



## Facility Benefit Inquiry

Guiding individuals to the right care for substance use disorders

With the rise of the opioid crisis and the increase in adults ages 18–25 years old who are seeking treatment for substance use disorders (SUDs), different treatment facility options have become increasingly available. Destination treatment centers are facilities that emphasize the setting and amenities rather than the quality of care, and heavily advertise to consumers who may be unaware of nearby treatment options covered by their insurance plan. Unfortunately, many of these options have no proven clinical advantages. An Optum analysis revealed that the readmission rates for people treated at out-of-state, out-of-network residential treatment centers is 95–135% higher, and treatment costs are more than 250% higher for 90-day episodes of care.<sup>1,2</sup>

Through the Facility Benefit Inquiry program, **Optum® Behavioral Health positions individuals for recovery by connecting them to high-quality resources nearby.** Getting evidence-based treatment from local providers improves the likelihood that patients will have the support systems, community resources and regular touch points that are vital to sustaining recovery.

### Helping people find the care that sets them up for success



System triggered by a benefit inquiry from an out-of-network SUD facility



Optum Care Advocate reaches out to member, and:

- **Recommends and arranges** immediate face-to-face evaluation by a local SUD provider if appropriate
- **Educates member** about SUD treatment options and the benefits of seeking local, in-network, evidence-based care

### Benefits of local, in-network treatment



**48–56%**

lower readmission rates from residential treatment programs per year<sup>3</sup>



**\$29K**

estimated savings per SUD case, per year<sup>4</sup>



Better chance of long-term recovery with an established support system close to home



Ensured adherence to evidence-based treatment guidelines



**35%**

of members reached accepted a referral to a network facility<sup>5</sup>

1. Optum comparative analysis of average annual 30- and 90-day readmission rates for in-network and out-of-network residential SUD treatment programs authorized for members (2019). Bolstrom. March 2020.
2. Comparison of average 90-day episode-of-care cost for out-of-network residential treatment (\$41,7092) to that for in-network residential treatment (\$11,726); episode of care is defined as claims between three days before admission through 90 days after discharge (2019 discharges). Bolstrom. *Affordability*. March 2020.
3. Optum comparative analysis of average annual 30- and 90-day readmission rates for in-network and out-of-network residential SUD treatment programs authorized for members from November 2016 to May 2018. Data includes membership in all age cohorts from the commercial book of business. Nussbaum. September 2018.
4. Comparison of average 90-day episode-of-care cost for out-of-network residential treatment (\$41,092) to that for in-network residential treatment (\$11,726); episode of care is defined as claims between three days before admission through 90 days after discharge (2019 discharges). Bolstrom. *Affordability*. March 2020.
5. Optum Global Solutions (OGS) Facility Benefit Inquiry reporting January to December 2019. Rizvi SF. OGS. March 2020.

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