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

ALERT® online
Algorithms for Effective Reporting and Treatment

Automated Clinician ALERT Messages

And/Or

Care Advocate Interventions

** Limited availability*

OPTUM™

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

Wellness Assessment – Patient Questionnaires

"Adult" Wellness Assessment

24 items

Depression and anxiety symptoms

Functional impairment

Well-being

Workplace absenteeism and presenteeism

Substance abuse risk and use

Health and medical comorbidity

"Youth" Wellness Assessment

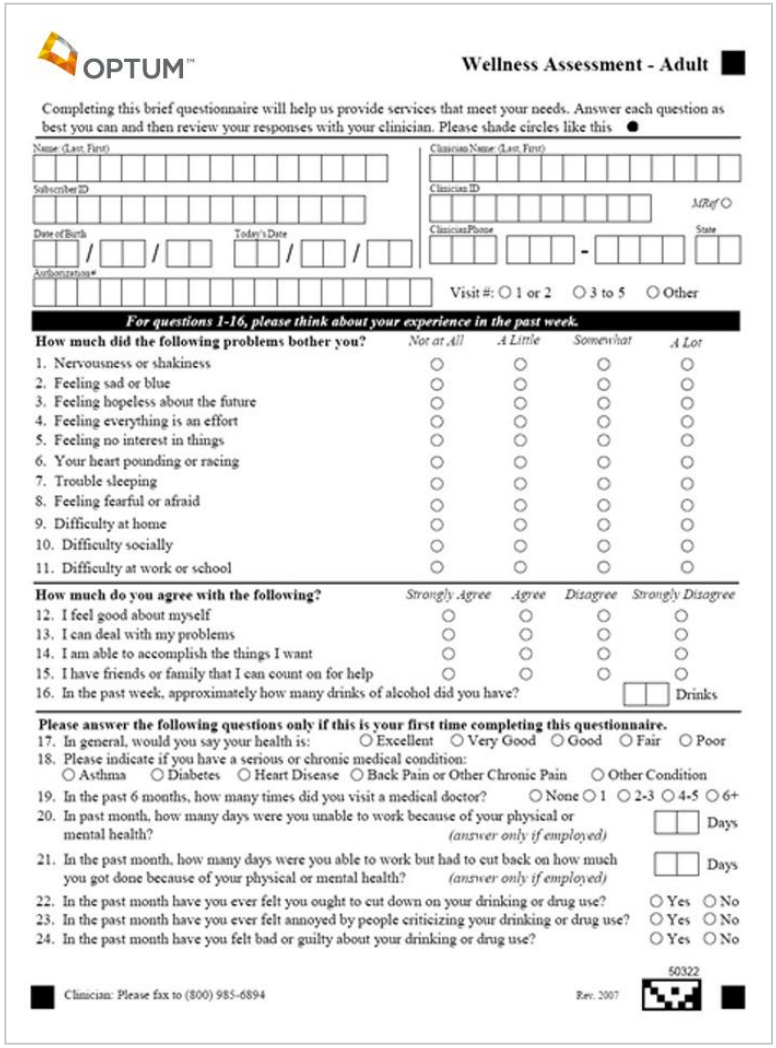
25 items

Global impairment in child (interpersonal, emotional, academic, behavioral)

Caregiver strain

Parental workplace absenteeism and presenteeism

Health



OPTUM™

Wellness Assessment - Adult

Completing this brief questionnaire will help us provide services that meet your needs. Answer each question as best you can and then review your responses with your clinician. Please shade circles like this ●

Name: (Last, First) | Clinician Name: (Last, First)

Subscriber ID | Clinician ID | MRef ○

Date of Birth / / | Today's Date / / | Clinician Phone - | State

Authorization* | Visit #: ○ 1 or 2 ○ 3 to 5 ○ Other

For questions 1-16, please think about your experience in the past week.

How much did the following problems bother you?	Not at All	A Little	Somewhat	A Lot
1. Nervousness or shakiness	○	○	○	○
2. Feeling sad or blue	○	○	○	○
3. Feeling hopeless about the future	○	○	○	○
4. Feeling everything is an effort	○	○	○	○
5. Feeling no interest in things	○	○	○	○
6. Your heart pounding or racing	○	○	○	○
7. Trouble sleeping	○	○	○	○
8. Feeling fearful or afraid	○	○	○	○
9. Difficulty at home	○	○	○	○
10. Difficulty socially	○	○	○	○
11. Difficulty at work or school	○	○	○	○

How much do you agree with the following?	Strongly Agree	Agree	Disagree	Strongly Disagree
12. I feel good about myself	○	○	○	○
13. I can deal with my problems	○	○	○	○
14. I am able to accomplish the things I want	○	○	○	○
15. I have friends or family that I can count on for help	○	○	○	○

16. In the past week, approximately how many drinks of alcohol did you have? ☐☐ Drinks

Please answer the following questions only if this is your first time completing this questionnaire.

