Frequently Asked Recruitment Questions

When will OptumHealth Behavioral Solutions (OHBS) begin to recruit providers for the South Carolina Outpatient Medicaid business?

Provider recruitment begins in May 2012. OHBS sent recruitment letters to providers participating in the current mental health vendor's network. The South Carolina Healthy Connections Network will formally be managed by OHBS effective August 1, 2012.

What should I do if I currently see Medicaid patients and have not received a recruitment letter from OHBS?

Please contact Alan Kennedy, OHBS National Network Expansion Manager at alan.kennedy@optumhealth.com. Please provide the following information in the email:

1) Your Full Name
2) Your clinical license type
3) Your date of birth (for identification purposes on the CAQH portal)
4) Provider Practice address
5) Your CAQH Application ID number (if you already have one)
6) Your contact phone number, fax and email address

What will happen to the consumers currently in care if I (my organization) is not contracted with OHBS for the South Carolina Outpatient Medicaid business?

If your organization has not completed the recruitment process by August 1, 2012, you or your organization will be dually eligible to render behavioral health services to South Carolina Medicaid consumers under UBH/OHBS.

When do I have to return the recruitment package to OHBS?

In order to assure adequate time to complete the credentialing and contracting process and include you as a provider in the directory, it is recommended that you return the materials as quickly as possible, preferably prior to July 1, 2012. Thorough and timely completion of credentialing materials is critical to ensuring that process is complete prior to the August 1, 2012 implementation date.

What does a facility need to do to participate in the State of South Carolina Healthy Connections Medicaid program managed by UBH/OHBS, if the provider offers higher levels of care than IP?

The current UBH/OHBS recruitment effort is limited to South Carolina Outpatient services only. You may continue to see consumers for IP and higher levels of care consistent with your UnitedHealthcare® Community Plan provider contract(s).

What does the OHBS recruitment effort mean for facilities currently contracted with UBH/OHBS?

This current OHBS recruitment effort is limited to South Carolina Outpatient services only. You may continue to see consumers for IP and higher levels of care consistent with your UnitedHealthcare® Community Plan provider contract(s).

Frequently Asked Recruitment Questions

How are OptumHealth Behavioral Solutions and UnitedHealthcare® Community Plan associated?

OptumHealth Behavioral Solutions is the behavioral health brand name for UnitedHealthcare® which has been introduced in many parts of the country. UnitedHealthcare® Community Plan subscribes with OptumHealth Behavioral Solutions to administer behavioral health services in the State of South Carolina.

What experience does OptumHealth Behavioral Solutions have with public sector contracts?

OptumHealth Behavioral Solutions (“OptumHealth”) helps individuals navigate the health care system, finance their health care needs and achieve their health and well-being goals. The company’s large, high-quality network of providers, which encompasses care solutions, behavioral solutions, specialty benefits and financial services, allows OptumHealth to partner with governments and health plans to create customized programs that are accessible, affordable and meet the unique needs of covered populations.

Where can I go to find more information about UnitedHealthcare®?

More information about OptumHealth can be found at http://www.optumhealth.com/.

OptumHealth serves more than five million Medicaid, Medicare, and other public sector consumers in 36 states with programs that support millions of members Nationally with behavioral health conditions, chronic illness, and complex conditions.
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What services can I render and how much will I be reimbursed for South Carolina outpatient services?
Your recruitment package will include the outpatient professional fee schedule which identifies the service codes, service descriptions, and reimbursement within the scope of your licensure. Reimbursable codes are subject to change consistent with state mandate.

Which clinical guidelines should I be using for this South Carolina Healthy Connections Medicaid member population after August 1, 2012?
OHBS will be using the UBH/OptumHealth Level of Care Guidelines which can be found at www.ubhonline.com. Reimbursement is aligned with current state reimbursement for behavioral health services.

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Questions and Comments
Kim Neple
OptumHealth Behavioral Solutions