



## ***Express Access Network* FREQUENTLY ASKED QUESTIONS**

### **1: What is the *Express Access Network*?**

A: *Express Access Network* is a network of Optum-credentialed providers (solo and group practices) who have agreed to offer Optum Members, on all lines of business including EAP, a routine appointment within 5 business days of a Member's request. This is a contractual agreement between the provider or group practice and Optum signified by a signed contract addendum. Please contact your Optum Network Manager to receive a contract addendum to join the *Express Access Network*.

### **2: Is there specific criteria providers must meet to be part of the network?**

A: *Express Access Network* is currently open to solo and group practices only. *Express Access Network* providers are encouraged to utilize Optum's online portal, Provider Express, to review and/or update their practice information on [providerexpress.com](http://providerexpress.com) at least monthly to ensure the continued accuracy of provider data.

### **3: What is in it for me as a clinician?**

A: More referrals! After having done several provider surveys, one of the main points providers ask of Optum is to help develop processes and programs that will result in more referrals. *Express Access Network* is one of the ways we are accommodating our valued network of providers. In addition, we will promote your practice by identifying you on our provider directory, [liveandworkwell.com](http://liveandworkwell.com), with a stopwatch icon as long as you adhere to the program stipulations. We may alert our key Optum customers in your area of your participation in the *Express Access Network* to help generate more volume for your practice.

### **4: How will Members find me?**

A: As stated above, all providers who submit a completed addendum will have the *Express Access Network* stopwatch icon placed beside their name in our online provider directories. Additionally, Members will be able to filter for *Express Access Network* providers as a search parameter within the provider directories.

### **5: What happens if I sign up for *Express Access Network*, and then become too booked to be able to offer appointments within five business days?**

A: That's a situation many clinicians would envy. However, should your practice become inundated with patients to the point where you are no longer able to adhere to the requirements of the *Express Access Network* program, all you need to do is contact your Optum Network Manager, and we will remove the stopwatch icon from beside your name until you are able to resume the program. Please note that it can take up to five business days to update your provider record once the request has been initiated.

### **6: Should I give preferential scheduling to non-Optum Members?**

A: That decision is up to the individual clinician. However, the special contract addendum that you sign is for Optum Members only.

### **7: Why are you initiating this program?**

A: According to our research, there is both a practical and clinical need to improve the speed with which consumers can obtain needed mental health appointments. The goal of this program is to highlight practitioners who are meeting this need.

### **8: What if I am unable to provide appointments within the allotted timeframe?**

A: Providers who agree to the participation requirements and fail to maintain the program requirements (i.e., Optum receives more than 1 complaint of the provider not offering an appointment within 1 week of request or fails to provide prompt updates regarding demographic/billing changes) may result in removal from the program and removal of the designation as an *Express Access Network* provider on our online provider directory for Members.



**9. As an *Express Access Network* provider, do the appointment requirements apply to all Optum Memberships that I am eligible to see?**

A. Yes.

**10. Can the group practice administrator sign the *Express Access Addendum* on behalf of everyone in the group?**

A. If your organization is contracted with Optum as a group practice, the group practice administrator may sign the addendum on behalf of the group. Please note that that the 5-business day requirement would then apply to all practitioners within the group unless special arrangements are made to exclude certain providers (e.g. psychiatrists). Please contact your Network Manager at Optum if you have questions about Express Access Network or how your organization is contracted.

**11. Do clinicians practicing with a group also need to sign the *Express Access Addendum*, if the group practice administrator signs for the group?**

A. If your organization is contracted with Optum as a group practice, the group practice administrator may sign the addendum on behalf of the group and each credentialed or rostered clinician does not need to sign the addendum. Please note that that the 5-business day requirement would then apply to all practitioners within the group unless special arrangements are made to exclude certain providers (e.g. psychiatrists). Please contact your Network Manager at Optum if you have questions about Express Access Network or how you or your organization is contracted.

**For more information, please contact your Optum Network Manager.**

**“It’s convenient  
to get care  
without having  
to leave the  
house.”**

**Virtual Visits: get care using your smart  
phone, tablet or computer**

As a Harvard Pilgrim member, you are covered to receive urgent medical care and routine behavioral health care using live video on a smartphone, tablet or computer. This type of care is often called a virtual visit or telemedicine/telemental health. Visits are typically subject to the applicable outpatient office visit cost sharing based on your plan.

We offer a few different options for both urgent medical care and behavioral health.

**Read on for more details.**



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The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.

Virtual visits allow you to get care from where you are with just a device and an internet connection.



Get care from licensed medical doctors, psychologists and psychiatrists



You won't need to find a babysitter



No need to travel to an office location



You receive convenient and private care from your home or any location



### Urgent Medical Care Options

**Doctor on Demand:** Using the Doctor on Demand app or website, members can receive treatment for common medical conditions such as cold & flu, asthma & allergies, bronchitis & sinus issues, upset stomach, rashes & skin issues, UTIs and eye issues. Physicians can send prescriptions directly for pick-up at your local pharmacy.\* After each video visit, you can rate your experience and write a doctor review.