17. In general, would you say your health is: ○ Excellent ○ Very Good ○ Good ○ Fair ○ Poor
18. Please indicate if you have a serious or chronic medical condition: ○ Asthma ○ Diabetes ○ Heart Disease ○ Back Pain or Other Chronic Pain ○ Other Condition
19. In the past 6 months, how many times did you visit a medical doctor? ○ None ○ 1 ○ 2-3 ○ 4-5 ○ 6+
20. In past month, how many days were you unable to work because of your physical or mental health? *(answer only if employed)* ☐☐ Days
21. In the past month, how many days were you able to work but had to cut back on how much you got done because of your physical or mental health? *(answer only if employed)* ☐☐ Days
22. In the past month have you ever felt you ought to cut down on your drinking or drug use? ○ Yes ○ No
23. In the past month have you ever felt annoyed by people criticizing your drinking or drug use? ○ Yes ○ No
24. In the past month have you felt bad or guilty about your drinking or drug use? ○ Yes ○ No

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Clinician: Please fax to (800) 985-6894 Rev. 2007

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

OPTUM™

ALERT® online

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

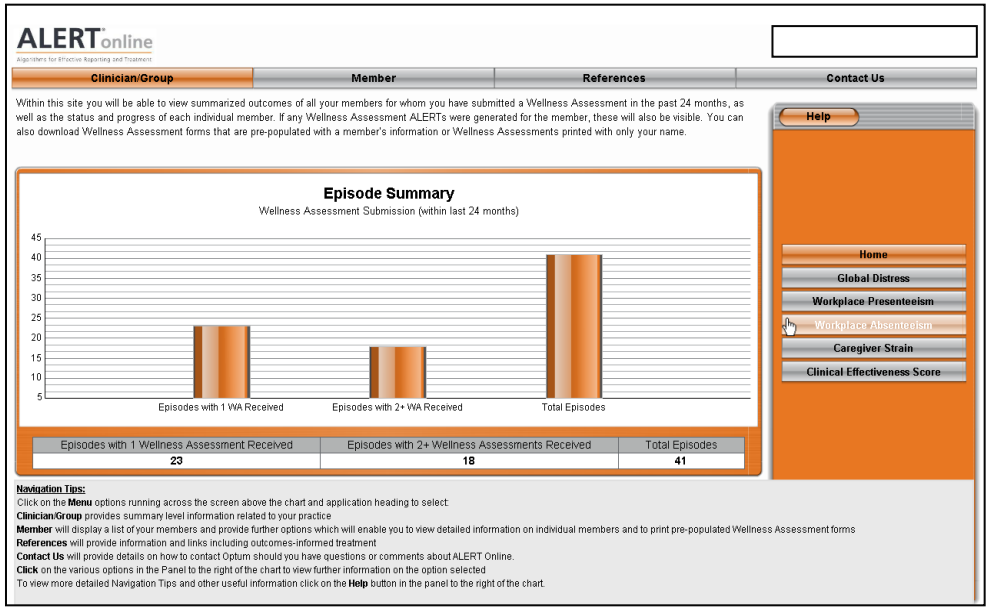
- Mean change reported by their patients
- Severity Adjusted Effect Size
- Certificate of Clinical Effectiveness

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'

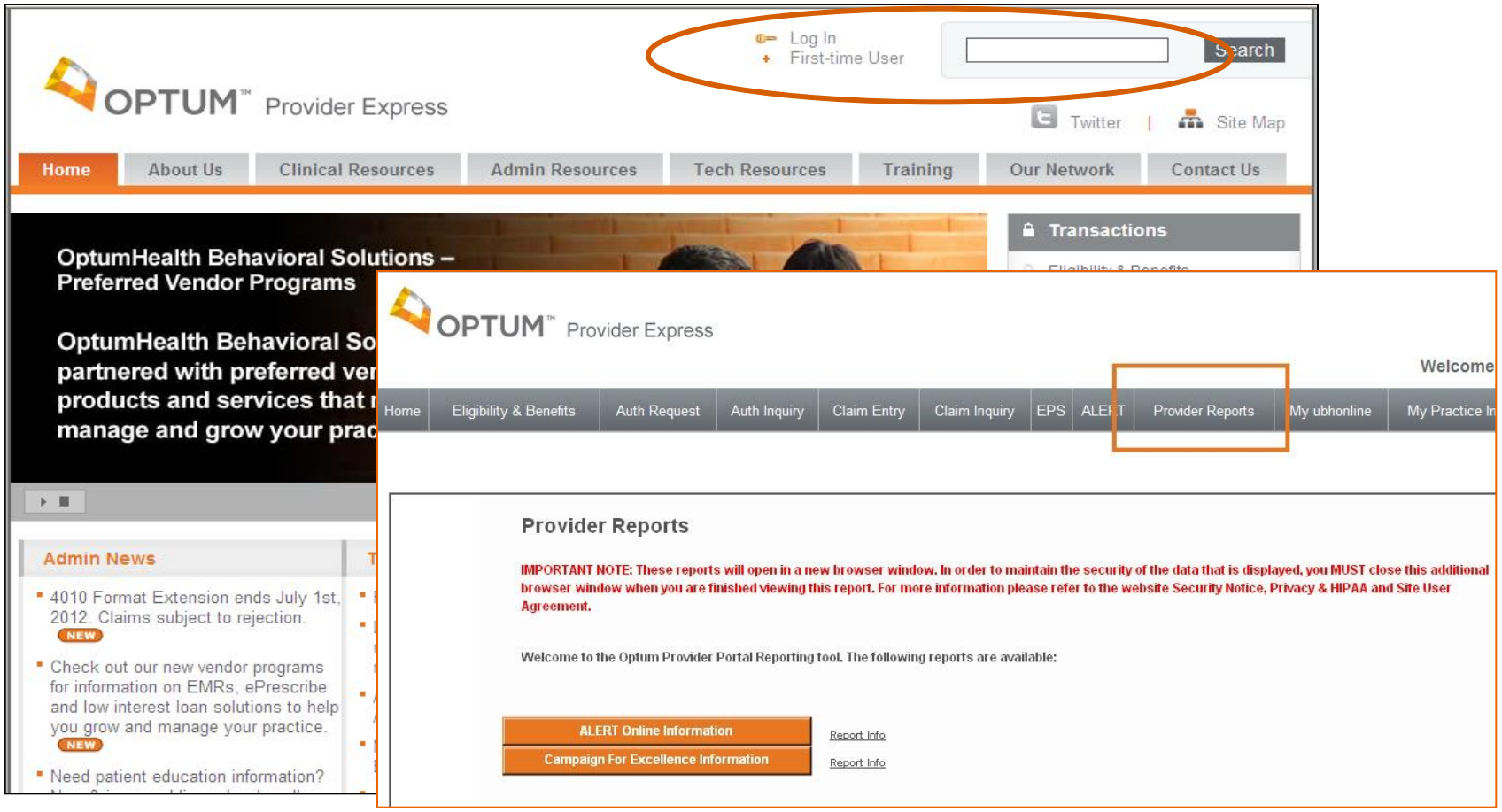
Responds to clinicians' requests for more feedback regarding ALERT

