

Medical Management and Center for Service Coordination

Optum Medical Management programs provide high-touch care coordination within hospitals, skilled nursing facilities (SNFs) and members' homes. These programs work in collaboration with the member, the family/support system, providers and key stakeholders to coordinate discharge, health care services, community resources and referrals to the appropriate next level of care. These services are reviewed and processed by the Center for Service Coordination (CSC) team.

Medical Management request process

To refer members to Optum Medical Management programs, submit a completed Optum request form via email to the CSC at servicecoordination@optum.com or fax to 1-888-405-2734. This form can be found as a writable, savable PDF on the OptumCare website under provider resources: professionals.optumcare.com/resources-clinicians/library/patientprograms-request.html

Requests will initiate a response within two business days unless otherwise indicated as urgent, for which we will respond within one business day.

Medical management services

Case management (general and complex):

- Dedicated RN case manager
- In-person and telephonic support
- Health goal development
- Coordinate access to community resources and services
- Disease management education and medication review
- Post-discharge follow-up

Diabetes management:

- Dedicated diabetes RN case manager
- In-person and telephonic support
- Coordinate access to community resources and services
- Reduce or eliminate health risk factors
- Disease education (diet, medication management, complications, exercise and self-management techniques)
- Facilitate diabetic wound care

Medical behavioral integration:

- Dedicated RN case manager
- In-person and telephonic support
- Integrated process to meet the member's medical and behavioral health needs
- Education on available community and behavioral health resources
- Medication review
- Interventions for behavioral and substance abuse disorders

Social work case management

- Dedicated licensed social workers (LMSW/LCSW)
- In-person and telephonic support
- Coordination of community resources to address social determinants of health
- Provide education with advance directives and living will documents
- Support members through the emotional adjustments to life changes
- Support with financial resources, housing, transportation, placement and meal assistance

Palliative care:

*Only available in Maricopa County

- Chronic symptom management
- In-home interdisciplinary care team (provider, RN, social worker and volunteers)
- Disease education
- Collaboration with health care providers
- End-of-life planning discussions
- 24/7 nurse support

Transition to home visits:

*Only available in Maricopa County

- Short-term provider to follow-up post-discharge
- Collaboration with health care providers
- Support safe discharge until patient can return to PCP
- Coordination of transitional services and supports

Transplant solution:

- Telephonic RN case management
- Pre-transplant identification
- Psychosocial management
- Post-transplant coordination

End-stage renal disease management:

- Dedicated RN case manager
- Diagnoses of end-stage renal disease on chronic dialysis, or chronic kidney disease (stage 5) transitioning to dialysis
- In-person and telephonic support
- Dialysis coordination: focus on reduction of infections, anemia, fluid and electrolyte imbalances
- Management of co-morbid conditions and education related to individual disease progression
- Timely referral for transplant consideration

COPD intensive management:

- Dedicated clinical pharmacist
- COPD treatment assessment
- In-person and telephonic support
- Medication administration coaching
- Coordination with PCP and pulmonologist
- Self-monitoring and interventions follow-up

Advanced wound care:

*Only available in Maricopa County

- Comprehensive wound care for members with complex wounds
- Treatment is provided in a member's place of residence (home, SNF, ALF)
- Field clinicians provide evidence based wound care and oversee all aspects of wound management (treatment plans, debridement, wound care supplies and education)

Additional resources:

Optum Behavioral Health

For direct referrals regarding behavioral health needs. Call behavioral health number on the back of member's card.

Optum NurseLine

A 24-hour access hotline for member to reach a nurse to answer questions regarding health concerns. Members can call the number on the back of their insurance card.

Assisted Home Health

Phone: 1-480-860-2345

Fax: 1-805-413-7998

Exclusive network agency for home health care services. Submit referral directly to Assisted Home Health. Include:

- Physician order
- Insurance information
- Demographics
- History and physical
- Progress notes
- Labwork
- Medication list

Preferred Homecare

Phone: 1-480-446-9010

Fax: 1-480-446-7695

Exclusive network durable medical equipment (DME) provider. Submit orders directly to Preferred Homecare.

Dispatch Health

*Only available in Maricopa County

Phone: 1-480-877-0765

Online: dispatchhealth.com

Mobile urgent care that provides in-home acute treatment for injuries and illnesses. Please contact Dispatch Health to confirm service area, hours of operation and to request a member visit.

Healthy Mindsets!®

Members may not always get the full care they need. This could be due to many factors like limited time or cost. To help, Optum partners with Healthy Mindsets!® to provide an extra level of care. This self-help program is confidential, easy-to-use and offered at no extra cost.

It can help members learn:

- Ways to reduce stress
- Skills to improve mental health
- Tips for creating healthy habits

Healthy Mindsets!® focuses on the following areas of medical care:

- Emotional stress: conditions like depression and anger.
- Conditions related to stress: sleep problems, pain and more.
- Building resilience: how to recover from a health-related setback.
- Wellness and prevention: creating healthy habits like eating well and limiting stress.

Members determine how much they want to participate. The program was created for efficiency, offering them the help they need in as little time as possible.

To get started, members can ask their Optum representative for a wellness code. Visit healthy-mindsets.com. Use the wellness code to sign in and start using the tools and trainings today.

For more information, or if you have questions regarding any of these programs, please contact the CSC by phone at [1-623-293-9775](tel:1-623-293-9775).



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