



Provider Services Department Message

Greetings and welcome to the Spring 2024 edition of the OPTUMIST Newsletter. In this edition we are highlighting several topics including OAR form updates, billing guidelines reminders, upcoming virtual outpatient open house, TERM updates including TERM provider resources and information available on the Optum website, telehealth training resources and opportunities, the process for requesting permanent change of treatment authorization for TERM group facilitators, claims resources for TERM providers, and more!

We continue to welcome your questions and feedback on how we can make our Newsletter valuable to you.

Best wishes,

Provider Services Department

Contact Numbers

San Diego Access and Crisis Line (888) 724-7240

Medi-Cal Provider Line (800) 798-2254

TERM Provider Line (877) 824-8376

Newsletter Content

- **P2:** Information and Updates for FFS Medi-Cal Providers
- **P8:** QI Corner – Using Templates
- **P9:** Information and Updates for FFS Medi-Cal and TERM Providers
- **P11:** Information and Updates for TERM Providers
- **P20:** Access and Crisis Line Chat Services
- **P21:** TERM and FFS Medi-Cal Provider Network Recruitment



optumsandiego.com

Information and Updates for FFS Medi-Cal Providers

Optum San Diego Website Registration Reminders



Effective 09/18/2023 Optum implemented the One Healthcare ID login and registration process on the Optum San Diego website.

Website Changes:

- For current users, there is a new look to the login page. Please continue to use your password to log in.
- For new users, there is a new registration page. You may use a security feature via an authenticator app for passwordless login or you may choose to set up a password to log in.

For additional information on the login and registration process, please download and review the tip sheets located on the optumsandiego.com website

OLD

Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

Sign In

Forgot One Healthcare ID | Forgot Password

If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

Additional options:
Create One Healthcare ID
Manage your One Healthcare ID
What is One Healthcare ID? [?](#)

NEW

Sign In

One Healthcare ID or Email address

Forgot One Healthcare ID?

Continue

OR

Create One Healthcare ID

Manage My One Healthcare ID

Help Center ^{SD}

New Banner
Password Removed
Added Help Center



Questions? Please contact the Optum Support Desk at (800) 834-3792

Information and Updates for FFS Medi-Cal Providers

Utilization Management Department Updates



Updated Outpatient Authorization Request (OAR) Forms:

Please ensure you are utilizing the latest form dated **02/01/24** as well as reviewing that each field is completed before submitting. Outdated, incomplete, or incorrect OAR forms cannot be processed.

Note: If you wish to waive verbal notification of authorization determination for an initial request, select the box at the bottom of the OAR form. You will still receive an authorization letter as notification.

Check here to waive verbal notification of authorization determination for initial requests. Written notification will be sent for all requests.

Please visit the Optum San Diego website at optumsandiego.com to download the most current versions of the [Psychotherapy OAR](#) and [Medication Services OAR](#).

The screenshot shows a navigation bar with three tabs: "Review - Medication Quality Assurance", "Review - Outpatient", and "SMHS Authorization Requests". The "SMHS Authorization Requests" tab is highlighted in orange and has a blue arrow pointing to it. Below the tabs, the heading "SMHS Authorization Requests" is displayed in orange. A list of links follows, each with a document icon and an external link symbol:

- [Ancillary Specialty Mental Health Services Request \(docx\)](#)
- [Demographic Form Fill \(pdf\)](#)
- [ECT Authorization Request Form \(pdf\)](#)
- [Interpreter Services Request Form \(pdf\)](#)
- [MFT Eligibility Verification Form \(pdf\)](#)
- [Outpatient Authorization Request - Medication Services \(docx\)](#)
- [Outpatient Authorization Request - Medication Services Form Fill \(pdf\)](#)
- [Outpatient Authorization Request - Psychotherapy \(docx\)](#)
- [Outpatient Authorization Request - Psychotherapy Form Fill \(pdf\)](#)
- [Psych Testing Request Form \(docx\)](#)

Information and Updates for FFS Medi-Cal Providers

Utilization Management Department Updates - *Continued*



Assessment Authorizations for Medication Services:

As of February 5, 2024, providers will receive 2 authorization letters: 1 for the assessment date and 1 for any approved evaluation and management sessions requested on an Outpatient Authorization Request (OAR) form.

The exception will be when the assessment and requested start date of sessions are on the same day; this will be one authorization letter.

This change is expected to decrease potential confusion with authorization letters.



