

Express Action Network

Overview

Express Access Network is a network of Optum-credentialed providers (solo and group practices) who have agreed to offer Optum members, on all lines of business including the Employee Assistance Program (EAP), a routine appointment within 5 business days of a member's request.

Program benefits

- More referrals
- Your practice, along with an Express Access designation, is added to the provider directory on liveandworkwell.com
- Optum may also alert members in your area of your participation in this Network

Joining is easy. Simply complete [the attestation](#) to get started.

Program eligibility and requirements



To participate in Express Access Network, you must meet the following criteria:

- Be a solo or group practice
- You must agree to use Optum's Provider Express Secure Portal to submit all demographic and claim information electronically in a timely manner
 - Go to Providerexpress.com and log into the secure portal with your One Healthcare ID and password

How members find Express Action Network providers



All Express Access Network providers are identified with a callout beside their name in our online provider directories. Members can also filter to search for Express Access Network providers in the provider directories.

Appointment availability



Booked and can't offer appointments in 5 days

If your practice is too busy to see patients within 5 business days, as required for the Program, please contact your Optum Network Manager. We will simply remove your name from the Express Access search until you are able to resume the Program. Please note that it can take up to 5 business days to update your provider record once the request has been initiated.

Aren't meeting program requirements

If you agree to and fail to maintain the program requirements, we may remove you from the Program. (i.e., Optum receives more than 1 complaint of your practice not offering an appointment within 1 week of request or fails to provide prompt updates regarding demographic/billing changes.) That also means you will no longer be listed as an *Express Access Network* provider on our online provider directory.

Appointment requirements apply to all Optum members you're eligible to see.

Preferred scheduling for non-Optum members



Express Action Network Providers are only required to give preferred scheduling to Optum members. Individual providers can decide if they want to offer preferred scheduling to non-Optum members.

Why we created Express Action Network



According to our research, there is both a practical and clinical need to improve the speed with which consumers can obtain needed mental health appointments. The goal of this program is to highlight practitioners who are meeting this need.

Express Action Network attestations



Practice administrator signing for group

If your organization is contracted with Optum as a group practice, the group practice administrator may sign the attestation on behalf of the group. If that occurs, credentialed or rostered clinicians do **not** need to sign too.

Note: The 5-business day requirement would then apply to all clinicians within the group unless special arrangements are made to exclude certain providers (e.g., psychiatrists). Please contact your Network Manager at Optum if you have questions about Express Access Network or how your organization is contracted.

Questions? We're here to help.



For more information, please contact your Optum Network Manager.