

# Transforming Behavioral health care together



**Optum Alaska April 2, 2020**

Shelis Jorgensen, CEO  
Optum Alaska  
Behavioral Health  
Administrative Services Organization



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BH2672\_032020.

United Behavioral Health operating under the brand Optum



We are a health services  
innovation company

### OUR MISSION

Helping people live healthier lives  
and helping make the health system  
work better for everyone

As an Administrative Services  
Organization, we are your *partners*  
under the guidance and direction of  
the Division of Behavioral Health

# Bringing our values and commitment to you

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## Integrity

Honor commitments.  
Never compromise  
ethics

## Compassion

Walk in the shoes of people  
we serve and those with whom  
we work

## Relationships

Build trust through  
collaboration

## Innovation

Invent the future and learn  
from the past

## Performance

Demonstrate excellence in  
everything we do



## ASO Update

### Achieving our Mission:

- Starts with Providers
- Serves Members
- Applies global solutions to support sustainable local health care needs

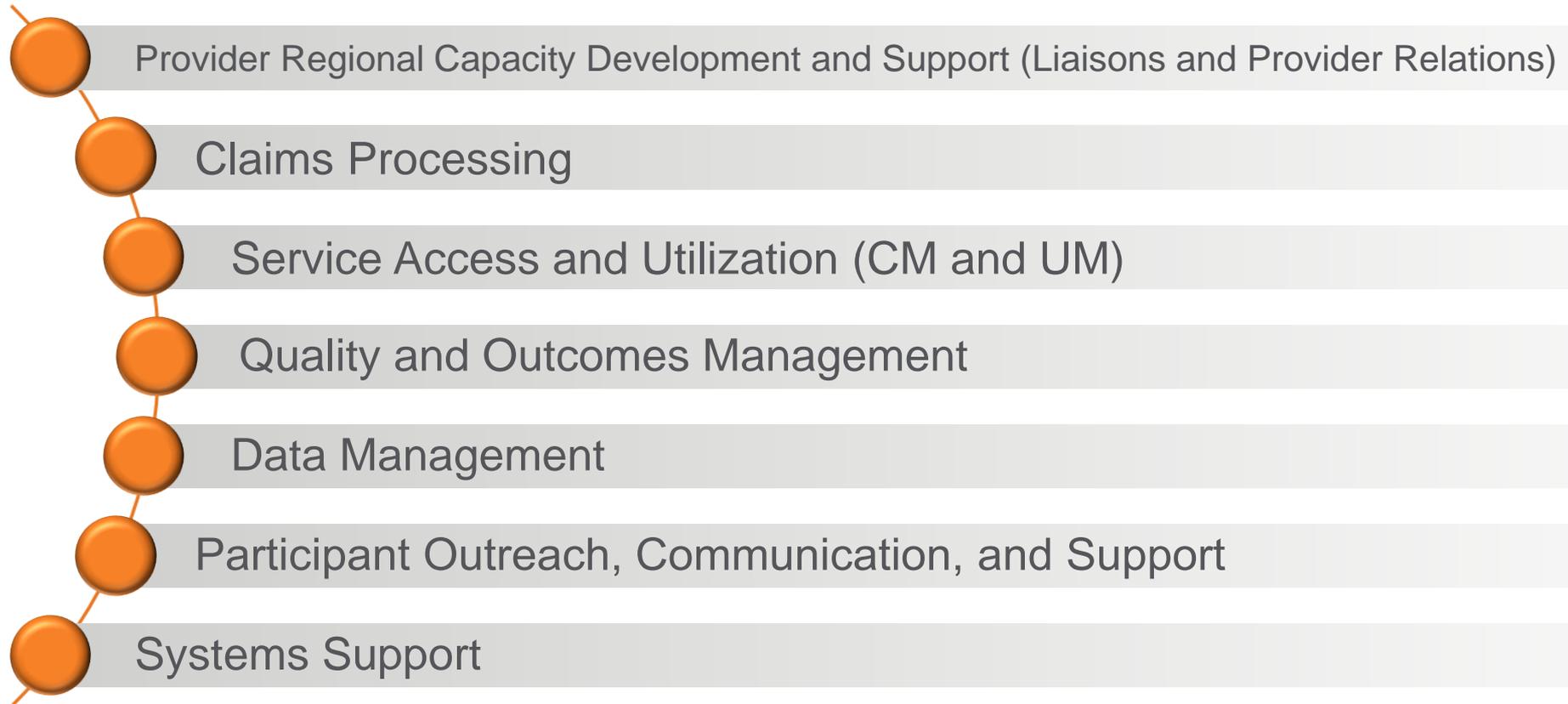
# Talent



- 15 key staff who bring their passion for BH to the work every day – Alaskans in communities around the state
- Psychiatrist, Licensed Clinical Psychologist, MSW/LCSW, MPH, PSS, Finance and Data and Reporting Expertise
- 250+ cumulative years of experience in Alaska in BH and related fields
- Alaska Native and Child Welfare Liaisons
- National dedicated teams trained by Alaskans for Alaskans

# How will Optum Partner with the State to improve access, outcomes and efficiency

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# Provider Engagement



**Providers make it possible**  
Forging partnerships

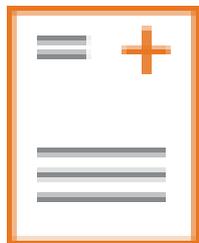