Questions? Please contact the Provider Line at (800) 798-2254, Option 3, then Option 4



Information and Updates for FFS Medi-Cal Providers

Claims Department Updates

Code and Billing Guidelines Reminder for G2212

When billing CPT code G2212: Prolonged office or other outpatient evaluation and management service(s) beyond the maximum required time of the primary procedure, **each additional 15 minutes of service must be billed in units on the same date of service.** Below is an example of the code correctly billed:

Internal #	From Date	Proc	M1	M2	M3	M4	Proc Desc	Charges	Qty
1739039	01/22/2024	90837	95				Ind Psy-Therap	\$136.00	1.00
1739039	01/22/2024	G2212	GT				Prolong Offc/C	\$68.00	2.00
1742041	01/29/2024	90837	95				Ind Psy-Therap	\$136.00	1.00
1742041	01/29/2024	G2212	GT				Prolong Offc/C	\$68.00	2.00
1743968	02/05/2024	90837	95				Ind Psy-Therap	\$136.00	1.00
1743968	02/05/2024	G2212	GT				Prolong Offc/C	\$68.00	2.00

Your claim **will be denied** should you bill G2212 as separate services for each additional 15 minutes as it would appear to be a duplicate service within the billing system. Below is an example of the code incorrectly billed:

Internal #	From Date	Proc	M1	M2	M3	M4	Proc Desc	Charges	Qty
1676603	07/11/2023	90837					Ind Psy-Therap	\$136.00	1.00
1676603	07/11/2023	G2212					Prolong Offc/C	\$34.00	1.00
1676603	07/11/2023	G2212					Prolong Offc/C	\$34.00	1.00
1676603	07/18/2023	90837					Ind Psy-Therap	\$136.00	1.00
1676603	07/18/2023	G2212					Prolong Offc/C	\$34.00	1.00
1676603	07/18/2023	G2212					Prolong Offc/C	\$34.00	1.00

The denial reason you will receive should your claim be incorrect is:

Reason1	Duplicate Service	V
---------	-------------------	---



Questions? Please contact the Claims Department at (800) 798-2254, Option 2

OUTPATIENT OPEN HOUSE

Optum Public Sector San Diego - Utilization Management

Join us for a Virtual Open House!

Agenda:

- Overview of Medical Necessity
- Accurate Documentation
- Optum Processing Times
- Authorizations
- Q&A with Utilization Management, Quality Improvement, & Claims



Friday May 10th, 2024 | 9:30AM – 10:30AM

RSVP by May 8th, 2024 with this link or QR Code

<https://forms.office.com/r/m5f34gu1tA>

Optum

1-800-798-2254 Option 3, then 3 again

RSVP for Optum Outpatient Open House



Information and Updates for FFS Medi-Cal Providers

Contact Us

The Provider Line is available for you from 8 am – 5 pm Monday through Friday.



(800) 798-2254

Press 2 for Claims/Billing Questions

Press 3, then 3 again for Clinical Questions

Press 3, then 4 for Authorization Questions

Press 7 for Provider Services



This information is also available to you on our website: optumsandiego.com



QI Corner

Using Templates

To help ensure your success with following County, State, and Federal guidelines, here are the requirements for utilizing templates



- Documentation should be specific and individualized to the service provided.
- Pre-populated information from previous services must be reviewed and updated.
- Using information that pre-populates, risks notes appearing as duplicates and are susceptible to recoupment. The narrative should reflect the current service provided



Take Note:

Electronic Health Record (EHR) templates may not have all Medi-Cal requirements built in. Providers are encouraged to compare Optum templates to EHR templates to ensure compliance with Medi-Cal standards

Please see the following Record Keeping and Medi-Cal Record Requirements Guide for more information.

Templates are available here and on [Optum.com](https://optum.com)

- [Assessment](#)
- [Case Management Note](#)
- [Discharge Summary](#)
- [Problem List](#)
- [Progress Note](#)
- [Informed Consent for Psychotropic Medication](#)
- [Medication Management and Psychotherapy Note](#)
- [Medication Management Progress Note](#)



Have Questions?
Email us at: SDQI@optum.com

Information and Updates for FFS Medi-Cal & TERM Providers

Article 14 Information Privacy & Security Requirements



Optum and the County of San Diego believe that providers participating in the Fee for Service (FFS) and Treatment and Evaluation Resources Management (TERM) Provider Networks are an integral part of protecting the privacy and security of County information that you may create, receive, access, store, transmit and/or destroy under your agreement.