*'… 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, etal. "*Is it time for clinicians to routinely track patient outcome? A meta-analysis*' Clinical Psychology: Science and Practice. 10:288-301, 2003.

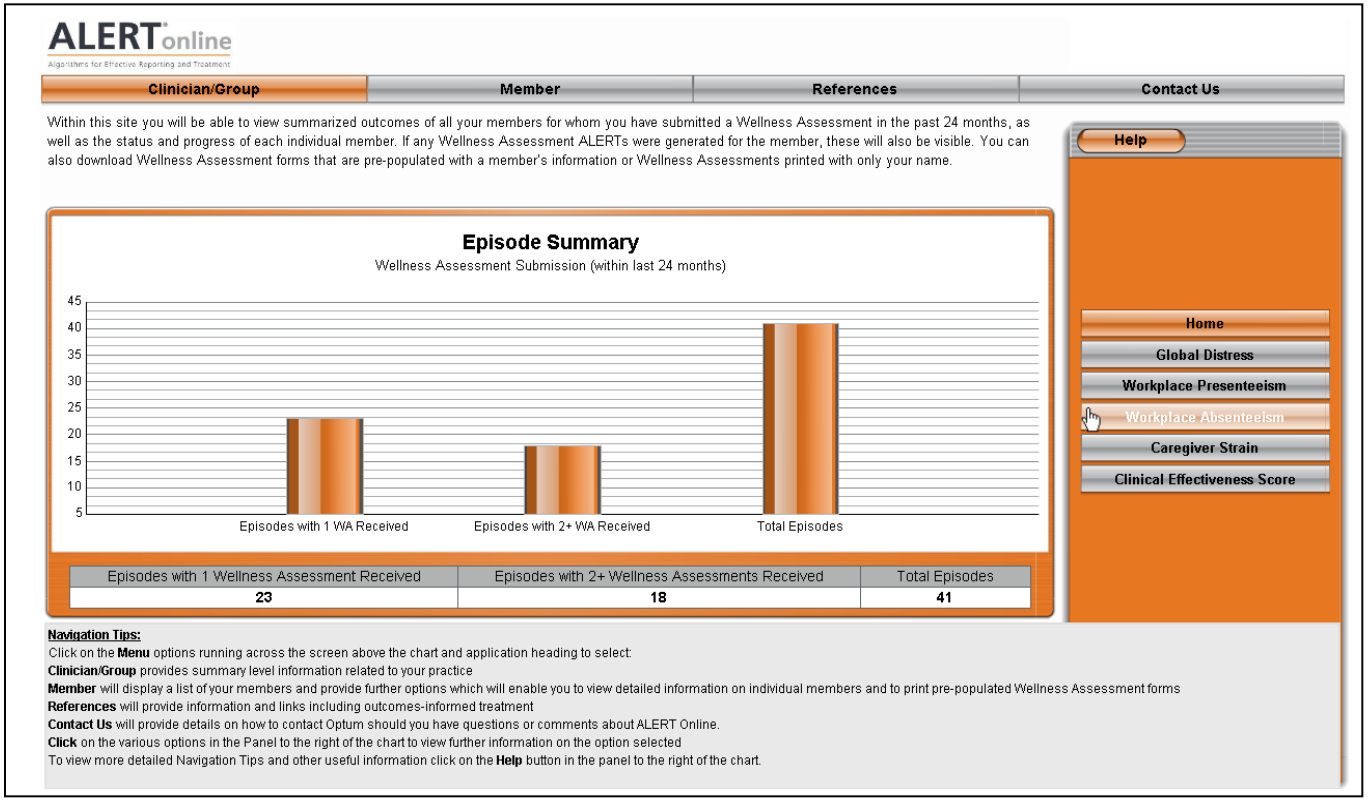
Accessible via Secure Transactions on Provider Express

