

# Clinical programs quick reference guide



Optum Care Network–Utah provides clinical case management resources at no cost to your patient. Case management programs work in collaboration with the patient, the family/support system, providers, and key stakeholders to coordinate health care services, community resources, provide education on chronic diseases and medication adherence. Use this guide to determine if your patient would benefit from a program listed on this quick reference guide.

Referrals can be submitted to the care coordination team (CCT):

- Online through the provider portal at **providers.optumcaremw.com**. See Provider Portal Clinical Program Referral Submission Quick Reference Guide located under Provider Resources/ Clinical Programs.
- Or
- Submit a completed referral form to the CCT at **umutah@optum.com** or fax to **1-844-461-5749**. This form can be found as a writable, savable PDF on the Optum website under industry professionals: **optum.com/business/hcp-resources/page.hub.medical-management-referral-guide-form.html**.

Requests will initiate a response within two business days unless otherwise indicated as urgent, for which we will respond within one business day.

## Clinical programs

### Dietitian support

Registered dietitian provides personalized consultations and coaching on nutrition and healthy eating habits to help patients improve their health and well-being.

Can provide medical nutrition therapy for specific diagnoses, as well as general nutrition education and counseling.

### High-risk care management

Focuses on patients who have multiple comorbidities or are high utilizers with complex conditions. This program helps patients facilitate care coordination, discuss goals of care and provide education of conditions via telephonic engagement.

### Kidney resource specialist

Provides case management for patients via chronic kidney disease or end-stage renal disease programs, including dialysis management.

### Medical behavioral integration

Focuses on patients who have multiple comorbidities or are high utilizers with complex conditions and additionally have behavioral health needs. Dedicated in-person or telephonic RN case management support to educate patients on available community behavioral health resources, provide medication review, as well as interventions for behavioral health and substance abuse disorders.

### Remote patient monitoring

Focuses on patients with: CHF, COPD and/or diabetes. This program utilizes digital technology (smartphone app or tablet) that allows for near real-time remote monitoring. Patients are provided monitoring devices (scale, blood pressure cuff, pulse oximeter, etc.) for daily symptom monitoring. With the use of digital technology, alerts are sent for care managers to proactively address any escalations. This program uses personalized care plans, medication reminders, educational videos/tips and video conferencing.

### Palliative care

A multidisciplinary approach to specialized medical and nursing care for patients with life-limiting illnesses. The goal is to improve quality of life for the patients.

### Appropriate referrals might include:

- Patients struggling with symptoms of chronic illness
- Patients needing help coping with disease complications
- Patients face difficult, complex medical decisions from an advanced, life-limiting illness
- Diseases included, but not limited to:
  - Cancer with metastases
  - Liver failure
  - Encephalopathy
  - Cirrhosis
  - Kidney failure
  - CKD stage 5
  - ESRD
  - End-stage dementia
  - Chronic oxygen use
  - Chronic and end-stage respiratory diseases

### Short-term case management

Dedicated telephonic RN case manager to provide health goal development, coordinate access to community resources and services, and provide disease education and medication review. This program supports patients that require additional clinical support and education, as well as those transitioning from hospital to home.

### Social work case management

Assess the psychosocial factors that may affect a patient's health, including, but not limited to: community resource coordination, advanced directives/life care goals, emotional adjustments/ counseling on life changes, crisis intervention and applications for financial aid or Medicaid.

### Partnering with Healthy Mindsets

Patients may not always get the full care they need. This could be due to many factors like limited time or cost. To help, Optum partners with Healthy Mindsets!® to provide an extra layer of care. This self-help program is confidential, easy to use and offered at no extra cost.

#### It can help patients learn:

- Ways to reduce stress
- Skills to improve mental health
- Tips for creating healthy habits

#### Healthy Mindsets! focuses on the following areas of medical care:

- Emotional stress: conditions like depression and anger
- Conditions related to stress: sleep problems, pain and more
- Building resilience: how to recover from a health-related setback
- Wellness and prevention: creating healthy habits like eating well and limiting stress

Patients determine how much they want to participate. The program was created for efficiency, offering them the help they need in as little time as possible.

To get started, patients can visit [healthy-mindsets.com](https://www.healthy-mindsets.com). Using the wellness code below, the patient can sign in and start using the tools and trainings today.

Wellness code: **OCUTPC**



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### Woundtech

Woundtech® is a specialty provider group which provides comprehensive wound care to our patients in their place of residence via mobile unit. Being homebound is not a requirement for treatment.

\*Not a home health care provider. They are a specialty provider group that only manages wounds.

#### Contact Woundtech to confirm service area.

#### Referrals can be submitted directly to Woundtech:

- Register for access to Woundtech's portal at: **woundtech.net**
- Fax referral directly to Woundtech at: **1-888-770-5056**
- Phone: **1-866-986-2263**, TTY **711**

### Optum NurseLine

A 24-hour access hotline for patients to reach a nurse to answer questions regarding health concerns. Patients can call **1-877-365-7949**, TTY **711**.

### Urgent Care-A-Van

Mobile urgent care that provides in-home acute treatment for injuries and illnesses. Please contact Urgent Care-A-Van to confirm service area, hours of operation and to request a member visit. Phone: **1-801-686-5898**, TTY **711**  
Website: [urgentcareavan.com](https://www.urgentcareavan.com)

### NowClinic

When a primary care provider is not available and patient needs to be seen, NowClinic is an option to get care fast for simple medical issues. NowClinic is open 24 hours a day, seven days a week, 365 days per year by video, mobile app, phone, or chat. Go to [nowclinicinfo.com](https://www.nowclinicinfo.com).

The mobile app can be downloaded from the App store or Google play.