As a provider on the FFS/TERM networks you have access to the Info Privacy & Security Training on the Health & Human Services Agency website (County website) and are expected to review it annually.

The County of San Diego Info Privacy & Security Training can be found by clicking on the following link:

[Article 14 Information Privacy & Security Requirements \(sandiegocounty.gov\)](https://www.sandiegocounty.gov)

Please note that the information and training materials indicate a date of 2021 as the information and materials remain unchanged.



Information and Updates for FFS Medi-Cal & TERM Providers

Claims Department Updates



Coding and Billing for Evaluations

- Developmental/Psychological Evaluations (96112-96113)
- Psychological and Neuropsychological Testing Evaluation Services (96130-96133)
- Test Administration and Scoring Services (96136-96139)

As we move to support the CalAIM Behavioral Health Payment Reform initiative effective 07/01/2023, there have been changes related to CPT coding that impact how you code and bill for services related to Psychological/Neuropsychological Evaluations and Testing that take place over multiple days. All codes including primary procedure and dependent codes must be billed together on the last date of service when the evaluation process is completed. This will ensure that the evaluation and testing services you render can be processed for payment.

Updated fee schedules effective 07/01/2023 and revised 03/15/2024 were emailed last month (March 2024) to all impacted providers. The updated fee schedules highlight coding and billing guidelines for Developmental/Psychological Evaluations (96112-96113) and/or Psychological and Neuropsychological Testing Evaluation Services (96130-96133) and/or Test Administration and Scoring Services (96136-96139).

Please note that a Claims Representative is reaching out to all impacted providers to help support revisions that may be needed for claims already submitted which do not follow the billing guidelines outlined above.

References:

- [Billing and Coding: Psychological and Neuropsychological Testing \(A57481\) \(cms.gov\)](#)
- [Neuropsychological and Psychological Testing Codes FAQs \(apaservices.org\)](#)



Information and Updates for TERM Providers

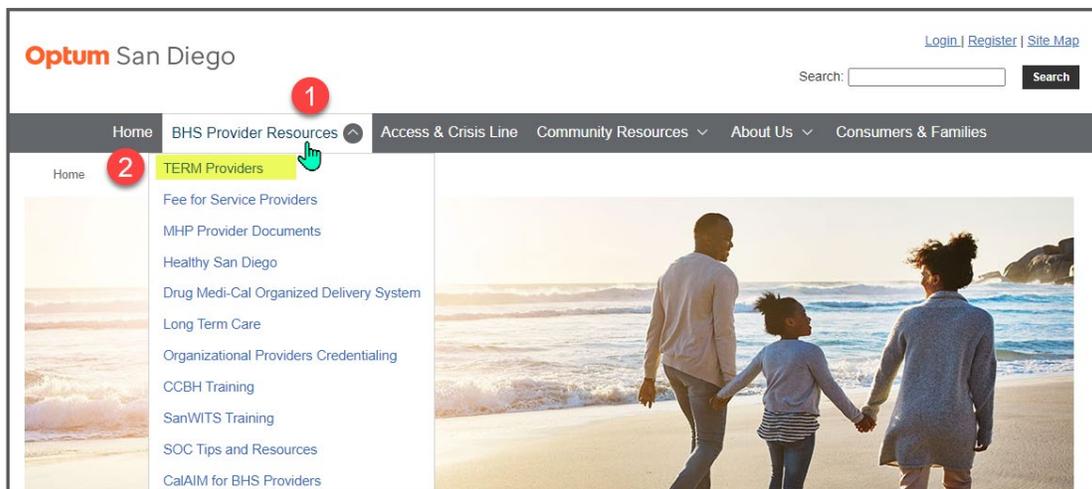
Optum San Diego Website: TERM Provider Resources & Information

Optum is grateful to partner with qualified and compassionate providers leveraging their expertise and time in support of CFWB-referred clients. Optum is interested in promoting and continually improving the provider's experience on the TERM panel. The Optum San Diego website and TERM Provider landing page is one small but important part of this commitment.

