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Optum Alaska Case Management Services

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Case Management Services Overview

- Purpose of Optum Case Management
- Why Care Coordination Matters
- The Optum Team and Roles
- Community and Provider Engagement
- Continuum of Care Coordination
- Resources
- Questions and Answers

What is Optum Case Management

- The Optum Alaska Case Management Program is a specialized service designed to aid Alaskans in the recovery process and increase their tenure in the community
- Our Program encourages the use of outpatient services and community supports with the goal of decreasing reliance on higher levels of care and avoiding unnecessary hospitalization
- **No Billable Services** are provided within Optum Case management, making it easier for us to really focus on the ENTIRE continuum of care





Why Care Coordination and Advocacy Matters

Improve Efficiency in Care, Effectiveness of Treatment

- Individuals with mental health and substance use disorders rely on many organizations to provide their care
- These individuals have complex and sometimes competing medical and psychosocial needs, notably among participants with severe and persistent mental health and/or substance use disorders
- Sharing treatment information among health care providers supports greater safety and improved outcomes for consumers
- Effective coordination of care can lead to improved health outcomes
- Improved outcomes frequently result in reduced healthcare costs



Why Care Coordination and Advocacy Matters cont.

Improve Medication Management

- Coordination of care is especially important when medications are prescribed, when there are co-existing medical/psychiatric conditions, and whenever patients are hospitalized with co-existing conditions
- Communication between treating providers can minimize the risk of adverse medication interactions for participants being prescribed psychotropic medications
- Coordination of care can help to reduce the risk of relapse for participants with substance use disorders or psychiatric conditions

Case Management Team Roles

Discharge Support

- Work with Facility Staff
- Assist with Development of a practical aftercare plan

Care Coordination

- Link to Additional Resources and Services
- Provide Stability for the Participant and/or Family Unit
- Direct Liaison between Optum BH and the Alaska Medicaid-Enrolled Providers
- Work with Alaska Medicaid-Enrolled Providers Services and Utilization Management to Identify Gaps in Resources/Services

Aftercare Follow-Up

- Encourage participant engagement with aftercare plans
- Assist with the Removal of Barriers
- Promote least restrictive level of care
- Peer Support Services



Case Management and Liaison Team

Optum team

Heather Brady, LPC
Director of Operations

Teisha Simmons, M.A.
Tribal Liaison

Bonnie Hummel, RN
Behavior Health Care Navigator

Carrie Triplett, MSW
Child Welfare Liaison

Julie Houghton, RN
Behavior Health Care Navigator

Jessica Segato
Senior Wellness Coordinator

Rahne Smith
Peer Support Specialist



Sr. Wellness Coordinator

- The Sr. Wellness Coordinator works collaboratively with Optum Alaska Care Navigator's and Medicaid Providers to support participants as they transition between levels of care (typically from residential or inpatient to lower levels of care)
- Assists participants to find and access resources, traditional and non-traditional, that will support their recovery and mental health rehabilitation



Behavior Health Care Navigator

- Care Navigators are licensed clinicians that will typically initiate coordination services for individuals with the highest needs
- Conducts Assessments
- Develops goals and supports participants as they take steps in their own recovery
- Refers participant to Alaska Medicaid Providers and community resources
- Care Management
- Provides advocacy and support across every service level, engaging participant, family members, health care providers and community agencies



Peer Support Specialist

- Our PSS is a mental health professional with lived experience who provides education, support and encouragement to individuals in recovery
- Teaches, models and practices life skills with participants, with respect for each participant's cultural identity/preferences
- Builds relationships with participant's family whenever possible to strengthen natural supports
- Collaborates with BH team to help prevent escalation of symptoms that lead to crisis
- Makes connections and referrals to Peer Support Specialist's in the community with/for participants

Child Welfare Liaison

- The Child Welfare Liaison engages with state agencies to support behavioral health service delivery to Alaska's children and families
- The Child Welfare Liaison works with DBH, OCS, and Alaska Medicaid providers to support the complex needs of youth and families across the state
- The Child Welfare Liaison is involved in all aspects of Optum Alaska clinical services, including Utilization Management, Care Management, Provider Relations

