



Clinical programs quick reference guide

Use this guide to help determine if your Optum Care Network–Utah patient qualifies for one of our medical management programs. If your patient meets at least one criterion for any of the programs listed, please fill out the patient program referral form and email it to umutah@optum.com or fax it to 1-844-461-5749.

For more information on any of these programs, please contact your respective provider network manager. If you are unable to reach your provider network manager or you are unsure who your provider network manager is, you can email providerservices.ut@optum.com.

This document can also be found on the Optum medical professionals resource page at professionals.optumcare.com/resources-clinicians, under the Utah tab.

Clinical programs

Device-enabled condition management (DECM)

Focuses on patient(s) with: CHF, COPD, and/or diabetes. This program utilizes digital technology (smartphone app or tablet) that allows for near real-time remote monitoring. Patients are provided monitoring devices (scale, blood pressure cuff, pulse oximeter, etc.) for daily symptom monitoring. With the use of digital technology, alerts are sent for care managers to proactively address any escalations. This program uses personalized care plans, medication reminders, educational videos/tips, and video conferencing.

High-risk care management

Focuses on patient(s) who have multiple comorbidities or are high utilizers with complex conditions. This program helps patient(s) facilitate care coordination, discuss goals of care, and provide education of conditions via telephonic engagement.

Kidney resource specialist

Provides case management for patient(s) via chronic kidney disease or end-stage renal disease programs, including dialysis management.

Medical behavioral integration

Focuses on patient(s) who have multiple comorbidities or are high utilizers with complex conditions and additionally have behavioral health needs. Dedicated in-person or telephonic RN case management support to educate patient(s) on available community behavioral health resources, provide medication review, as well as intervention(s) for behavioral health and substance abuse disorders.

Palliative care

A multidisciplinary approach to specialized medical and nursing care for patient(s) with life-limiting illnesses. The goal is to improve quality of life for the patient(s).

Appropriate referrals might include:

- Patients struggling with symptoms of chronic illness
- Patients needing help coping with disease complications
- Patients face difficult, complex medical decisions from an advanced, life-limiting illness
- Diseases included but not limited to:
 - Cancer with metastases
 - Liver failure
 - Encephalopathy
 - Cirrhosis
 - Kidney failure
 - CKD stage 5
 - ESRD
 - End-stage dementia
 - Chronic oxygen use
 - Chronic and end-stage respiratory diseases

Short term case management

Dedicated telephonic RN case manager to provide health goal development, coordinate access to community resources and services, and provide disease education and medication review. This program supports patients that require additional clinical support and education, as well as those transitioning from hospital to home.

Social work case management

Assess the psycho-social factors that may affect a patient's health, including, but not limited to: community resource coordination, advanced directives/life care goals, emotional adjustments/counseling on life changes, crisis intervention and applications for financial aid or Medicaid.

Healthy Mindsets

Patient(s) 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 layer of care. This self-help program is confidential, easy to use and offered at no extra cost.

It can help patient(s) 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

Patient(s) 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, patient(s) 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.

Woundtech*

Provides comprehensive wound care to our patient(s) in their place of residence via mobile unit. Patient(s) have no copay and being homebound is not a requirement for treatment.

*Not a home health care provider, specialty provider group that only manages wounds.

If you have a patient that could benefit from this resource and would like to confirm if the patient is in the coverage area, please send in a referral or contact your provider network manager.

Submit referral directly to Woundtech:

- Register for access to Woundtech's portal at woundtech.net
- Fax referral directly to Woundtech at 1-888-770-5056
- Phone: 1-866-986-2263



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