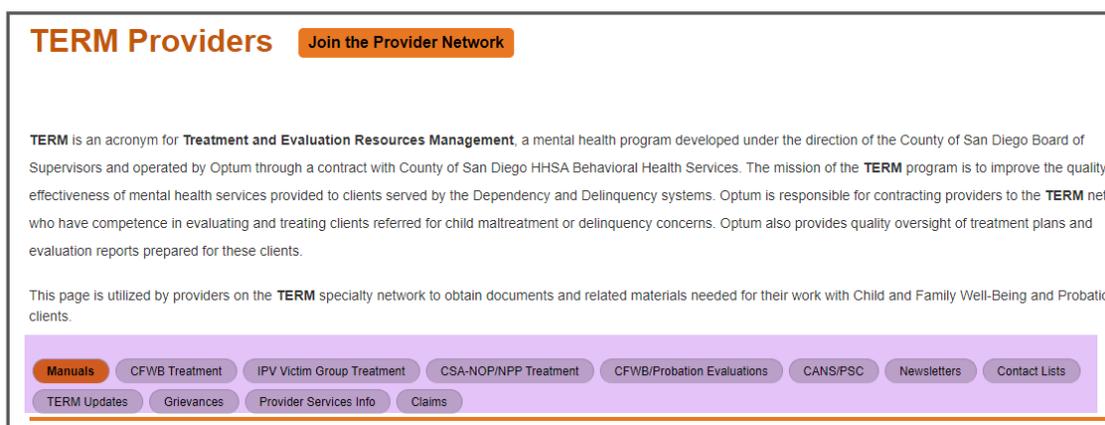
The TERM Provider landing page on the Optum San Diego website offers a robust wealth of resources and tools to support TERM providers all accessible in one location. The images below offer guidance on how to navigate to this site along with a snapshot of useful resources to remind you of the resources available here for your review and access.

From any Internet browser, the Optum San Diego website can be accessed via this link, or by navigating to the following web address: optumsandiego.com

As depicted below, the TERM Provider landing page can be accessed by first hovering over the 'BHS Provider Resources' menu heading and by then selecting the 'TERM Providers' option from the drop-down menu.



The TERM Provider section of the website will appear along with the discrete tabs that are available to aid the user in navigating through the various resources.



Information and Updates for TERM Providers

Optum San Diego Website: TERM Provider Resources & Information - *Continued*

The 'CFWB Treatment' tab offers providers downloadable copies of the CFWB treatment plan templates (A), available for Youth and Parents, along with a host of various resources (B) to assist you in your work with CFWB-referred clients.

The screenshot shows a navigation menu with the following items: Manuals, **CFWB Treatment**, IPV Victim Group Treatment, CSA-NOP/NPP Treatment, CFWB/Probation Evaluations, CANS/PSC, Newsletters, Contact Lists, TERM Updates, Grievances, Provider Services Info, and Claims.

CFWB Treatment

CFWB Treatment Plan Forms

- [1. CFWB Treatment Plan Form for Youth \(doc\)](#) [external link icon] **A**
- [2. CFWB Treatment Plan Form for Parents \(doc\)](#) [external link icon]

CFWB Referral Form

- [CFWB Referral Form \(pdf\)](#) [external link icon]

Telehealth

- [TERM Therapy Provider Telehealth Checklist \(pdf\)](#) [external link icon]
- [TERM Therapy Provider Telehealth Resource List \(pdf\)](#) [external link icon] **B**

Resources

- [Foster Youth Bill of Rights \(pdf\)](#) [external link icon]
- [Legal Issues Related to Therapy and Evaluations for CFWB Cases \(pdf\)](#) [external link icon]
- [Releases of Information \(ROI\) - When Do I Need One for Youth Involved in the Juvenile Court Dependency System \(pdf\)](#) [external link icon]

Medi-Cal Funded CFWB Therapy

- [Workflow for CFWB Therapy Referrals \(pdf\)](#) [external link icon] **B**

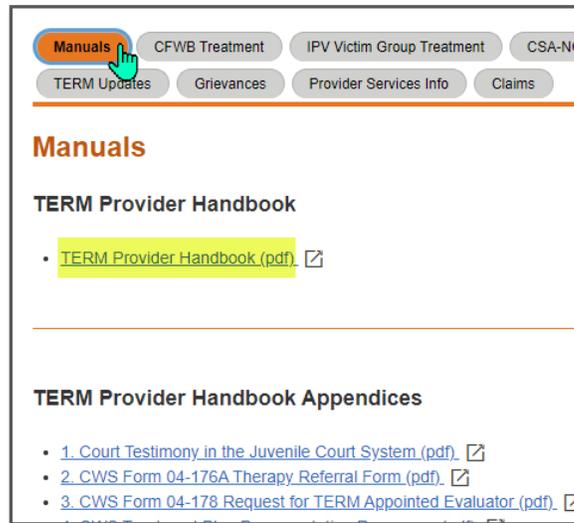
CFWB Treatment Plan Documentation

- [1. Documentation Requirements \(pdf\)](#) [external link icon]
- [2. TERM Treatment Plan Documentation Resources \(pdf\)](#) [external link icon]