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



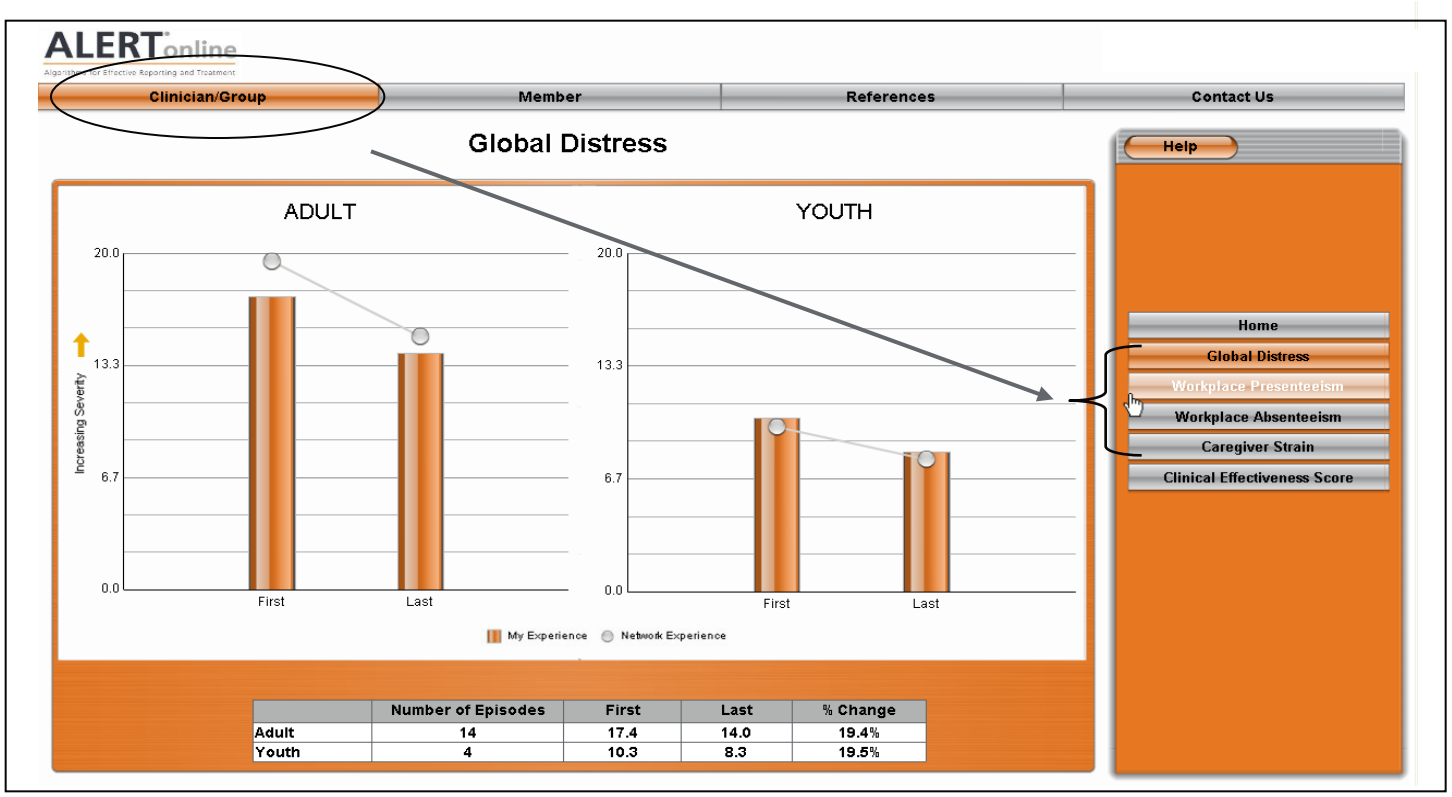
Summary Data for All Members

- 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



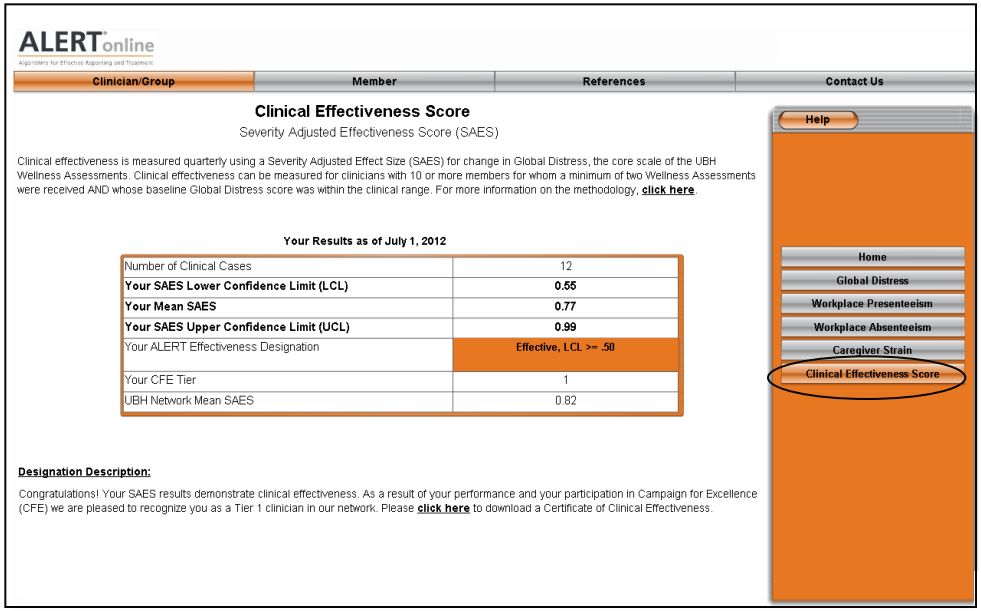
Comparative Data

- 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



