



Traditional ALERT- Member Specific Focus

ALERT/Wellness Assessments: Idaho

- The Optum Wellness Assessment (WA) is a key component of the Idaho ALERT program and for that reason, all providers are **required** to ask all members to complete the Assessment at the initiation of treatment and to monitor treatment progress whenever the provider requests authorization to continue treatment

WA provides information that is critical to ALERT's algorithmic analysis of a member's clinical and medical condition, need for treatment, and progress in treatment.

WA is based on a psychometrically-tested instrument that uses the Global Distress Scale for identifying and monitoring change in psychological distress and identifying chemical dependency risk and medical issues.

ALERT/Wellness Assessments: Idaho

Optum Idaho uses two versions of the WA: one for adults and the other for youth under the age of 12.

The adult scale includes 24 items that assess symptoms of depression and anxiety, functional impairment, well-being, daily functioning, health and medical co-morbidity, and substance risk and use.

The youth scale has 25 items that assess global impairment in the child (including interpersonal, emotional, academic and behavioral), caregiver strain, parental workplace absenteeism and presenteeism and health.

Monitoring of progress in treatment – Optum Idaho Care Managers receive ALERT-generated flags whenever the system identifies potential issues with a member's medical condition or progress in treatment.

ALERT also generates flags if a member is at risk for any one of 15 medical and behavioral complications ranging from anorexia nervosa to caregiver strain, chemical dependency, depression, and medical/behavioral co-morbidity.

Value of ALERT Program

ALERT Outpatient Care Advocacy Program

- Integral component of our risk and utilization management process

Values of ALERT model

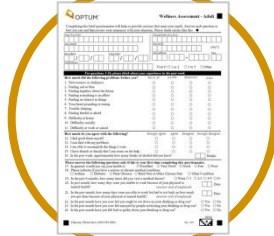
- Collaboration with providers to improve outcomes and manage care
- Promotes outcomes-informed, patient centered psychotherapy
- Allows for focus to be on cases with highest risk
- Decreased administrative work for routine care
- Wellness Assessments provide treatment feedback

Traditional ALERT Model

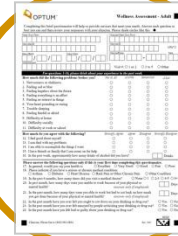
Referral to Clinician



**Member Questionnaire
(Wellness Assessment)
given to member at
first visit**



**Additional Wellness
Assessments**



**Four-month Follow-up
Wellness Assessment
Measuring Sustainable
Outcomes**



**Claims Data
(Behavioral and Psychotropic
Pharmacy*)**

Proprietary Algorithms

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**Automated Clinician
ALERT Messages**

And/Or



**Care Advocate
Interventions**

ALERT Evidenced Based Algorithms

Questionnaire Only

- A set of algorithms based on the patients' self-report of their levels of global distress, workplace impairment, health, and substance use risk
- Measures progress in treatment over time, identifying patients who are at risk because they are not improving as expected

Questionnaire + Claims Data

- A set of algorithms using patient responses to the Wellness Assessment and their claims history
- Predicts outpatients at risk for admission to facility-based care
- Identifies patients with severe symptoms not receiving evidence-based treatment

Baseline Questionnaire + Follow-Up

- A set of algorithms based on the patients' report of their clinical status four months after treatment began
- Identifies patients who are not improved as expected
- Identifies patients who appear well yet remain in treatment

Claims Data

- A set of algorithms that selects cases on the basis of high-risk diagnosis and unusual utilization patterns, e.g., high frequency of visits in a brief time period or high total number of visits
- Not dependent on receipt of a Wellness Assessment

Components of the Outpatient Review:

Clinical Status of the Member

- Diagnosis
- Symptoms that support the diagnosis
- Degree of impairment that results from the symptoms
- Existence of risk issues
- Environmental stressors
- Medical co-morbidity

Appropriateness of Treatment

- Length of treatment
- Frequency of sessions
- Type of therapy/treatment approach
- Nature of the treatment goals
- Appropriateness of the treatment goals for the stage of treatment
- Specific interventions used to achieve the treatment goals
- Incorporation of adjunctive treatments into the treatment plan
- Progress made in treatment
- Obstacles to progress
- Projected future course of treatment



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Algorithms for Effective Reporting and Treatment