Tribal Liaison

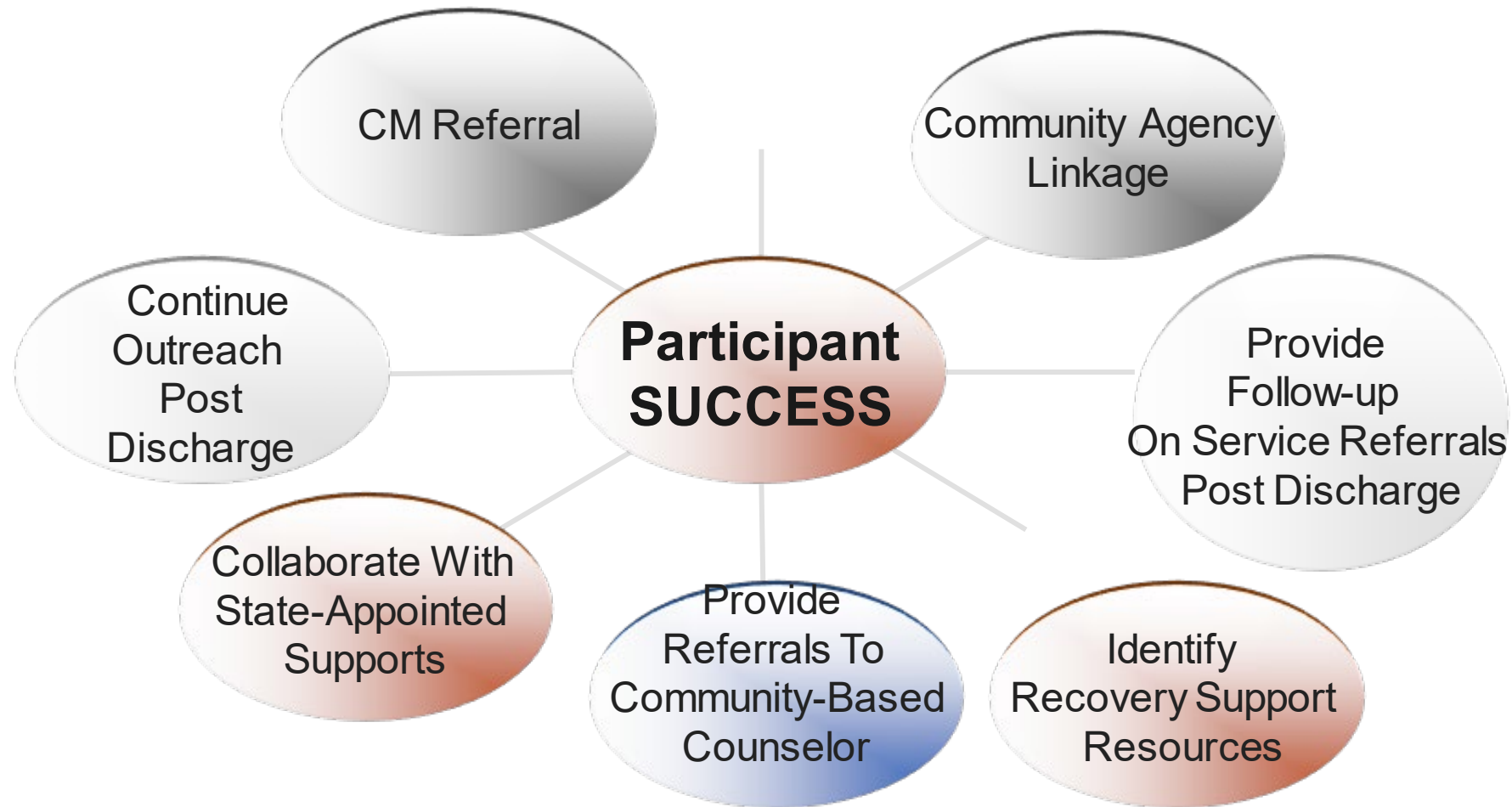
- The Tribal Liaison supports strong communications and effective working relationships between Optum Alaska, Tribal Health Organizations (THOs), tribal participants, and other stakeholders in Alaska's behavioral healthcare delivery system
- Meetings with THOs focusing on 1115 waiver opportunities
- Work with THOs to ensure overall cultural competence throughout Optum's policies and operations, including staffing, training, educational information, and provider support
- Developing and providing trainings on cultural competence and Alaska Native culture
- Consultation with CM staff as needed regarding unique needs of Alaska Native and American Indian participants