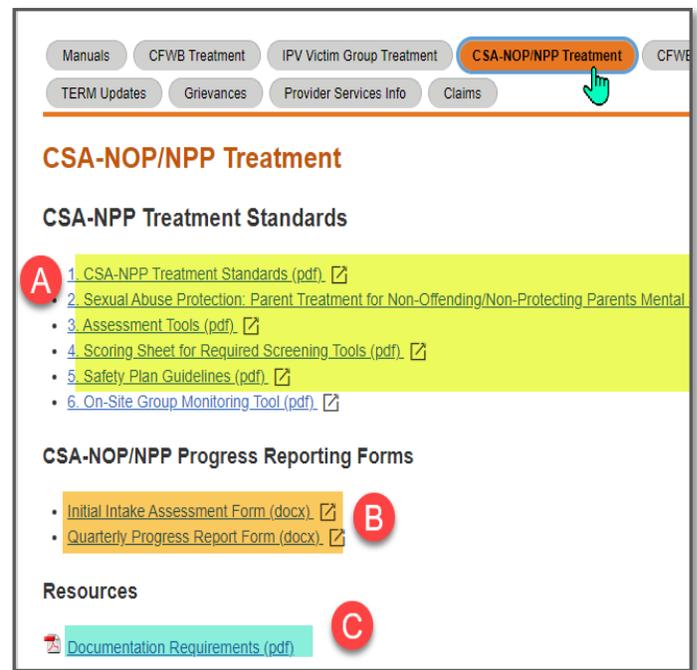
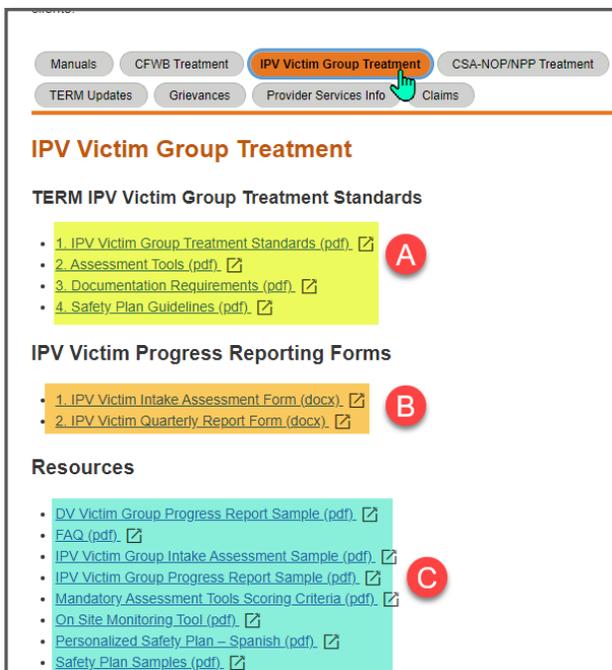
Information and Updates for TERM Providers

Optum San Diego Website: TERM Provider Resources & Information - *Continued*

The TERM Provider Handbook is housed within the 'Manuals' tab and can be viewed online and/or downloaded to assist you with outlining the requirements pertinent to your clinical practice on the panel.



The specific requirements (A), templates for documentation (B), and resources (C) for the various TERM clinical specialties are outlined within the dedicated tabs for each of these domains.



Information and Updates for TERM Providers

Optum San Diego Website: TERM Provider Resources & Information - *Continued*

CFWB/Probation Evaluations

Format and Required Elements

- 1. [Format and Required Elements of a CWS Psychological Evaluation \(pdf\)](#)
- 2. [Format and Required Elements of a Probation Psychological Evaluation \(pdf\)](#)
- 3. [The Format and Required Elements of a Probation Psychiatric Evaluation \(pdf\)](#)
- 4. [Format and Required Elements of a Juvenile Mental Competency Evaluation \(pdf\)](#)
- 5. [The Format and Required Elements of a Juvenile Threat Assessment \(pdf\)](#)