ALERT Online – Empowering Clinicians

ALERT Online is a powerful tool that empowers network clinicians to monitor their patients' progress in treatment and their clinical effectiveness

Interactive report updated nightly on www.ubhonline.com

Clinician Aggregate Reports

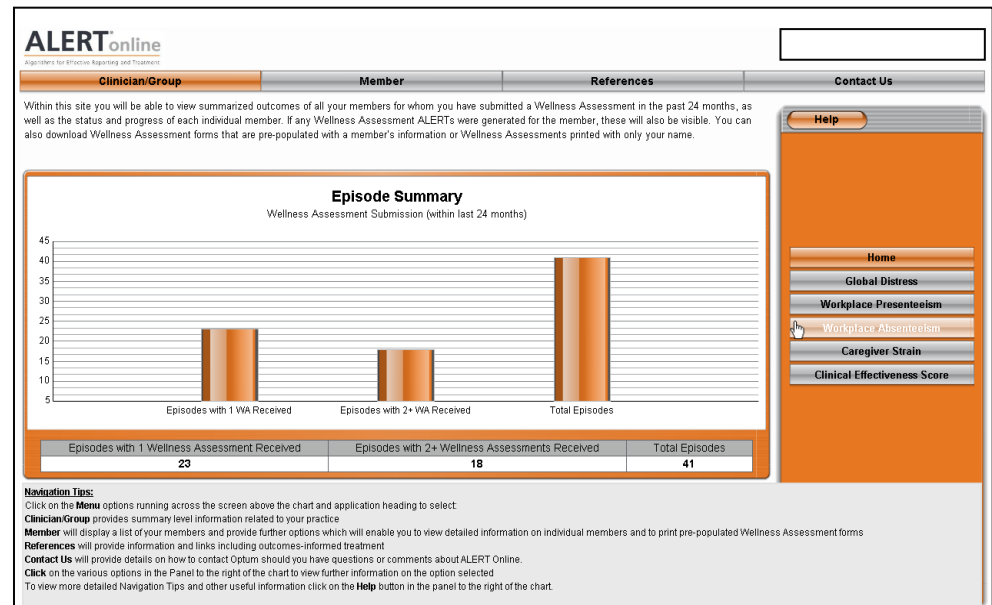
- Mean change reported by their patients
- Severity Adjusted Effect Size
- Certificate of Clinical Effectiveness

Member-Specific Reports

- Progress reports tracking patients' improvement
- ALERT algorithms
- Wellness Assessments Responses

Resource Library / References

- FAQ
- White Papers



ALERT Online

Promotes outcomes-informed treatment

- Supports use of Wellness Assessments
- Allows clinicians to monitor patient progress
- Provides clinicians with clinical effectiveness scores

Provides clinicians with feedback

- Clinical effectiveness scores will be available
- Comparison to network clinicians
- Recognizes clinical excellence through ‘Certificate of Clinical Excellence’

Responds to clinicians’ requests for more feedback regarding ALERT

*‘... formally monitoring patient progress in treatment has a significant impact on clients who show a poor initial response to treatment. Implementation of [a] feedback system reduced deterioration...and improved outcomes. Our interpretation of these results suggests it may be time for clinicians routinely and formally monitor patient treatment response.’**

*Lambert M, Whipple J, Hawkins E, et al. “Is it time for clinicians to routinely track patient outcome? A meta-analysis” Clinical Psychology: Science and Practice. 10:288-301, 2003.

