



Outpatient Care Engagement Collaboration (OCEC) Program

April 2025

United
Healthcare

Outpatient Care Engagement Collaboration

- As a managed care company, UnitedHealthcare supports eligible members by providing clinical risk management. Optum uses decision support rules and the Outpatient Care Engagement (OCE) collaboration model to support providers in ensuring quality and effective treatment for the member.
- UnitedHealthcare uses clinical and claims data to identify cases when interaction between UnitedHealthcare and the treating provider is likely to assist in improving outcomes through recommendations related to evidence based care and member community supports.
- State-dedicated licensed care advocates assist providers in discussing a member's specific social determinants of health needs. In addition, care advocates will assist providers in identifying community and benefit resources and treatment goals aimed at removing barriers to treatment.
- These discussions are voluntary and are not coverage reviews. No adverse determinations or provider sanctions occur for opting to not participate.
- In the state of Indiana, OCEC collaborates with providers providing the below services:
 - Routine Psychotherapy



Provider Appreciation of Outpatient Care Engagement Collaboration (OCEC) Program



Member Identification

Analysis of routine psychotherapy and community-based service claims to identify members who have higher than average outpatient treatment intensity, typically indicating more complex needs and risk.



Provider Engagement

Phone outreach to providers to collaboratively discuss member treatment with enhanced focus on engaging providers to ensure members are receiving most effective service at right time.



Care Advocacy for Members

Care Advocates identify gaps in treatment needs including community supports, treatment planning and best practices, and make recommendations to providers.

“I can express to you today that I am implementing better practices in my clinical work and my clinicians' clinical work due to Chelsea's impact in my life, and what she has taught me. At the end, this is having a huge impact on the quality of life of your members/my clients and that's why I am here as well as [at the] Behavioral Center of South Florida. We are here to grow and become the best version of ourselves. I appreciate your work in assisting us to reach excellence.”

-Provider