CFWB Evaluation Referral Form

- [Parent Evaluation Referral Questions - Diagnostic Clarification and Treatment Recommendations \(pdf\)](#)
- [Parent Evaluation Referral Questions - FC7827 \(pdf\)](#)
- [Parent Evaluation Referral Questions - Neuropsychological Evaluation \(pdf\)](#)
- [Parent Evaluation Referral Questions - Prospective Adoptive Parent \(pdf\)](#)
- [Parent Evaluation Referral Questions - Psychiatric Evaluation \(pdf\)](#)
- [Youth Evaluation Referral Questions - Adoption \(pdf\)](#)
- [Youth Evaluation Referral Questions - Diagnostic Clarification and Treatment Recommendations \(pdf\)](#)
- [Youth Evaluation Referral Questions - Emotional Damage \(pdf\)](#)
- [Youth Evaluation Referral Questions - Neuropsychological Evaluation \(pdf\)](#)
- [Youth Evaluation Referral Questions - Psychiatric Evaluation \(pdf\)](#)

Probation Evaluation Referral Form

- [Probation Psychiatric Evaluation Referral Form \(pdf\)](#)
- [Probation Psychological Evaluation Referral Form \(pdf\)](#)

Resources

- 1. [TERM Psychological Evaluation Handbook \(pdf\)](#)
- 2. [APA Specialty Guidelines for Forensic Psychology \(pdf\)](#)
- 3. [APA Guidelines for Evaluations in Child Protection Matters \(pdf\)](#)

Beyond treatment specific resources, the website also includes relevant information to aid with other aspects of your practice.

For example, the 'Contact Lists' tab houses contact information relevant to professionals you are likely to have at least some contact with while providing services. The 'CFWB Alpha Roster,' highlighted below, is updated on a monthly basis and lists the contact information for various Protective Services Workers (PSWs) and their Supervisors (PSSs).

Manuals CFWB Treatment IPV Victim Group Treatment CSA-NOP/NPP Treatment CFWB/Probation Evaluations CANS/PSC Newsletters **Contact Lists**

TERM Updates Grievances Provider Services Info Claims

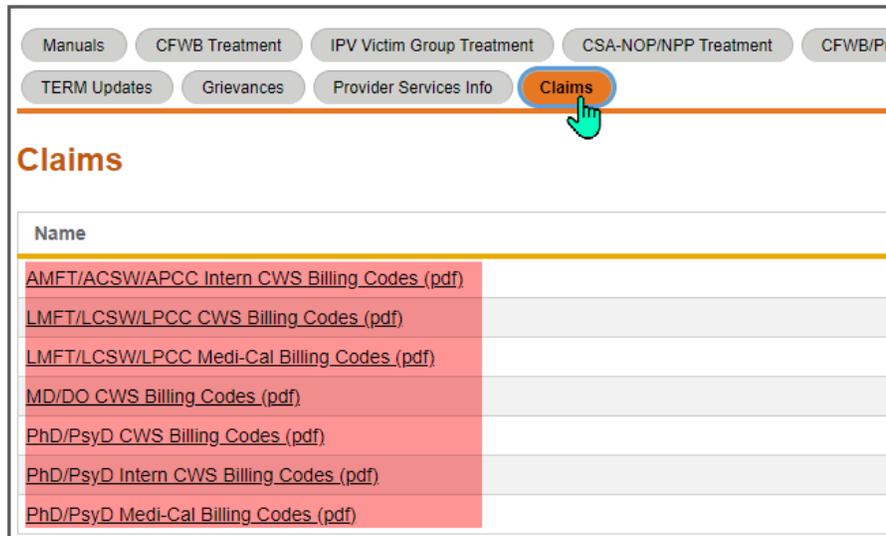
Contact Lists

- [CFWB Alpha Roster - February 2024 \(xlsx\)](#)
- [CFWB Unit Roster - February 2024 \(docx\)](#)
- [Children's Legal Services Contact List \(pdf\)](#)
- [Dependency Legal Services Contact List \(pdf\)](#)

Information and Updates for TERM Providers

Optum San Diego Website: TERM Provider Resources & Information - *Continued*

The 'Claims' tab houses documents relevant to the service codes when submitting for reimbursement of services rendered. These documents are organized by provider credential type as well as the funding source for the case.



While this article spotlights just a few of the relevant tabs and resources that can be viewed and saved from the TERM provider section of the website, there are many other insightful documents and tools that can be found on the site. The website is worth further exploration and bookmarking for your future access.

We hope this article, and the site, equip you with the knowledge and efficient access to resources and information needed to support your clinical work with TERM-referred clients. As always, we welcome your input and inquiries to ensure we are serving you in the best way we can. Thank you again for your valuable contributions in your role on the TERM panel.