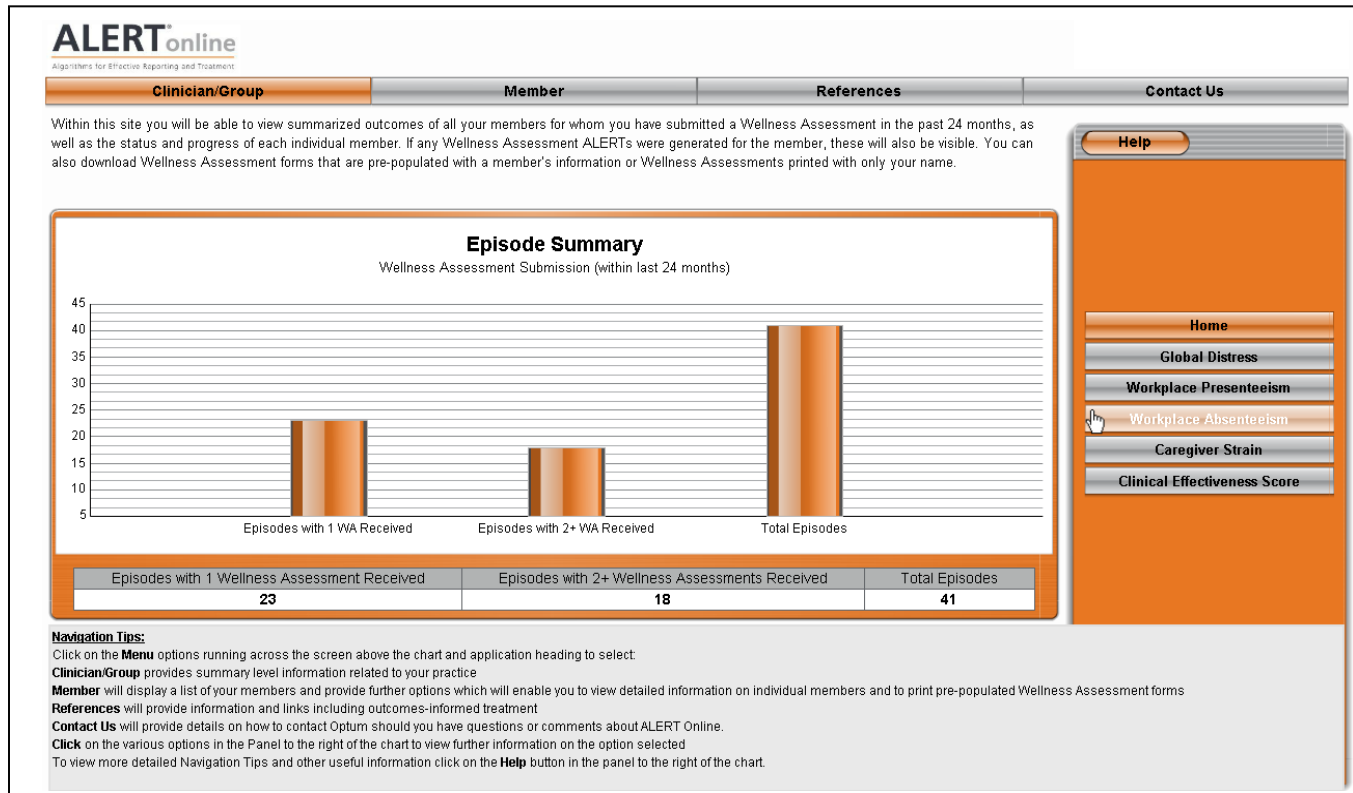
Accessible via Secure Transactions on Provider Express

- All information is secure and accessible only by using your log in information
- Access your ALERT online reports using the *Provider Reports*

The screenshot displays the OPTUM Provider Express website interface. At the top right, the login area is highlighted with an orange oval, showing a key icon for 'Log In' and a plus icon for 'First-time User', with a search box to the right. Below this is a navigation menu with tabs for Home, About Us, Clinical Resources, Admin Resources, Tech Resources, Training, Our Network, and Contact Us. A 'Transactions' dropdown menu is visible on the right. The main content area features a large banner for 'OptumHealth Behavioral Solutions – Preferred Vendor Programs' and a secondary banner for 'OptumHealth Behavioral Solutions partnered with preferred vendors to provide products and services that help you manage and grow your practice'. A secondary navigation bar includes links for Home, Eligibility & Benefits, Auth Request, Auth Inquiry, Claim Entry, Claim Inquiry, EPS, ALERT, **Provider Reports** (highlighted with an orange box), My ubhonline, and My Practice In. The 'Provider Reports' section contains an 'IMPORTANT NOTE' in red text: 'These reports will open in a new browser window. In order to maintain the security of the data that is displayed, you MUST close this additional browser window when you are finished viewing this report. For more information please refer to the website Security Notice, Privacy & HIPAA and Site User Agreement.' Below the note, it states 'Welcome to the Optum Provider Portal Reporting tool. The following reports are available:' and lists two report categories: 'ALERT Online Information' and 'Campaign For Excellence Information', each with a 'Report Info' link.