Case Management Activities



Case Management Team Holistic Approach





Benefits of Partnering with Optum Case Management

Consultation

- Support with discharge planning activities

Care Coordination

- Referrals to Medicaid providers in the participant's region
- Referrals to additional community resources
- Provide linkage between team members (State, Providers, Caregivers)

Current Information

- Provider agencies, treatment engagement
- Participant's BH Medicaid benefits



How Providers benefit from partnering with Optum

Partners with Providers

- Provide education
- Assist with Discharge Planning
- Link treatment team members
- Share treatment history
- Provide Benefit Information

Partners with Participants

- Individual and family support
- Link to Community Resources
- Make referrals to providers
- Provide benefit information
- Schedule appointments



Optum is considered a business associate of the Division of Behavioral Health in DHSS

- Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the Department of Health and Social Services (DHSS) is considered a covered entity
- As a covered entity, all of the agencies within DHSS may contract with organizations to support them in the performance of their duties. These organizations are referred to under HIPAA as business associates
- Optum is considered a business associate of the Division of Behavioral Health in DHSS. As a business associate, Optum is permitted to receive, use and disclose protected health information in order to do its contracted work, which is to conduct operational activities for the Division's Behavioral Health Program
- Written memo is available at the agency request

Participants who can benefit from Case Management Services

Participants to consider referring:



- Medicaid
- Behavioral health and/or substance use disorder
- Participants with newly diagnosed SUD