	Number of Episodes	First	Last	% Change
Adult	14	17.4	14.0	19.4%
Youth	4	10.3	8.3	19.5%

Clinical Effectiveness Scores

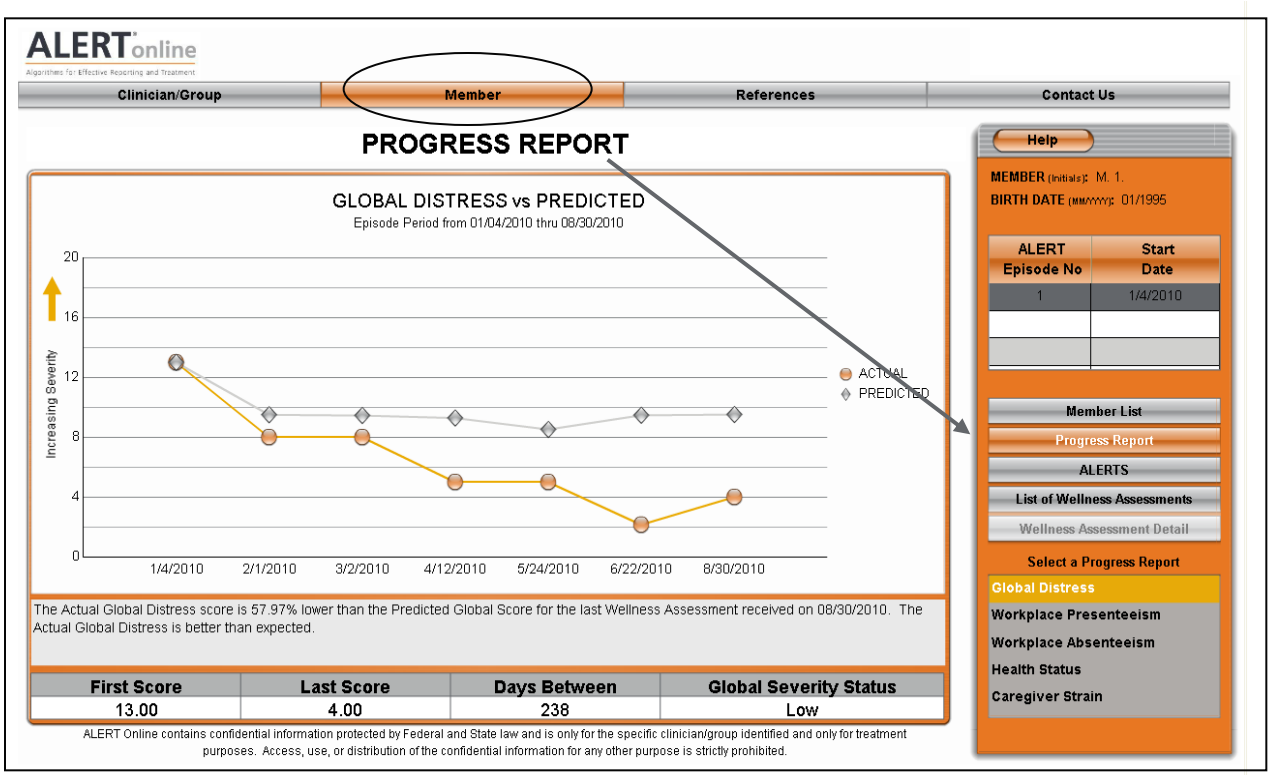


Clinicians with at least 10 cases meeting the clinical threshold are able to view their clinical effectiveness score