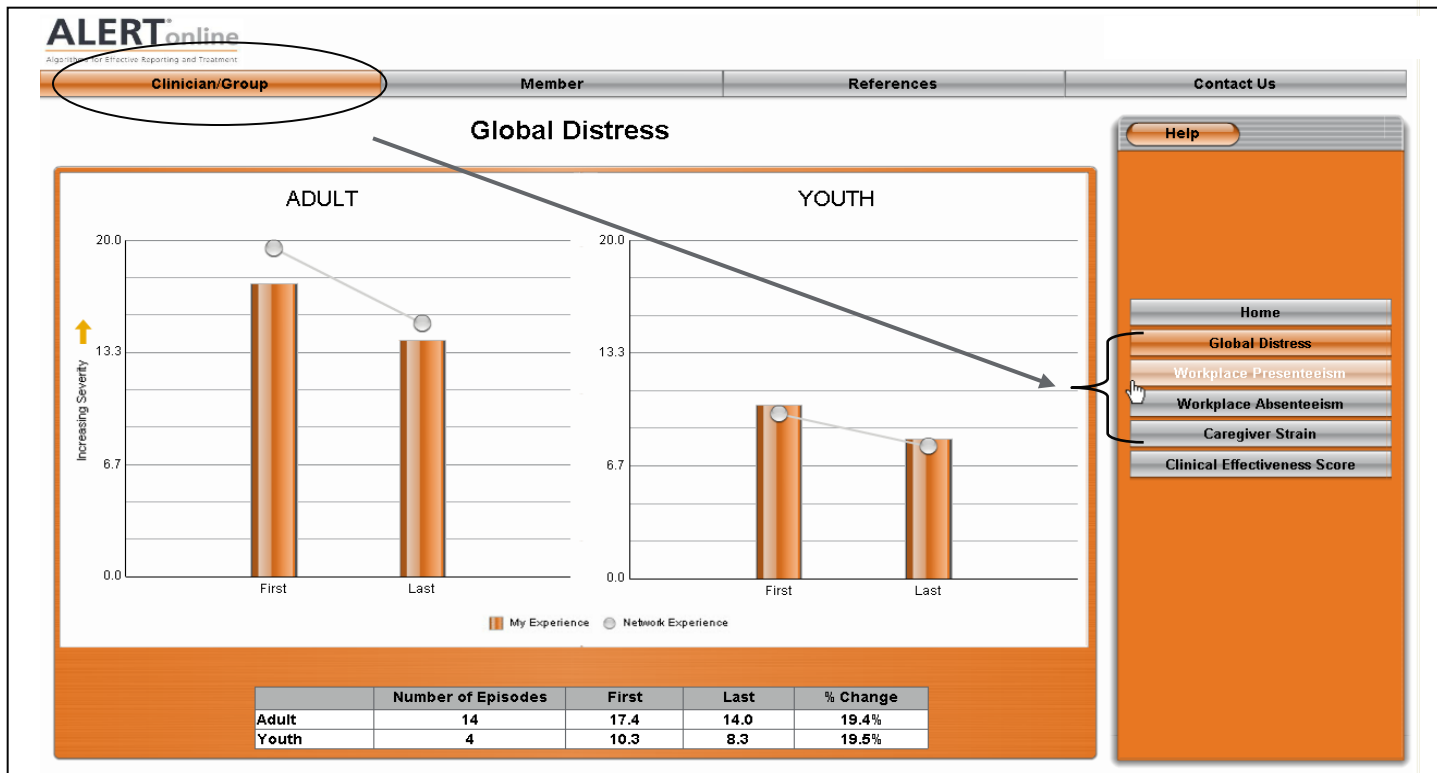
Summary Data for All Members

- Summarized data is available for all members for whom you have submitted a Wellness Assessment in the past 24 months
- You can also review the status and progress of individual members, and any Alerts generated them



Comparative Data

- By using these tabs; *Global Distress*, *Workplace Presenteeism*, *Workplace Absenteeism* and *Caregiver Strain* located in *Clinician Group*, you are able to view comparative data showing the changes in global distress scores for your members as compared to our national data set



Clinical Effectiveness Scores

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Navigation: Clinician/Group | Member | References | Contact Us

Clinical Effectiveness Score

Severity Adjusted Effectiveness Score (SAES)

Clinical effectiveness is measured quarterly using a Severity Adjusted Effect Size (SAES) for change in Global Distress, the core scale of the UBH Wellness Assessments. Clinical effectiveness can be measured for clinicians with 10 or more members for whom a minimum of two Wellness Assessments were received AND whose baseline Global Distress score was within the clinical range. For more information on the methodology, [click here](#).