Telehealth Training Resources and Opportunities

As the use of telehealth for the delivery of mental health therapy continues to be widely utilized by TERM providers, Optum wants to share resources to further supplement your knowledge and support your practice when using this form of treatment delivery. In the [Fall 2023 edition](#) of the newsletter we shared information about two tools released to support TERM providers in their use of telehealth, the [TERM Therapy Provider Checklist](#) to aid with provider assessment for the appropriate use of telehealth and a [Resource List](#) to reinforce best practices related to the delivery of telehealth. These resources can also be referenced and downloaded directly from the [Optum San Diego website](#).

Information and Updates for TERM Providers

Telehealth Training Resources and Opportunities - *Continued*

In this update, we are spotlighting the utility of federally funded Telehealth Resource Centers. Telehealth Resource Centers (TRC) are funded by the U.S. Department of Health and Human Services and Health Resources and Services Administration and have been put in place to specifically support healthcare organizations, networks, and providers in the implementation of cost-effective and quality telehealth programs. The goal of these entities is to advance effective use of telehealth technologies within each TRC's respective region. Each TRC specializes in supporting its respective regions, and it is also committed to working in a collaborative effort to share resources and expertise across service areas outside of its designated regions. These regional TRCs exist as part of the [National Consortium of Telehealth Resource Centers](#), supporting the adoption of telehealth program across the country.

- A full listing of the individual TRCs across the country can be referenced here: <https://telehealthresourcecenter.org/centers/>

California Telehealth Resource Center

The California Telehealth Resource Center (CTRC) is the federally funded TRC dedicated to supporting telehealth implementation efforts within the state of California. Additional information regarding CTRC, resources for providers, online trainings, and a listing of live events hosted by CTRC can be found [here](#).

Many of the trainings hosted by TRCs and their partners offer CE units. Depending on the training, the CE units obtained may count toward satisfying the California Board of Behavioral Sciences (BBS) requirement for providers to obtain training in telehealth (see the [AB 1759 advisement](#)). Further informative resources for providers can be access via the links below:

- Online Training Courses: <https://caltrc.org/resources/telehealth-courses/>
- Accessible Online Resources: <https://caltrc.org/resources/>
- Implementation Toolkits, Example Telehealth Workflows, Sample Forms and Guidelines, Promising Practices: <https://caltrc.org/providers/>
- Upcoming Training Opportunities: <https://caltrc.org/events/>



Information and Updates for TERM Providers

Telehealth Training Resources and Opportunities - *Continued*

Additional Upcoming Training Opportunities Specific to Telehealth

Date	Time (all times in PST)	Event
May 17, 2024	11am – 12pm	Telehealth Delivery of Trauma-Focused Behavioral Health Care for Children and Adolescents presented by University of Washington’s Harborview Behavioral Health Institute
May 29 – May 31, 2024	3-day Virtual Event	CTRC Summit presented by California Telehealth Resource Center
August 7, 2024	10am – 11am	Trauma-Informed Telehealth presented by Palo Alto University
October 23, 2024	9am – 12pm	Telehealth: The Fundamentals of Legal and Ethical Practice presented by California Association of Marriage and Family Therapists

Information and Updates for TERM Providers

Process for Requesting Permanent Change of Treatment Authorization for Group Facilitators

If there are any staffing transitions that will require a change in TERM-approved group facilitators, the “Permanent Change of Treatment Authorization for a TERM Group Facilitator” form is available on the Optum website to request a change in the authorization for each CFWB authorized client. The form is located under the TERM Providers section, CFWB Treatment tab. The process for requesting the change is as follows:

- The currently authorized TERM group facilitator completes the “Permanent Change of Treatment Authorization for TERM Group Facilitator” form with a future effective date.
 - Please note that any requests made after facilitators have already changed will need to be coordinated directly with the current PSW for submission of paperwork for a retro authorization.
- Provider faxes the complete form for each group client to Optum at 877-624-8376.
- Request is reviewed by TERM to verify that the new facilitator is TERM approved for the relevant clinical specialties, and that the existing authorization is active.
- If the new provider is not TERM-approved for the specialty or if the request is made retroactively or after the authorization on file has expired, Optum will communicate this with the requester and advise to contact the PSW for follow-up.
- Authorizations for approved requests are entered for a 3-month period effective the date on the request.
- Pre-authorized reports (for services where reports are not reviewed by Optum) will be pre-authorized for the new group facilitator when the authorization for group sessions is entered (1x report for 3-month authorization period).
- Authorization for previous group facilitator will be ended effective the date of the change of facilitator.
- Updated authorization letters to be sent to provider.
- PSW/PSS named on the Permanent Change of Group Facilitator form will be notified with the updated authorization letters attached for updating of case file.