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

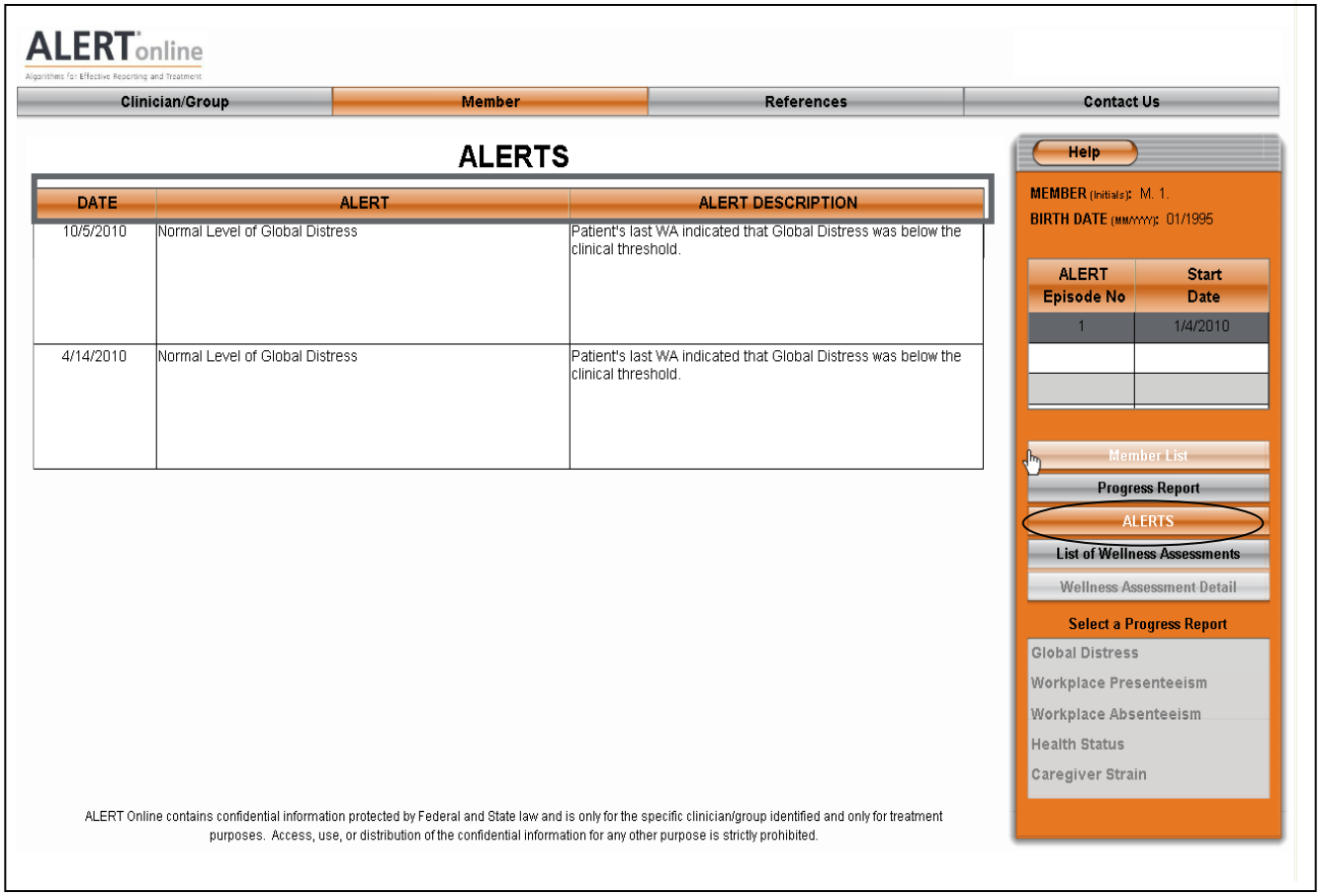
Progress Reports

- 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