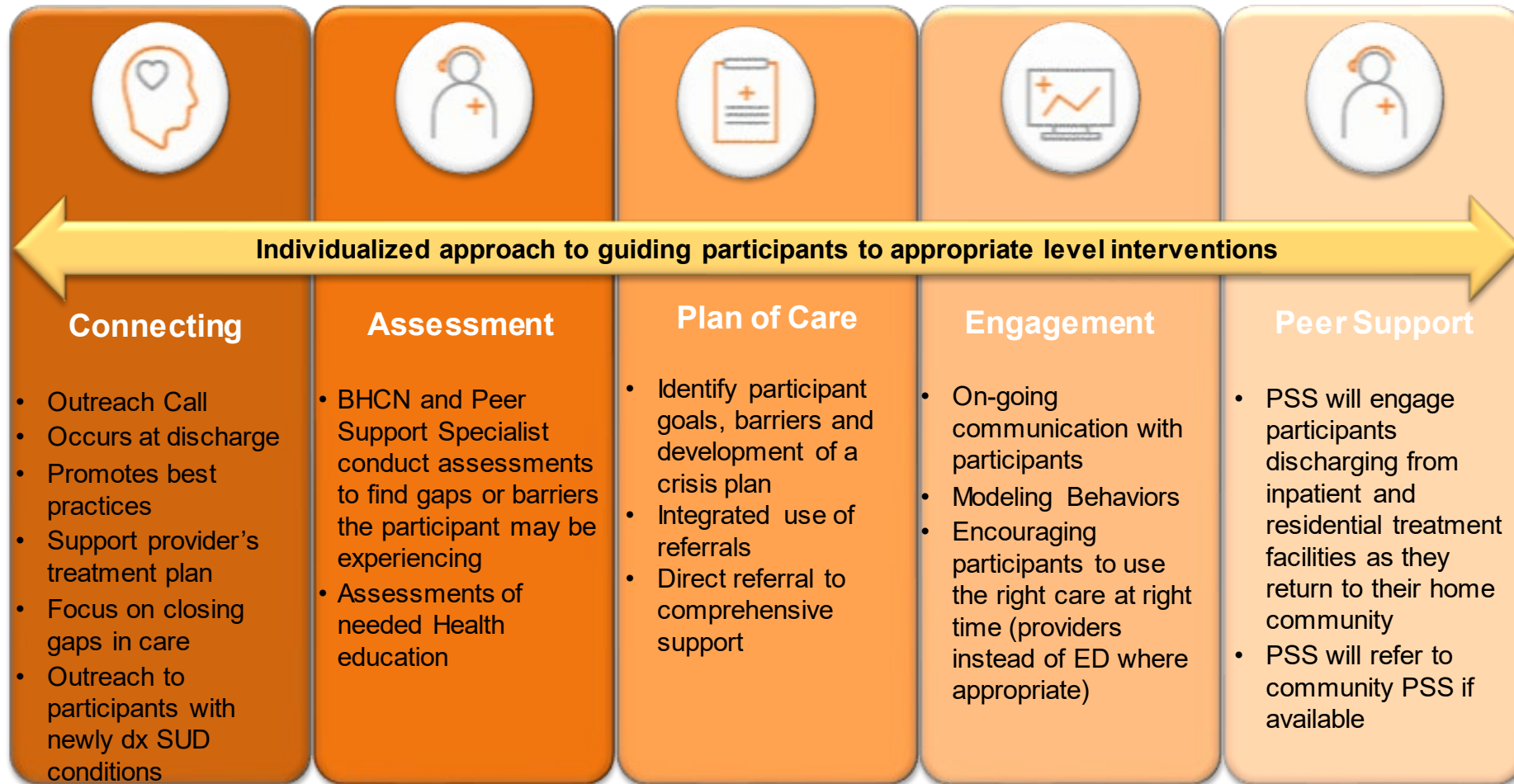


- Inpatient admission at any time in past
- BH admission in past 12 months
- Participant for whom timely follow up cannot be identified



- Recently discharged moderate to high level of care
- Low social support
- Participants with a history of noncompliance or frequent missed appointments

Care Coordination and Advocacy Continuum



Additional Considerations

- The CM Team Member can also assist the family members with locating resources when the participant is home (and with the participants consent)
- The Case Management Team will engage with a participant from 30 day's to longer than 90 days
- We do not provide any service authorizations
- We provide case management services however; we work to identify community-based resources to refer the participant to. We provide intense case management services when a participant discharges from a facility until they are connected within the participant's community
- When we are identifying providers and services in the community, we specifically identify state approved Medicaid providers. We can also provide resources of a non-clinical nature such as food pantries, clothing closets, etc

Additional Considerations

- Our CM Team would not start working with the participant until they are officially discharged, however, conversations with the CM/Discharge personnel and the Optum CM Team regarding the discharge plan, concerns, gaps, etc. have been beneficial and expedient for participant care
- We recently sent out an email “blast” regarding our services to providers. If you did not receive this email or are interested in receiving future emails, please leave your company name, your name, title, and email address for communications
- We are telephone-based. If a participant has access to a telephone, they can still receive our service
- Optum Case management services are only available for Medicaid recipients



Consider the following factors when reviewing the upcoming case examples

Does this participant have

- Shelter
- Food
- Shelter
- Food
- Transportation to get to appointments
- A support system
- Traumatic life events
- Barriers to care

Social Determinants of Health

- Social norms and attitudes
- Economic stability
- Education
- Social and community context
concentrated poverty and the stressful
conditions that accompany it
- Health and health care
- Neighborhood and built environment -
geographic isolation
- Limited access to technology

Case Background: Albert

Albert is a 33-year-old single male who reports experiencing an increasingly depressed mood following the dissolution of a 5-year romantic relationship. Albert describes feeling overwhelmed with feelings of “emptiness” and is convinced that he will be “alone forever.” He additionally reports being “in and out” of psychosocial treatment for suicidal thoughts though denies ever having made any suicide attempts. He also denies engagement in non-suicidal self-injurious behaviors. Other factors to consider:

- Six admissions in the last four months
- History of Arrests for Drug Charges
- Periodic Homelessness since the dissolution of his relationship
- No identified support system
- Separated 6 months ago from his wife of 5 years



Case Background: Becky

Becky is a 62-year-old single woman who says that her substance dependence and her bipolar disorder both emerged in her late teens. She says that alcohol and cocaine are a natural part of her manic episodes. She also notes that coming off the cocaine and binge drinking contribute to low mood, but she has not responded well to referrals to AA and past inpatient stays have led to only temporary abstinence. Becky has had a recent death of her father and does not have a car to get to the doctor. Other factors to consider:

- Temporarily living with her sister due to separation
- Transportation – Unable to drive and no access to public transportation
- Access to Care - Has not seen his psychiatrist in over two months due to proximity



Why is a relationship between Optum and Providers and Participants an important factor to the participants success

Providers

- Supporting access to administrative resources
- Provider Trainings
- Updates
- Resources and Tools
- Service Authorizations

Participants

- Resources and Tools
- Participant handbook
- ROI form
- Print Materials
- Rights and Responsibilities

Optum Alaska Website

<https://alaska.optum.com>

The screenshot displays the Optum Alaska website interface. At the top left is the Optum logo and "Alaska" text. A search bar is located at the top right. A dark navigation bar contains links for Home, For Participants, For Alaska Medicaid Providers, For Community Partners, About Us, and Contact Us. Below this is the page title "Alaska - Optum Provider Portal".

On the left side, there are three sections of quick links:

- PARTICIPANT QUICK LINKS**
 - Participant Newsletter
 - Resources & Tools
- PROVIDER QUICK LINKS**
 - Sign up for Alerts
 - Provider Express
 - Resources & Tools
- EXTERNAL OPTUM SITES**
 - Find a Provider
 - Live & Work Well
 - Supports and Services Manager

The main content area features a "Stay informed on COVID-19" section with three teal and maroon banners:

- Check the CDC website for COVID-19 updates at cdc.gov/coronavirus/2019-ncov
- Check the DHSS website for COVID-19 updates at coronavirus.alaska.gov
- Check the current Telehealth guidance at <https://content.govdelivery.com/accounts/AKDHSS/bulletins/2825545>

Below these is a "COVID-19 Mental Health Resource Hub" graphic with the hashtag #StrongerTogether and the PsychHub logo. Underneath the graphic is a link: "Check the COVID-19 Mental Health Resource Hub to help individuals and providers address their mental health needs at <https://psychhub.com/covid-19/>".

At the bottom left of the main content area is the State of Alaska Department of Health and Social Services logo. The footer of the main content area includes the "Optum Alaska" logo and the tagline: "One person, one family, one community at a time. Every individual and every family has a unique road to wellness, health, and..."

Optum Alaska Website – Live and Work Well

<https://www.liveandworkwell.com>

The screenshot shows the Optum Alaska website homepage. At the top left is the Optum logo and the text "OPTUM® | Live and Work Well". To the right are links for "Help", "Language" (with a dropdown arrow), and "test" (with a dropdown arrow). Below this is a dark navigation bar with "Home" (highlighted), "Personal Life" (with a dropdown arrow), "Mind & Body" (with a dropdown arrow), "Crisis Support" (with a dropdown arrow), and "Find a Resource" (with a dropdown arrow). The main content area starts with the question "How can we help you today?". Below this is a white banner for "Coronavirus disease 2019 (COVID-19)" with a warning icon and the text "Learn ways to be mindful and keep your stress in check so you can plan, not panic. [Learn More.](#)". To the right of this banner is a blue "Search" button with a magnifying glass icon. The background is a teal gradient with a white box containing the text "We can help with mental health, substance use and more." Below this is a circular image of a man and a woman talking. To the right of the image is the text "Becoming More Resilient" and "Get tools to help you cope. [Go to the Resiliency Center.](#)". At the bottom, there is a white box with a star icon, a hospital icon, and the text "Find providers".

Live and Work Well

<https://www.liveandworkwell.com>

Live and Work Well

Search for providers in your network
specializing in mental health and substance use.

