

Transition of Care

Mental Health, Substance-Related and Addictive Disorder Services

If you select UnitedHealthcare for your medical coverage, Optum Behavioral Solutions is administered under the brand Optum who provides your Mental Health, Substance-Related and Addictive Disorder benefit. Optum offers one of the largest behavioral health networks in the industry, with over 200,000 credentialed clinicians and 3,000 facilities (in more than 6,000 locations) nationwide.

Using your Mental Health, Substance-Related and Addictive Disorder Benefit...

To receive the highest level of coverage under your plan, call Optum to pre-certify services, even if you have chosen to use a non-network provider. Optum provides toll-free telephone access to experienced professionals 24 hours a day, seven days a week. When you call, the Optum specialist will ask you a few questions to help you identify the best resources to assist you with your personal situation. Optum will help match you with a network provider who is experienced in helping people with similar needs.

For new enrollees currently receiving care as of your effective date of coverage...

- **If your effective date is January 1st** - Contact Optum during the month of January and identify yourself as a new enrollee in the U.S. Bank plan. If your current provider is in the Optum network, and you call Optum, your care will be covered at the network level beginning January 1st. If your current provider is not in the Optum network, and you call Optum, you can continue with that provider and receive the network level of benefits for up to 3 months, through March 31st. At the end of the three-month transition period, if treatment is not completed, you may decide to call Optum to be matched with an Optum network provider, to continue to receive the highest level of benefits.

- **If your effective date is after January 1st** – Contact Optum within one month following your effective date, and identify yourself as a new U.S. Bank enrollee. If your current provider is in the Optum network, and you call Optum, your care will be covered at the network level retroactively to your effective date. If your provider is not in the Optum network, and you call Optum, you can continue with that provider and receive the network level of benefits for up to 3 months after your plan effective date. At the end of the three-month transition period, if treatment is not completed, you may decide to call Optum to be matched with an Optum network provider, to continue to receive the highest level of benefits.

To locate eligible Optum providers...

To determine whether your provider is in the Optum network, simply call Optum, or search the Mental Health, Substance-Related and Addictive Disorder provider database on the website. Remember, to obtain the highest level of benefits or to request Mental Health, Substance-Related and Addictive Disorder services, please be sure to call Optum directly.

If you have questions about Optum, or to access services...

Call customer service at 1-800-358-0114 and follow the prompts.