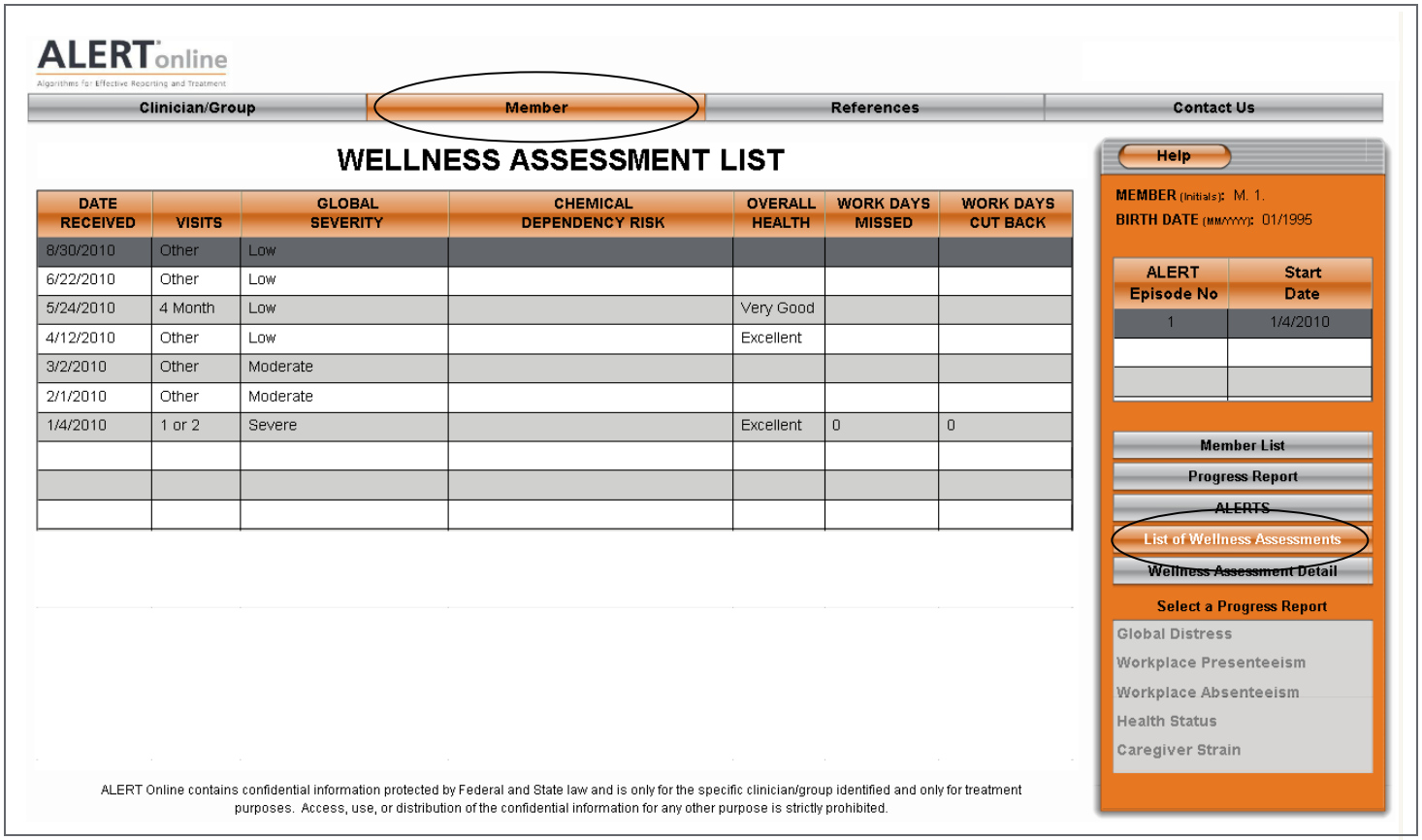
Member-Specific ALERTs

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



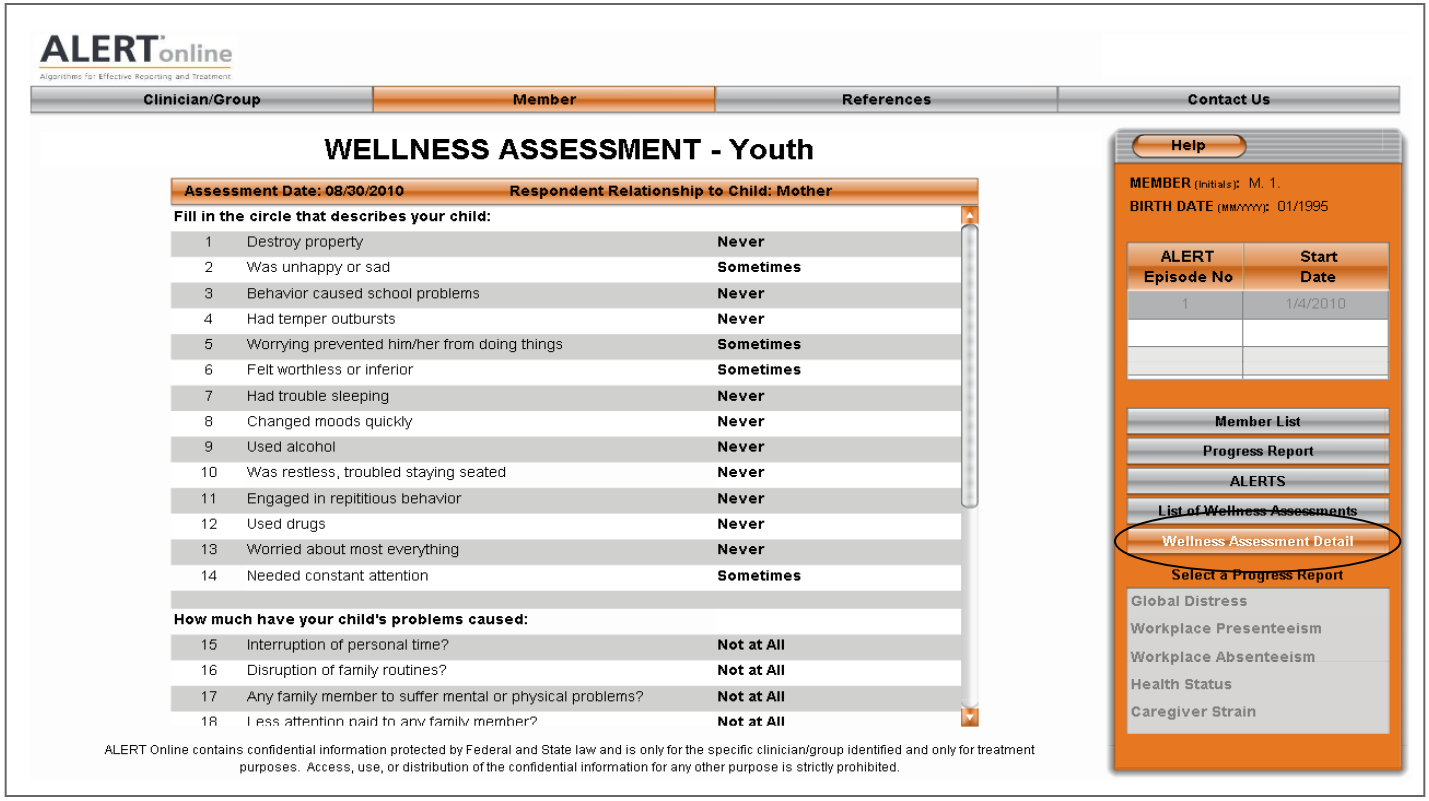
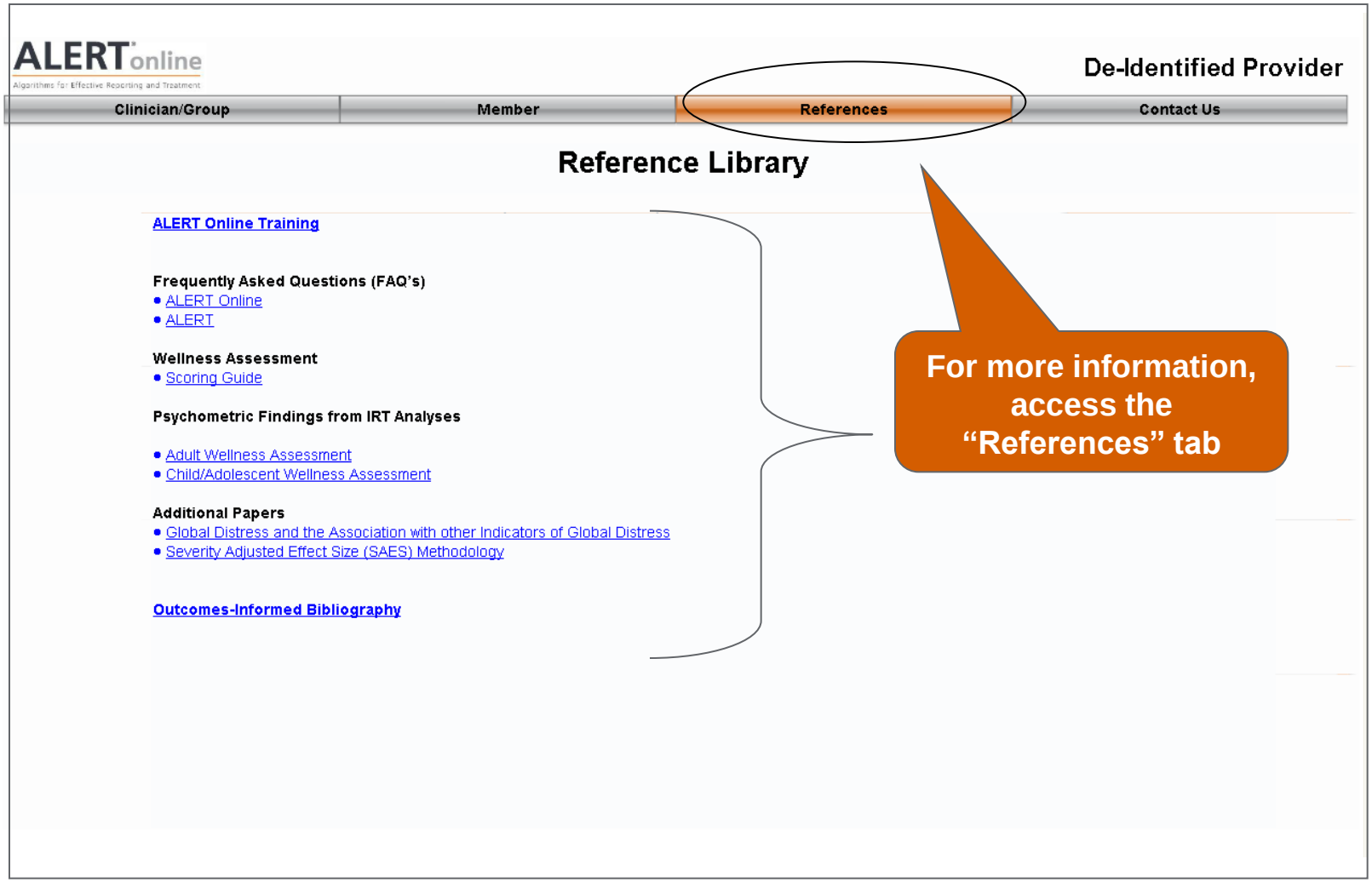
List of Wellness Assessments and Key Scores

- 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



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



ALERT Online Reference Library