Find a Provider

Find therapists, psychiatrists, or other clinics in your network.

General Therapy ★ 99701 ★ Search

- General Therapy
- Positive Behavioral Interventions and Supports
- Trauma Therapy
- ECP-General Health Provider
- Outpatient ECT

Call [1-800-225-8764](tel:1-800-225-8764) anytime for confidential help



Optum – Live and Work Well

<https://www.liveandworkwell.com>

- Confidential Exchange of Information
- Managing Your Healthcare Information
- Wellness Assessment



Optum – Live and Work Well

<https://www.liveandworkwell.com>

Welcome Optum Alaska Participants!



[Highlighted benefits](#)

[Popular tools](#)

[Monthly spotlights](#)

Participant handbook

We manage outpatient behavioral health services. That means if you have Alaska Medicaid, we can help you find a mental health or substance use provider.

[View handbook](#) 

Health assessments

Explore our six health, fitness and well-being assessments.

[Take a health assessment now!](#)

Optum Live and Work Well website for Participants

- Participant can:
 - ✓ Find a Medicaid provider in Alaska
- Use the “Find a Resource” tab to:
 - ✓ Gain access to certain forms (as needed):
 - ❖ Confidential exchange of information form
 - ❖ Managing Your Healthcare Information links
 - ❖ Release Of Information Form
 - ❖ Wellness assessment
 - ❖ Grievance Form

Provider Information – Optum Alaska Website

[For Alaska Medicaid Providers \(optum.com\)](https://optum.com)

Drop Down Menu

[For Alaska Medicaid Providers](#) ▾

[Guidelines & Policies](#)

[Forms](#)

[Provider Trainings](#)

[Updates](#)

[Resources & Tools](#)

[Service Authorizations](#)

Highlights

Our Optum Alaska Provider area contains important information regarding:

- Provider Education & Trainings
- Updates
- Service Authorization Forms

... and much more



Optum Alaska – For Alaska Medicaid Providers

GUIDELINES & POLICIES

Optum follows national guidelines and policies to ensure the integrity of our Alaska Medicaid providers.

Best Practice Guidelines

- [Optum Best Practice Guidelines](#) are located at our partner website of Provider Express.



Quick Reference Guides

- [Optum Alaska Behavioral Health Quick Reference Guide \(pdf\)](#)

Level of Care Guidelines

- [Level of Care Guidelines \(pdf\)](#)

Alaska Medications for Addiction Treatment Resources

- [Alaska Medications for Addiction Treatment Guide](#) 
- [Alaska Medications for Addiction Treatment Toolkit](#) 

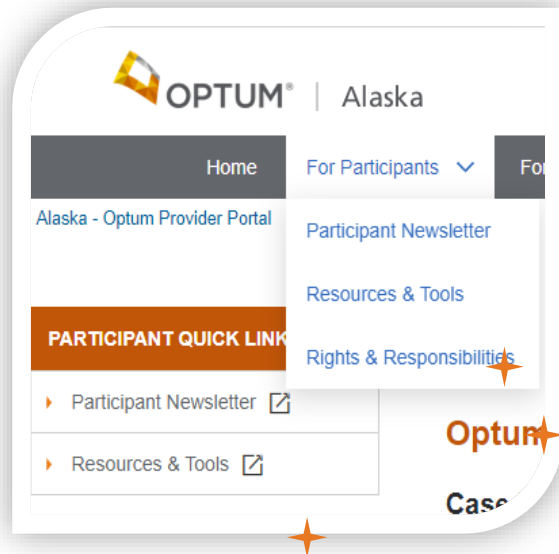
Provider Manual

- [Provider Manual \(pdf\)](#) 

Participant Information – Optum Alaska Website

[For Participants \(optum.com\)](https://optum.com)

The landing page of the participant area includes information on Case Management, covered Alaska Medicaid Behavioral Health Services and important external links.



The [Resources and Tools](#) page has PDF links to the Participant Handbook as well as Print Materials.

The [Participant Rights and Responsibilities](#) page includes important information for Alaska Medicaid Participants regarding the choices they have when seeking care.



Thank you

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