UnitedHealthcare Behavioral Health Overview

Andrew Clendenin

Executive Director, Behavioral Health (Interim)

UnitedHealthcare®

UnitedHealthcare Community Plan of North Carolina and Optum

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Summary

- North Carolina awarded UnitedHealthcare Community Plan a statewide Medicaid contract on Feb. 4, 2019.
- United Behavioral Health (UBH) operating under the brand Optum will provide behavioral health services for UnitedHealthcare Community Plan of North Carolina members
  - United Healthcare owns the overall Health Plan – one of 5 Prepaid Health Plans (PHPs) selected by North Carolina DHHS to lead Medicaid Transformation
  - Optum is a company under the umbrella of healthcare companies and resources that comprise UnitedHealth Group
  - Behavioral Health works in close partnership with colleagues managing Medical services to represent a truly integrated approach to healthcare
  - We are “united” in our work!
- Population served will be mild to moderate acuity. Serious Mental Illness (SMI) and Serious Emotional Disturbance (SED) currently carved out.

Program Launch Dates:

- Open enrollment began March 15, 2021
- Managed Care goes live July 1, 2021
- Tailored Plan launch planned for July 1, 2022

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UnitedHealthcare's Strategic Focus for Behavioral Health

2021—2022 Priorities

- Behavioral Health Integration
  - Whole person Care Management
  - Integrated Quality Improvement Efforts
- Align with State Priorities
  - Address Social Determinants of Health
  - Integrated Care for Kids
  - Focus on crisis services planning
  - Opioid Use Disorder Prevention
- Ensure seamless transitions of care between PHP and LME-MCOs

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Key Behavioral Health Points of Contact

Andrew Clendenin, Executive Director of Behavioral Health (Interim)
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Dr. Alton Williams, Behavioral Health Medical Director
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Melissa Razzano, VP, Regional Contracting
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Tony Gasset, North Carolina Facility Contract Director
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Steven McFarland, Facility Contracting Manager
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Jennifer Woodley, Facility Contracting Manager
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Erin Cummings, Provider Relations Director
erin.cummings@optum.com

Chanderica English-McCrae, Provider Relations Advocate (Eastern NC)
chanderica_english@optum.com

Mellanie Taylor-Martin, Provider Relations Advocate (Western NC)
mellanie.taylor-martin@optum.com

Elizabeth Rubin, ABA Network Manager (Interim)
elizabeth.rubin@optum.com

Provider Service line at 877-614-0484

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Provider Relations

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Provider Relations Advocates

- 2 staff physically present in North Carolina.
  Chanderica English-McCrae covers Eastern North Carolina
  Mellanie Taylor-Martin covers Western North Carolina

- Send welcome packets and enrollment notice to providers within five days of executing a contract. This packet consists of orientation information and instructions on how to access the UHC provider manual.

- All calls/e-mails are responded to within 24-48 hours

- Can assist with claims denials/rejections

- Offer weekly provider trainings

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Provider Relations Coverage Area

Western NC (yellow): Mellanie Taylor-Martin
mellanie.taylor-martin@optum.com

Eastern NC (green): Chanderica English-McCrea
chanderica_english@optum.com

Provider Service line at 877-614-0484

Optum NC Network Manager County Assigned Counties Map



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Supporting Your Success

Value-based program consultant (VBPC)

- A dedicated expert to help you meet metrics and improve outcomes
- Provides reports to assist in identifying emerging risks and opportunities for improvement
- Aids in the development and implementation of tailored quality improvement projects
- Participates in Quarterly Performance Review Meetings to present data, monitor outcomes, problem solve, and discuss clinical issues

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Resources

Optum - Provider Express Home

- Learn how to join the Behavioral Health Network, review Community Plan Behavioral Health information, or submit demographic changes. You may also contact Optum Behavioral Health at 877-614-0484

Claim Entry through Provider Express

Claim Tips (providerexpress.com)

Provider Toolkits (providerexpress.com)

Care Provider Manual - UnitedHealthcare Community Plan of North Carolina (uhcprovider.com)

NC Medicaid: Transformation (ncdhhs.gov)

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Questions? Please reach out…

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