

On-the-record statement: As the need for mental health and substance use services continues to increase, we're focused on growing and diversifying our behavioral health network to advance health equity, expanding virtual services and collaborating with providers to ensure people receive care. Utilization management is an important part of making sure patients get access to safe, effective and affordable treatment. Our programs are parity compliant, while ensuring people receive the care they need.

Additional information to inform your reporting:

- We're committed to working with providers and our state partners to help ensure Medicaid members have access to the most effective, efficient and necessary care to meet their individual needs.
- Optum's Outpatient Care Engagement (OCE) program(s) are separate and distinct from the discontinued ALERT program:
 - The OCE Collaboration program engages providers in voluntary, collaborative conversations on best practices for addressing complex clinical cases with the goal of achieving optimal patient outcomes. This program does not entail medical necessity reviews or coverage denials. Because the program is voluntary, providers may elect not to participate.
 - The OCE Utilization Management program identifies outlier MH/SUD non-routine outpatient services for medical necessity review. This program is parity compliant.
- As part of our broader commitment to quality, we use widely accepted medical necessity criteria developed by nonprofit professional associations for the relevant specialty areas when making MH/SUD medical necessity coverage determinations.
- Our national network is currently one of the largest in the country, with more than 498,000 behavioral health providers including more than 213,000 virtual providers across all 50 states. We continue to expand our traditional and virtual care options to increase access to timely, affordable care and offer greater flexibility for both members and providers.