in Region 6: 1.01 (Statewide: .61)



Idaho Behavioral Health Plan