

The Empire Plan Mental Health and Substance Abuse Program for 2009

October 2008

Agenda

- What's New
- What's Staying the Same
- What's Changing
- Questions and Answers

The Empire Plan Mental Health and Substance Abuse Program- What is New?

- *Effective January 1,2009, United HealthCare Insurance Company of New York (UHICNY) will be insuring the Mental Health and Substance Abuse (MHSA) program for the Empire Plan.*
- OptumHealth Behavioral Solutions (OptumHealth), an affiliate of UHICNY, is a Mental Health and Substance Abuse specialty benefits manager. OptumHealth will administer the MHSA program for the Empire Plan. These administrative services include:
 - Claims and Customer Service
 - The Clinical Referral Line (CRL)
 - Network Management

The Empire Plan Mental Health and Substance Abuse Program- What is Staying the Same?

- The toll-free NYSHIP number 1-877-NYSHIP (1-877-769-7447) is available 24/7 for Empire Plan Mental Health and Substance Abuse questions and referrals
- Plan Design
- Empire Plan ID card

The Empire Plan Mental Health and Substance Abuse Program- What is Changing?

- OptumHealth will be the Call Center providing Customer Service and the Clinical Referral Line services
 - OptumHealth Call Center will begin taking calls (provider look up) starting November 3, 2008.
 - The Clinical Referral Line will start taking calls on December 1, 2008 (transition of care)
- Interactive Voice Response options may change but services will remain the same
- Mailing Address for Paper Claims, Appeals and Correspondence will change
- Web Site

The Empire Plan Mental Health and Substance Abuse Program- Network

- Recruiting Efforts:
 - Proactive Recruiting in New York
 - Targeted Outreach to Empire high volume providers
 - Provider Nominations
- Providing an Empire Plan MHSA provider lookup web site for enrollee which will be available by November 3, 2008

The Empire Plan Mental Health and Substance Abuse Program- Transition of Care

What are we doing to notify enrollees?

- Mail Notification
 - Two enrollee mailings
 - Open Enrollment Communication Materials

Transition of Care Benefit:

- Enrollees who were in treatment before 1/1/2009 with a network provider (who is not in the OptumHealth network) may continue to receive network benefits until 3/31/09.
- Enrollees are encouraged to contact OptumHealth prior to 3/31/09 to access the transition of care benefit.
- Enrollees may also call OptumHealth to ask to have their providers recruited to be in the network.

The Empire Plan Mental Health and Substance Abuse Program- Service

How can enrollees get more information?

The NYSHIP toll-free number

- 1-877-NYSHIP (1-877-769-7447)
 - November 3, 2008: Current Provider questions
 - December 1, 2008: Current Provider and Clinical (including transition of care) questions

The Empire Plan Mental Health and Substance Abuse Program

- Questions & Answers