

Achievements in Clinical Excellence: Using data-powered insight to improve behavioral health care

The Optum™ Achievements in Clinical Excellence (ACE) program uses advanced data analytics to rate the performance of behavioral health treatment facilities for quality of care and efficiency in treatment. Consumers can see which inpatient facilities are rated most highly when they search online directories. Optum takes ratings even further, however, by working with inpatient facilities on ways to improve care for individuals with mental health or substance use disorders.

What ACE does:

- Uses a data-driven approach to improve facility performance
- Identifies facilities providing the most effective and efficient care
- Monitors metrics for continuous improvement
- Recognizes and rewards top-performing facilities
- Increases referrals to the top facilities



What's on the ACE score card?

Seven key performance indicators: five that measure “effectiveness” (for quality of care), and two that measure cost “efficiency” — all based on widely accepted, industry standards for:

- Readmission
- Follow-up with mental health practitioners after hospitalization
- Peer review rates
- Spend per inpatient episode
- Residual length of stay



Ratings take into account the mix of patients for each facility, and use benchmarks that compare them to facilities in their areas.

Quality first

Hospitals and behavioral health facilities must pass a rigorous credentialing process to become part of the Optum network. Once a facility enters the ACE program, it is assigned to one of five tiers, “**Platinum**” being the top.

While all facilities in the Optum network must meet rigorous standards, Platinum facilities are indicated with two stars and Gold facilities with one star next to their names in online provider directories.



Platinum

Meets/exceeds the effectiveness metrics and the efficiency criteria



Gold

Meets/exceeds effectiveness metrics

Silver

Meets/exceeds efficiency criteria and peer review, but does not meet other effectiveness metrics

Bronze

Meets/exceeds efficiency criteria, but not peer review (even if facility meets other effectiveness metrics)

Credentialed

Criteria not met: Does not meet effectiveness metrics or efficiency criteria

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Platinum status has its rewards

The goal of ACE is to help all facilities reach Platinum status and receive its benefits:

Streamlined administration	Marketing and communications
<ul style="list-style-type: none"> No concurrent review of inpatient cases with Optum clinical staff Secure website for initial reviews and discharge notifications Designated Optum contact for claims assistance and resolution Designated regional Optum medical director for immediate resolution of issues 	<ul style="list-style-type: none"> Marketing support (ace.providerexpress.com) in promoting Platinum status to referral sources: area clinicians, emergency departments, nursing homes and urgent care clinics Two-star designation in the Optum online provider directory*

More than ratings: Support for improving care

Optum offers assistance and consultation to behavioral health facilities ranked below Platinum. That support may include:

- Sharing best practices and how others achieved Platinum status
- Encouraging “bridge” appointments with clinicians after discharge but before patients leave an acute inpatient unit
- Help matching patients on discharge to individuals who are in recovery and trained as peer supports
- An appointment reminder program — email, voice or text messaging — to remind discharged patients about their follow-up appointments



For an in-depth look at the ACE program, read the full report, **“A new compact for behavioral health care: Improving behavioral health care by rating providers’ quality and efficiency”** at optum.com/resourcecenter

ACE at a glance



- Provides unbiased, risk-adjusted data to behavioral health facilities that are quantified against regionally adjusted benchmarks
- Pinpoints and reduces unwarranted variations in practice patterns that drive increased costs and suboptimal clinical outcomes
- Assigns tier designations to facilities and rewards those with superior performance

The result: Better behavioral health care

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