Information and Updates for TERM Providers

Claims Resources for TERM Providers

We are pleased to share that Claims Resources for TERM Providers were recently developed in partnership with Optum's Claims and Provider Services Departments with the intent to offer concrete support and guidance around submission of claims for services rendered to TERM clients. The document is now available on the [Optum website](#) (TERM providers section, under the Claims tab), and includes a compilation of a variety of resources: Frequently Asked Questions, instructions on how to complete the 1500 claims form, and sample completed claims forms for several services. It is our hope that these resources will assist with streamlining your claims submission and more efficiently utilize your time to meet the needs of your clients. Please feel free to contact us at (877) 824-8376 (Option 1) for any questions about authorizations or other TERM related processes. Please be in touch with Optum's Claims Department for any questions specific to reimbursement, denials, and claims processes more generally at (877) 824-8376 (Option 2).

TERM Advisory Board Provider Representatives

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. Representation on the Board includes San Diego County HHS Behavioral Health Services, Child and Family Well Being, Probation Department, Juvenile Court, Public Defender Juvenile Delinquency Branch, District Attorney, County Counsel, Dependency Legal Services, Children's Legal Services, Optum, TERM Provider Panel, Youth and Parent Partners. TERM providers are currently represented on the Board by:

Michael Anderson, Psy.D.: drmike6666@gmail.com

Denise VonRotz, LMFT: dvonrotz@msn.com

Contact

For provider assistance, a TERM dedicated phone line is available Monday through Friday from 8am to 5pm at (877) 824-8376. The available options for your call include:

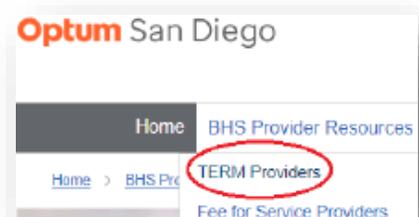
Option 1: For questions about authorizations or receipt of work products

Option 2: For questions about CFWB billing and claims

Option 3: For questions regarding participation in our network, credentialing, or your provider record



Hover over BHS Provider Resources and select TERM Providers



Access and Crisis Line Chat Services

We are here for you.

Chat with someone who understands.



We can help you when:

- You need to chat with a professional who cares.
- You are struggling to cope.
- You are concerned about someone you know.
- You feel you might be in danger of hurting yourself or others.

San Diego Access and Crisis Line

(888) 724-7240

7 days a week / 24 hours a day



**Our free, confidential Live Chat Services are available
Monday - Friday, 4pm - 10pm.**

Go to optumsandiego.com or up2sd.org



** These services are funded by the voter-approved Mental Health Services Act (Prop 63). It is one of several Prevention and Early Intervention Initiatives implemented by the California Mental Health Services Authority (CalMHSA), an organization of county governments working together to improve mental health outcomes for individuals, families and communities. CalMHSA operates services and education programs on a statewide regional and local basis.



We Are Recruiting!

Contracting for Two Networks:



Fee-for-Service (FFS) Medi-Cal Provider Network

Specialty Mental Health Services:

- Advanced Outpatient Services
- Psychiatric Consultations
- Medication Management
- Psychological Testing



Treatment & Evaluation Resource Management (TERM) Provider Network

Child and Family Well-Being & Juvenile Probation Systems Services:

- Specialized Therapy
- Forensic Evaluations

Growing our richly diverse provider networks

Seeking:

- Master’s Level Clinicians
- Psychologists
- Psychiatrists
- Psychiatric Nurse Practitioners
- Psychiatric Physician Assistants

Gain Supportive Solutions:

As a Contracted Provider, Optum is with you every step of the way.

We are here for you through personalized:

- Collaboration
- Courtesy Reviews
- Referrals
- Claims Processing & Payments
- And more!

What providers are saying:

“Optum was positive and collaborative.”

“I never have to wait on hold for long periods of time which is appreciated.”

“Provider Services staff is always friendly, responds quickly and offers help with all situations/questions. Thank you.”



LIVE WELL
SAN DIEGO

Are You Ready to Be Part of the Solution? Learn More Today!



Contact the Provider Services Department
(800) 798-2254, Option 7

sdu_providerserviceshelp@optum.com

optumsandiego.com

Optum serves as the Administrative Service Organization for the County of San Diego Behavioral Health Services.