Your Results as of July 1, 2012

Number of Clinical Cases	12
Your SAES Lower Confidence Limit (LCL)	0.55
Your Mean SAES	0.77
Your SAES Upper Confidence Limit (UCL)	0.99
Your ALERT Effectiveness Designation	Effective, LCL >= .50
Your CFE Tier	1
UBH Network Mean SAES	0.82

Designation Description:
Congratulations! Your SAES results demonstrate clinical effectiveness. As a result of your performance and your participation in Campaign for Excellence (CFE) we are pleased to recognize you as a Tier 1 clinician in our network. Please [click here](#) to download a Certificate of Clinical Effectiveness.

Navigation menu: Home, Global Distress, Workplace Presenteeism, Workplace Absenteeism, Caregiver Strain, **Clinical Effectiveness Score**

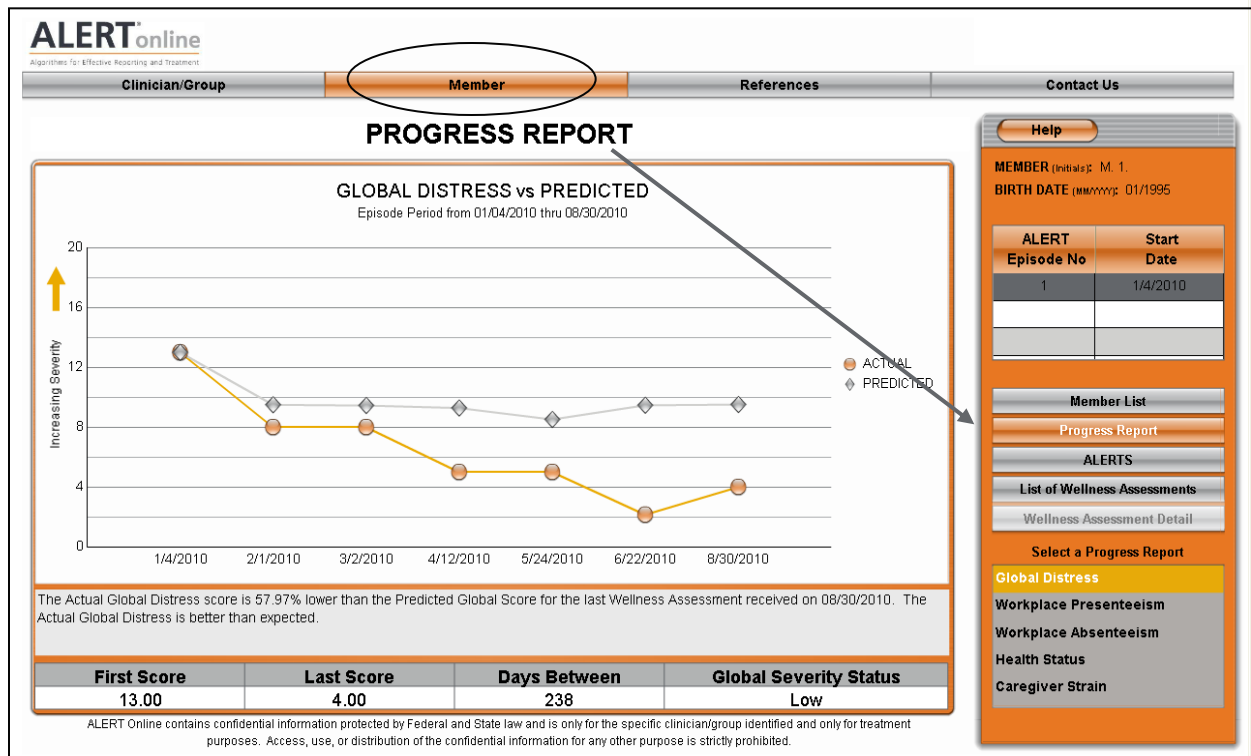
Clinicians with at least 10 cases meeting the clinical threshold are able to view their clinical effectiveness score

A Certificate of Clinical Effectiveness is available for clinicians whose score demonstrates effectiveness



Progress Reports

- In the *Member* tab, you are able to access *Progress Reports*. These allow you to track your client's scores across Wellness Assessments
- You are encouraged to submit additional Wellness Assessments to track your client's progress in greater detail over time



Member-Specific ALERTs

- ALERT Online allows you to view **ALERTs** generated for your individual charts

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Clinician/Group **Member** References Contact Us

ALERTS

DATE	ALERT	ALERT DESCRIPTION
10/5/2010	Normal Level of Global Distress	Patient's last WA indicated that Global Distress was below the clinical threshold.
4/14/2010	Normal Level of Global Distress	Patient's last WA indicated that Global Distress was below the clinical threshold.

