

Behavioral Health Referral Pathways

- Dependent on risk, behavioral health complexity, member's willingness to accept a referral, and recognition of condition, different referral pathways exist:
 - Optum Member Services
 - Existing provider treating behavioral condition
 - Self-help guides / tools – Live and Work Well (Optum's member portal)
 - Direct referral to behavioral health case management
 - Consultation request from behavioral health case management
 - Medical and Behavioral co-management

Scenarios to assist with making referral pathway determination

- **Immediate and emergent risk (i.e., suicidal, homicidal, or unable to care for self) → Call 911 and follow internal protocols.**
- **Screen positive for *non-imminent suicide/homicide concerns* and additional assessment is needed → warm transfer to Behavioral Member Services**
- **Member seeking a behavioral health provider appointment:**
 - 1a. Leverage *liveandworkwell.com* to locate a provider
 - 1b. If unable to find a provider within *liveandworkwell.com*, please have the member call the Member Services Line
- **High risk/complex behavioral health: Severe depression, anxiety or substance use disorder (e.g., PHQ 9 > 15 and Question 10 = > 2; GAD 7 Score > 15 & Question 8 = > 2; or AUDIT-C = > 6; or Drug Use = > 3; CAGE ≥ 2); Schizophrenia; Bipolar; Autism)**
 - Request Member's approval to refer member to Optum BH Case Management via OSSM; select "BH Case Management"
 - If the member also has high risk / complex physical health: Request Member's approval to refer member to Optum BH Case Management via OSSM; select "BH Co-Management"
- **For all other behavioral health issues, consider a consultation with Behavioral Case Management.**
 - Request consultation via OSSM; select "BH Consultation"

Optum Member Services Line

- Commercial Members:
(800) 765-6820
- Medicare Advantage members:
(855) 857-9748

Member Portal: *liveandworkwell.com*

- Access codes
 - Commercial: **WHA**
 - Medicare Advantage:
WHAMedicare

BH Case Management & Consultation referrals / OSSM Access*

- <https://ossm.optum.com/ocm>

* Requires provisioning to be requested and approved by WHA.

If the OSSM system is down, or you are unable to locate a member within OSSM, please send an email to Care.coordination@optum.com with the following member information:

- Subject:
 - WHA
- Body of email:
 - FName
 - LName
 - DOB
 - Reason for referral / consult request
 - Name of provider group
 - Case Manager
 - Case Manager Email