Technical Assistance calls on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of each month; ad hoc calls scheduled as needed

Alaska.Optum.com

Alaska Provider Relations team

Alaska Native and Child Welfare Liaisons

# Claims



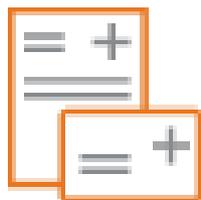
## Claims GoLive 2/1/20

1<sup>st</sup> Claim received 2/7/20

1<sup>st</sup> Claim paid 2/12/20

Collaborating with the Division of Behavioral Health and Providers for success

# Utilization Management



## Service Authorization began 2/15/20

1<sup>st</sup> SA received 2/18/20

1<sup>st</sup> SA approved same day

Collaborating with the Division of Behavioral Health and Providers for success.

UM Clinicians will consider each Participant's unique situation including their strengths, readiness for change, motivation, and cultural beliefs to verify that we are matching Participant needs to appropriate services.

# Care Management



## Case Managers and Peer Support

Encouraging strong therapeutic relationships between Participants and their providers.

One of our key strategies is to identify Participants whose clinical histories demonstrate significant inappropriate use of services or who are at the greatest clinical risk, which includes individuals being discharged from 24-hour levels of care.

Supporting strong therapeutic relationships will enable us to work closely with behavioral health teams.

# Data and Reporting



**Quality data drives better outcomes**  
Supporting transformation

  
~218,000  
Members



 **OPTUM® Alaska Behavioral Health Plan**

Data Up To Date As of: February 8, 2020

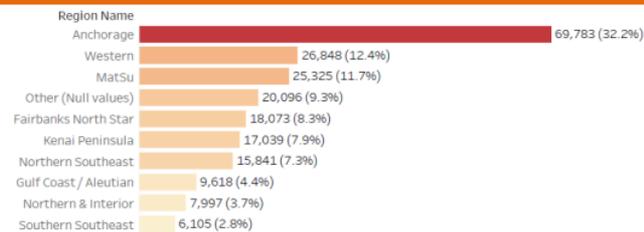
Select Reporting Period  
(Participant Benefit Effective Date)  
February 2020

Group Name  
All

Sub Type  
All

[Back to Main Menu](#)

## STATE OF ALASKA - MEDICAID MEMBERSHIP BY REGION February 2020



# Quality Data to Drive Better Outcomes

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**Data Stewardship**  
is everyone's responsibility



