

**OFFICE OF THE COUNTY EXECUTIVE
ALL-EMPLOYEES MEMORANDUM**

DATE: JANUARY 13, 2023

EMPLOYEE MEDICAL HEALTH PLAN OF SUFFOLK COUNTY (EMHP)

**IMPORTANT UPDATE REGARDING MENTAL HEALTH AND SUBSTANCE USE
DISORDER BENEFITS' ADMINISTRATION**

As part of our continuing effort to provide our members with important updates regarding the Employee Medical Health Plan of Suffolk County (EMHP), the Labor/Management Committee, which oversees the EMHP, would like to provide you with an important update concerning your Mental Health and Substance Use Disorder benefits.

Effective **February 1, 2023**, Optum will manage the Mental Health/Substance Use Disorder (MH/SUD) benefits for members in the Employee Medical Health Plan (EMHP) of Suffolk County. As the new Mental Health and Substance Use Disorder Administrator, Optum will coordinate your care through an extensive network of participating providers and will process/pay claims on your behalf. Optum will monitor your treatment to ensure that your treatment plan is appropriate for your needs and that your care is provided in an effective and efficient manner, and in so doing maximize your behavioral health benefits. In accordance with Federal and State law, all services are strictly confidential and Optum is dedicated to protecting your privacy.

The EMHP's goal, in conjunction with Optum's, is to make any necessary transition of care a smooth one for participants currently in treatment. For any services needed prior to February 1, 2023, continue to contact Beacon Health Options at 1-866-909-6472.

Frequently Asked Questions and Answers

1. Will I receive a new I.D. Card?

- Yes, a new Employee Medical Health Plan ID Card will be issued in January with the Optum contact information noted on the back of the ID Card.

2. How will Outpatient Care be handled by Optum?

- If you or an eligible dependent is receiving covered services from a Beacon network provider prior to February 1, 2023, you can call Optum at **800-765-6709 between February 1, 2023, and February 28, 2023**, to determine if your provider is in the Optum Behavioral Health network. You may also use the self-service option on Optum's **website**

www.liveandworkwell.com to search and confirm your current provider is in the Optum Behavioral Health network. The access code for the website is “Suffolk”.

- If your current Beacon In-Network provider is in the Optum Network, let your provider know that your behavioral health insurance is changing from Beacon to Optum effective February 1, 2023
- If your Beacon In-Network provider is not in the Optum network, you will need to call Optum to access your transition of care benefit. If you are in current treatment with Beacon using your In-Network benefits, you are eligible for a transition of care benefit. The transition of care benefit allows you to continue treatment with your current provider at the in-network benefit level until April 30, 2023. **Please call Optum at 800-765-6709 between February 1 and February 28, 2023, and ask for “Transition of Care Benefits”.** After the 90-day transition benefit period, if you or a covered dependent is still in treatment with a non-participating Optum provider, services will be covered under the out-of-network benefit level or could be extended if medically necessary on a case-by-case basis.

3. When will my current MH/SUD treatment in a Residential, Partial Hospitalization and Intensive Outpatient facility under Beacon Health Options end?

- If you or eligible dependent are currently receiving Residential, Partial or Intensive Outpatient Program (IOP) treatment, any authorizations issued by Beacon Health Options will end on January 31, 2023, and new authorizations will be required from Optum starting February 1, 2023. You or your provider need to call Optum at 800-765-6709 on February 1, 2023, to obtain new authorizations or your treatment may not be covered.

4. When will my current MH/SUD treatment in an Inpatient facility under Beacon Health Options end?

- If you or eligible dependent are receiving Inpatient care on January 31, 2023 and are still at an Inpatient level of care on February 1, 2023, your care will continue to be managed by Beacon Health Options until there is a step down to a lower level of care. Beacon, Optum and treatment provider will work together to ensure a smooth transition. You do not need to call Optum or Beacon to access this service

5. What do I need to do if I or one of my eligible dependents is in inpatient, residential, partial or IOP treatment program on February 1, 2023?

- If you or your eligible dependents are currently receiving any MH/SUD treatment higher than standard outpatient treatment (inpatient, residential, partial hospitalization or IOP) on February 1, 2023, your provider needs to call Optum on February 1, 2023 to obtain new authorizations. Any authorizations issued by Beacon for dates of service on or after February 1, 2023 are not valid.

6. How do I find out if my provider is in the Optum Behavioral Health network?

- To find out if your provider is in the network, you can access the provider directory online by logging into the Optum website @ www.LiveAndWorkWell.com and use the access code “Suffolk”. You can also call Optum at **800-765-6709 on or after February 1, 2023**, and they can assist you.

7. **What action do I need to take if my outpatient provider is in the Optum Behavioral Health network?**

- You should alert your provider that your insurance coverage has changed and will be administered by Optum as of February 1, 2023, and your treatment will continue as normal. Just give your provider a copy of your new benefit card.

8. **What action do I need to take if my outpatient provider is not in the Optum Behavioral Health network?**

- If your provider **is not contracted** with Optum Behavioral Health, and your care continues beyond February 1, 2023, **you must call to access your transition of care benefit**. You will be allowed to stay with your current licensed provider until April 30, 2023, if your treatment **began prior** to February 1, 2023. During this period, your claims will be paid at the in-network benefit level. Your cost will be limited to your in-network coverage; this is called your “transition of care” benefit.
- Call Optum Behavioral Health at **800-765-6709** to request Behavioral “transition of care” benefits. You will speak with a representative who will request specific information about your care. **You should call as soon as possible on or after February 1, 2023, to avoid claims issues.**
- Once Optum Behavioral Health is notified that you want to use your “transition of care” benefits, your record will be updated so that you may continue to be treated by your licensed non-contracted provider through April 30, 2023.

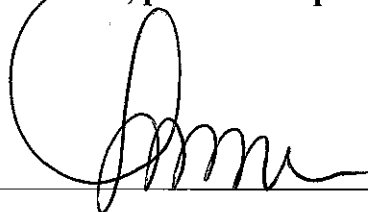
9. **What happens if I do not transition my benefits?**

- If you do not request “transition of care” benefits, your outpatient therapy visits will be paid using the out-of-network benefit level starting February 1, 2023.

10. **What if my outpatient treatment continues past the April 30, 2023, date?**

- If your treatment continues past April 30, 2023, and your provider **is not in the Optum Behavioral Health** network, you may need to change your provider to an Optum network provider in order to continue to receive in-network benefits. Optum Behavioral Health will assist you in finding a new provider. In some cases, the transition of care may be extended if clinically necessary, and each case is reviewed on a case-by-case basis.

If you have any questions about your Behavioral Health Benefits, please call Optum on or after February 1, 2023, at 800-765-6709.



**LISA BLACK
CHIEF DEPUTY COUNTY EXECUTIVE**