Optum® Behavioral Health is driving better overall health outcomes while bringing down the total cost of care by improving access to high-impact, integrated care and engaging individuals in their own wellness.
Behavioral health issues are widespread and often go unaddressed — or inadequately addressed — putting strain on our communities, families and the individuals affected.

• Continuously drive the behavioral health network to higher levels of performance by evaluating providers on clinical outcomes and cost-effectiveness and rewarding top performers through value-based contracts.

• Guide people to local care that’s appropriate for their situation to increase the chance that individuals get the community-based support they need for long-term recovery.

• Get people into care fast, improving the likelihood they will follow through to see a practitioner. Through programs like the Optum Express Access Network and Substance Use Disorder Helpline, members quickly get on the path to treatment and recovery.

• Make it possible for people to get convenient care from home or work by connecting them to providers from the extensive Optum virtual visits network.

• Offer deeper expertise and specialized services through networks dedicated to eating disorders, autism and substance use disorders.

Breaking new ground in behavioral health

Optum is committed to driving better overall health outcomes while bringing down the total cost of care. We connect people to an extensive network of providers, innovative tools that improve access to care and resources that inspire them to be more engaged in their own wellness. Pioneering proprietary analytics generate insights that help guide people into high-impact, integrated care tailored to their needs.

Improving access to care

Access to services is vital, but we go further. We’re making it easier for members to get the right care, at the right time, in the right setting.

Express Access providers offer appointment times within 5 days.

The industry standard is 14 days for a routine appointment.
Guiding high-impact, integrated care
With groundbreaking data analytics and insights lighting the way, we offer a more intelligent approach to integrating care for the greater impact.

Use sophisticated analytics to guide individuals into care and along the path to recovery, including identifying those at risk, connecting them to individualized treatment and monitoring their progress to know if additional support is needed.

Apply our pioneering, proprietary algorithms to determine and deliver the right level of integrated medical and behavioral care based on the severity, type, number and combination of conditions.

Partner to provide local clinical support, drive up quality and collaborate on unified solutions.

Engaging and supporting individuals
Individuals get the most out of their care when they are actively involved. That’s why we offer tools and support that inspire people to be invested in their own wellness.

- Help people confidently navigate complex or specialized conditions through programs and resources for caregivers, people with special needs, and individuals struggling with substance use disorders or mental health conditions.
- Put support at people’s fingertips through a variety of on-demand self-help resources, recovery and resiliency tools, crisis support, and information on wellness, benefits and networks.
- Continuously introduce innovative tools that enhance and customize the member experience, empower healthy choices, anticipate what individuals will need next and connect them to support in the moment.

Dedicated member portal
Recovery and Resiliency center with hundreds of resources

Online cognitive behavioral therapy
- Moving through depression
- Calming anxiety
- Managing everyday stress
- Recognizing at-risk drinking and drug use

Certified peer support specialists
Specialists work with individuals to design recovery plans based on personal strengths and goals

24% ↓ reduction in inpatient days
21% ↓ reduction in overall behavioral health costs

optum.com
Optum Behavioral Health

Improving access to care

Guiding high-impact, integrated care

Engaging and supporting individuals

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


5. Results from an Optum January 2017 analysis of 338 members who enrolled in Optum peer support services between February 1, 2014, and February 28, 2016; results are within six months after enrollment compared to six months prior to enrollment; participants had continuous eligibility for six months pre- and post-referral and at least one behavioral health (mental health and/or substance use) claim during that period. Source: Ten Eyck, 11/06/2017.

6. Ibid.