

Network Notes

Optum news and updates for Clinicians and Facilities

Winter 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.

Mental Health and Teenagers

TALKING ABOUT MENTAL HEALTH

Provider Express – [Optum Conversation](#)

Help parents talk about mental health with their teens



The adolescent mental health crisis is taking a toll on families

Mental health is an important topic anytime, but during the pandemic it has become even more so.

58% of teens say the pandemic has affected their mental health.

[Learn More](#)

For some families, talking about mental health may be an everyday occurrence. For other families, it may be a new topic and it may feel a little awkward at first. But the more you do it, the more comfortable it will feel: for you and for them.

If you're wondering how to get started and get past one-word answers, these conversation starters can help. [Download a digital deck](#) of 30 conversation starters such as:

- **When was the last time you felt sad?**
- **What is something you are proud of?**
- **Why do you think you are a good friend?**

“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:

In episode 8, Paths to Recovery, Stacey Dove talks with Janelle Wesloh from the Hazelden Betty Ford Foundation and Deb Nussbaum from Optum Behavioral Health. Listen as they discuss the increase of substance use seen during the COVID-19 pandemic and how new approaches in treatment can help people who may be struggling get the help that’s right for them.

Podcast episode 8: Paths to Recovery

[Listen now](#)

Optum Health Education

OPTUM HEALTH EDUCATION (NOTE: THERE IS NO COST TO PARTICIPATE AND RECEIVE CE/CME FOR ANY OF THESE WEB-BASED ACTIVITIES)

[OptumHealthEducation.com](#)

Live webcast coming in February, 2022 - *Across the Sexual Orientation and Gender Identity Spectrum: A Call to Action*

Members of the LGBTQ+ community may feel marginalized or stigmatized in health care settings. They may have an increased risk of certain physical and mental health conditions compared to the general population and may receive sub-optimal care, have lower rates of preventive screening and avoid seeking medical care for fear of discrimination. This often adversely impacts clinical outcomes.

The live webcast will give health care providers with increased awareness surrounding these issues so that communication with the LGBTQ+ community is respectful and sensitive.

The webcast will review:

- How patient-provider interactions can be more supportive of the individual’s needs
- How to take a full history and perform an inclusive and affirming physical exam
- How health information can be thoughtfully documented to provide accurate information regarding health issues, screening recommendations and risk prevention

Join us for the live webcast on
February 17 or February 23.
For more information and to
register, please visit:

[www.optumhealtheducation.com/
lgbtq-201](http://www.optumhealtheducation.com/lgbtq-201)

This activity is the second in a series. To access: *Caring for the LGBTQ+ Community: An Introduction*, [click here](#).

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.

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.