

Support state Medicaid agency goals for members

A person-centered approach to support state Medicaid agency goals for members



As one of the country’s largest managed behavioral health organizations, Optum offers a full range of behavioral health solutions designed to help state and local government agencies fulfill the Quadruple Aim. Optum partners with agencies to create targeted solutions that help improve individual health and recovery, while maximizing program funds and supporting integration of behavioral medical care.

Our person-centered, equity-driven approach compassionately and cost-effectively meets the unique needs of individuals with mental illness, substance use disorders, and intellectual and development disabilities (I/DD), as well as the justice-involved and foster-care populations. These solutions meet individuals where they are and create opportunities to help them access the knowledge, tools and services they need to achieve and maintain overall well-being. We also support the delivery of evidence-based practices to help reduce administrative burdens.

Our approach: Guiding high-impact, integrated care

Ensuring members have access to the right care in the right setting helps improve individual health and the total cost of care, as does treating comorbid conditions together through medical-behavioral integration (MBI). To do this, Optum helps states and counties transform local care systems, working with providers, individuals and community stakeholders to identify gaps and pinpoint solutions that align clinical, community and social supports to deliver highly effective individualized care.

In addition, we provide access to culturally competent and sensitive care, and use a variety of tools and partnerships to address social determinants of health, including housing and work status, and promote health equity.



Through the use of innovative services, we empower individuals to pursue and achieve long-term recovery in ways that work best for them. Our flexible, customizable program supports a full range of integrated care management and services delivery, including the following.

Peer support services: Fostering recovery

Certified peer support specialists provide support, encouragement and links to community resources to help people dealing with mental health and/or substance use disorders. Receiving help from people who've "been there" can reduce isolation and foster hope. Optum has facilitated the incorporation of peer support services into public mental health systems in more than 26 states, resulting in better adherence to follow-up treatment, fewer unnecessary re-hospitalizations and significant cost savings for local governments.

11% increase in outpatient behavioral health services¹

20% increase in medication adherence¹

26% decrease in in-patient admissions¹

17% decrease in emergency room use¹

I/DD: Empowering individuals

Our solutions for people with I/DD provide person-centered services that focus on community inclusion, self-determination, life satisfaction and improved health outcomes. Through support and assistance, we help individuals achieve life goals. We also strengthen vital programs and systems that serve the I/DD community.

Value-based contract: Improving community tenure

We offer value-based contracts and other incentives that reward providers for increased collaboration and successful outcomes. These cooperative partnerships aim to help providers deliver the best possible care, while rewarding their positive results.

180K government sector members are covered under all of our value-based programs (VBPs) (outpatient and facility)²

Almost 82K members receive services from an OP provider on a VBP contract

Affordability: more than **\$7.5M in savings**³

\$2M in program incentives/shared savings in the last 12 months⁴

Innovation: Enabling program and process efficiencies

Understanding the need to deliver and integrate care, and control costs intelligently, Optum delivers the data and analytics capabilities to effectively manage a behavioral health population to drive and enable a direct, positive impact on the total cost of care. To do this, we integrate new cost-effective technologies and innovative supports around individual health needs. This includes telepsychiatry, mobile medical clinics and psychotropic pharmacy interventions. We also enable technologies to promote program and process efficiencies, including compliance management software and credential management systems.

The result is better access to timely, appropriate care for individuals and improved allocation of clinical and financial resources.

For more information, visit optum.com/BHstategovernment or contact your Optum representative.

1. Optum 2021 data based on 3,025 qualified members, including 10 state markets that employ peer support specialists.
2. Results from Value-Based Program Dashboard, Outpatient Shared Savings Model as of Oct. 29, 2022.
3. Affordability Dashboard, September Best Estimate.
4. HCE Value-Based Programs Sharepoint Dashboard.



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