



Your Platinum Data Is Available

The Annual Platinum Program's data is now available to view on providerexpress.com. As a reminder, this is our recognition program designed to identify and reward effective and efficient facility-based programs. This recognition program is based on the clinical categories, levels of care, and metrics as noted below.

To view your data: login [at providerexpress.com](https://providerexpress.com) > More > Provider Reports > Annual Facility Scorecard

Clinical condition categories

- General Mental Health
- Substance Use Disorder
- Eating Disorder

Levels of Care (LOC)

- Inpatient
- Residential
- Partial Hospitalization

Metrics

- Readmission Rates
- Follow-up Rate (7 days)
- Follow-up Rate (30 days)
- Outlier Length of Stay

Volume requirements

Facilities must have 20 or more admissions by product, per calendar year for the LOC/Condition category except for Eating Disorder programs, which must have 20 or more admissions in a two-year period.

Platinum-recognized levels of care/conditions will experience a modified authorization process for admissions unless exclusions apply. The go-live date for new Platinum programs will be August 1, 2023. Admissions to non-Platinum programs or levels of care will continue with the standard authorization process.

As a reminder, it is imperative that we receive comprehensive discharge information on all admissions regardless of their Platinum status. Failure to do so may result in reimbursement interruptions.

Our data is run annually to assess Platinum recognition status. In accordance with your Agreement and continued participation in this program, we reserve the right to complete a full clinical review when indicated.

If you have questions, please contact us at platinumprogram@optum.com.