Help

MEMBER (Initials): M. T.
BIRTH DATE (MM/YYYY): 01/1995

ALERT Episode No	Start Date
1	1/4/2010

Member List
Progress Report
ALERTS
List of Wellness Assessments
Wellness Assessment Detail

Select a Progress Report

- Global Distress
- Workplace Presenteeism
- Workplace Absenteeism
- Health Status
- Caregiver Strain

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List of Wellness Assessments and Key Scores

- The *List of Wellness Assessments* located in the *Member* tab, gives you a list of your client's Wellness Assessments and highlights the key scores

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Navigation: Clinician/Group | **Member** | References | Contact Us

WELLNESS ASSESSMENT LIST

DATE RECEIVED	VISITS	GLOBAL SEVERITY	CHEMICAL DEPENDENCY RISK	OVERALL HEALTH	WORK DAYS MISSED	WORK DAYS CUT BACK
8/30/2010	Other	Low				
6/22/2010	Other	Low				
5/24/2010	4 Month	Low		Very Good		
4/12/2010	Other	Low		Excellent		
3/2/2010	Other	Moderate				
2/1/2010	Other	Moderate				
1/4/2010	1 or 2	Severe		Excellent	0	0

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Right sidebar menu: Help | MEMBER (Initials): M. 1. | BIRTH DATE (MM/YYYY): 01/1995 | ALERT Episode No | Start Date | 1 | 1/4/2010 | Member List | Progress Report | ALERTS | **List of Wellness Assessments** | Wellness Assessment Detail | Select a Progress Report | Global Distress | Workplace Presenteeism | Workplace Absenteeism | Health Status | Caregiver Strain

View Wellness Assessment Responses

- The *Wellness Assessment Detail* tab, your client's responses to each item on the Wellness Assessments are available in this section

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[Clinician/Group](#) | [Member](#) | [References](#) | [Contact Us](#)

WELLNESS ASSESSMENT - Youth

Assessment Date: 08/30/2010 **Respondent Relationship to Child:** Mother

Fill in the circle that describes your child:

1	Destroy property	Never
2	Was unhappy or sad	Sometimes
3	Behavior caused school problems	Never
4	Had temper outbursts	Never
5	Worrying prevented him/her from doing things	Sometimes
6	Felt worthless or inferior	Sometimes
7	Had trouble sleeping	Never
8	Changed moods quickly	Never
9	Used alcohol	Never
10	Was restless, troubled staying seated	Never
11	Engaged in repititious behavior	Never
12	Used drugs	Never
13	Worried about most everything	Never
14	Needed constant attention	Sometimes

How much have your child's problems caused:

15	Interruption of personal time?	Not at All
16	Disruption of family routines?	Not at All
17	Any family member to suffer mental or physical problems?	Not at All
18	Less attention paid to any family member?	Not at All

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Help

MEMBER (Initials): M. I.
BIRTH DATE (MM/DD/YYYY): 01/1995

ALERT Episode No	Start Date
1	1/4/2010

Member List

Progress Report

ALERTS

List of Wellness Assessments

Wellness Assessment Detail

Select a Progress Report

Global Distress

Workplace Presenteeism

Workplace Absenteeism

Health Status

Caregiver Strain

ALERT Online Reference Library

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Clinician/Group Member **References** De-Identified Provider Contact Us

Reference Library

[ALERT Online Training](#)

Frequently Asked Questions (FAQ's)

- [ALERT Online](#)
- [ALERT](#)

Wellness Assessment

- [Scoring Guide](#)

Psychometric Findings from IRT Analyses

- [Adult Wellness Assessment](#)
- [Child/Adolescent Wellness Assessment](#)

Additional Papers

- [Global Distress and the Association with other Indicators of Global Distress](#)
- [Severity Adjusted Effect Size \(SAES\) Methodology](#)

[Outcomes-Informed Bibliography](#)

For more information, access the "References" tab