# Key Contacts

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## **Chief Executive Officer/Executive Director**

Shelis Jorgensen, DNP, FNP-BC

[shelis.jorgensen@optum.com](mailto:shelis.jorgensen@optum.com)

## **Medical Director/Chief Medical Officer**

Dr. Vanessa Venezia, MD

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## **Chief Financial Officer/Finance Manager**

Shauna Credit, MS, MA, RHIA

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## **Alaska Native Liaison**

Andrew Tooyak

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## **Child Welfare Liaison**

TBA

## **Assc Director Medical Clinical Ops/Licensed Clinical Psychologist**

Eula M. Crippen, PhD

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## **Director of Quality Improvement/Chief Operations Officer**

Deborah Etheridge

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## **Director of Clinical Operations/Licensed Clinical Social Worker**

Wroksie Jackson, LCSW

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## **Chief of Information Management/Manager Reporting Services**

Garry Lodoen, BBA, MIS, BCIS

[garry.lodoen@optum.com](mailto:garry.lodoen@optum.com)

## **Director of Provider Relations**

Lisa Brown

[lisa.b@optum.com](mailto:lisa.b@optum.com)

# The Optum AK Provider Relations Team

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We are here to help

The Provider Relations Team is your local guide to navigating Optum.

## How the team can help:

- Act as your Optum liaison
- Answer important questions
- Facilitate ongoing process improvement
- Keep you abreast of changes that impact your practice
- Provide useful tools and resources

## Team Members:

Lisa Brown: **1.763.797.2092**

Lorraine Afe & Vaoita Puletapuai

Email: [akmedicaid@optum.com](mailto:akmedicaid@optum.com)

Fax: **1.844.881.0959**

# Service Authorization Support and Status Inquiries

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To submit, please complete and return all pages by:

**Fax: 1.844.881.3753**

*or*

**Call** to provide this information telephonically: **1.800.225.8764**  
and follow the prompts.

You may request assistance and check the status of Service Authorizations by calling **1.800.225.8764** or electronically through the Optum Alaska website (*alaska.optum.com*).



# Pathways for Provider Support

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I would like to speak  
with my Alaska Optum  
Team

## Alaska Optum Team

Lisa Brown: Provider Relations [AKMedicaid@optum.com](mailto:AKMedicaid@optum.com)  
**Office: 1.763.797.2092 Fax: 1.844.881.0959** 8 a.m. – 6 p.m. AKST,  
M-F

I need help with my  
Optum ID

## Optum ID Help

**1.855.819.8909 #2**  
3 a.m. – 7 p.m. AKST, M-F / 6 a.m. – 4 p.m. AKST S/S  
[optumsupport@optum.com](mailto:optumsupport@optum.com)

I need help with  
Provider Express

## Provider Express

**1.866.209.9320**, 4 a.m. – 4 p.m. AKST  
Chat also available 5 a.m. – 2 p.m. AKST, M-F

I need help with  
Electronic Payments  
and Statements

## Electronic Payment & Statements

**1.877.620.6194**  
7 a.m. – 4 p.m. AKST, M-F

# Pathways for Provider Support

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I have questions about submitting claims via clearinghouse

## EDI

**1.800.210.8315** - 6 a.m. to noon AKST, M-F [ac\\_edi\\_ops@uhc.com](mailto:ac_edi_ops@uhc.com)  
[uhcprovider.com/edi](http://uhcprovider.com/edi) > click on EDI contacts, then EDI support form

I have a question about authorization, benefits, eligibility, claims or appeals

## National Customer Support 800.225.8767

**800.225.8767** - 8 a.m. - 6 p.m., AKST, M-F

How do I get to the Optum Alaska website?

## Optum Alaska

[alaska.optum.com](http://alaska.optum.com)

I would like to contact the Optum AK Leadership Team

## Optum Alaska Leadership Team

[alaska.optum.com](http://alaska.optum.com) > Click on Contacts > Leadership