You can be ready for unexpected illnesses by downloading the free Doctor on Demand app from the App Store or Google Play to your mobile device now. Or create an account at [www.doctorondemand.com](http://www.doctorondemand.com).

**Harvard Pilgrim's provider network:** Some providers may offer telemedicine services to patients. We recommend that you consult with your PCP office and/or the offices of other providers you see to learn about any offerings they have.

### Connect with Doctor on Demand providers

- 1 Go to [harvardpilgrim.org](http://harvardpilgrim.org) and click "Find a provider" at the top of the page
- 2 Choose your plan
- 3 Click "Doctor on Demand Urgent Care and Behavioral Health Virtual Visits"

SEARCH BY PROVIDER TYPE	SEARCH BY SPECIALTY
Primary Care Providers (PCP)	Internal Medicine
Specialists	Family Practice
Behavioral Health Providers	Pediatrics
Hospitals	OB/GYN
Other Care Providers	Dermatology
Pediatric Dental	Ophthalmology
USE THE FOLLOWING LINKS TO LOCATE VIRTUAL VISIT PROVIDERS	Optometry
<a href="#">Doctor on Demand Urgent Care and Behavioral Health Virtual Visits</a>	Physical Therapy
<a href="#">Behavioral Health Virtual Visits</a>	Psychiatry
	Psychology
	Surgery

\* Doctor on Demand physicians do not prescribe Schedule I-IV DEA controlled substances, and may elect not to treat or prescribe other medications based on what is clinically appropriate.



## Behavioral Health Care Options

**Optum:** Optum offers a behavioral health network of approximately 4,000 contracted providers in all 50 states. Providers can evaluate and treat general mental health conditions, such as depression and anxiety. They can also provide therapy, and when appropriate prescribe medications (subject to state licensure and regulatory requirements).

**Doctor on Demand:** Doctor on Demand also offers behavioral health care. The most common conditions that Doctor on Demand treats are depression, relationship issues, workplace stress, social anxiety, addiction, trauma and loss. The service is not meant for crisis or emergency situations. Anyone experiencing a crisis or emergency should call 911 or go to the nearest emergency room.\*

To get started, visit [www.doctorondemand.com](http://www.doctorondemand.com) to set up an account, or download the app in the App Store or Google Play.

\* The service is not meant for crisis or emergency situations. Anyone experiencing a crisis or emergency should call 911 or go to the nearest emergency room.

## Easily access behavioral health services

- 1 Go to [harvardpilgrim.org](http://harvardpilgrim.org) and click "Find a provider" at the top of the page
- 2 Choose your plan
- 3 Click "Behavioral Health Virtual Visits"

The screenshot shows a search interface with two columns of provider types and specialties. A red arrow points to the 'Behavioral Health Virtual Visits' link under the 'USE THE FOLLOWING LINKS TO LOCATE VIRTUAL VISIT PROVIDERS' section.

SEARCH BY PROVIDER TYPE	SEARCH BY SPECIALTY
Primary Care Providers (PCP)	Internal Medicine
Specialists	Family Practice
Behavioral Health Providers	Pediatrics
Hospitals	OB/GYN
Other Care Providers	Dermatology
	Ophthalmology
Pediatric Dental	Optometry
<b>USE THE FOLLOWING LINKS TO LOCATE VIRTUAL VISIT PROVIDERS</b>	Physical Therapy
Doctor on Demand Urgent Care and Behavioral Health Virtual Visits	Psychiatry
<b>Behavioral Health Virtual Visits</b>	Psychology
	Surgery



**Care is just a few  
clicks away with  
Harvard Pilgrim.**

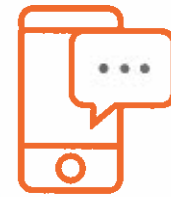


Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

**93 Worcester Street, Wellesley, MA 02481**  
**[harvardpilgrim.org](http://harvardpilgrim.org) | (800) 848-9995**

# Substance Use Treatment Helpline

1-855-780-5955



The Substance Use Treatment Helpline is a free, 24/7, confidential resource for Optum® Behavioral Health members who are seeking help when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment — such as health problems, disability, and failure to meet major responsibilities at work, school or home.

Via phone or live chat, specialized substance use recovery advocates initiate an individualized treatment strategy tailored to each person's unique situation, guiding them to appropriate care, often within 24 hours.

## Making the call can help put members on the road to recovery.

1



A substance use recovery advocate will take time to fully understand **each individual's situation.**

2



The advocate will **educate individuals on appropriate treatment** and types of providers.

3



The advocate can **arrange a face-to-face clinical evaluation** by a trusted licensed substance use provider, **usually within 24 hours.**

4



The provider will conduct a thorough evaluation and **create a personalized recovery strategy.**

5



The **Optum preferred SUD network will provide clinically appropriate, evidence-based care**, and can arrange for family support services as needed.

6



Members can opt to have a dedicated advocate provide **ongoing support for up to six months** to ensure the best chance of recovery.