A Partnership with Providers

Throughout this transition and implementation process OptumHealth New Mexico has sought to keep an open line of communication with the state’s behavioral health providers. This document will answer some of the common provider questions that have been raised and restate OptumHealth’s commitment to establishing a strong partnership with New Mexico’s behavioral health providers.

OptumHealth New Mexico’s goals with regard to provider relations are twofold:

- Reduce the administrative burden experienced by providers
- Provide technical assistance on how providers can become more effective and efficient on the business side of their practices; and support payment of claims in a timely fashion.

OptumHealth New Mexico will achieve these goals through the following means:

Provider relations staff will be located in each region to answer questions, solve individual provider concerns quickly and provide on-site technical assistance as needed at the local level.

Claims will be processed and paid locally in Albuquerque on a weekly basis. Providers may also register for electronic funds transfer to speed payment directly into their account. A direct mailing regarding how to register for Electronic Payment System (EPS) will be forthcoming in early July.

In an effort to greatly reduce the need for providers to re-enroll or submit service registration for consumers who are receiving services at the time of the transition, OptumHealth New Mexico is working closely with the current Statewide Entity (SE) to facilitate a seamless transition. To achieve this, OptumHealth will be receiving previously completed enrollment data as well as other supporting information from the current SE.
OptumHealth has placed a premium on training and continuing education for providers. To date, 14 technical and administrative training modules are available through seven web-based presentations. These are available 24/7 on the provider and practitioner section of our web portal at www.optumhealthnewmexico.com. We also offer 4 training modules related to Recovery and Resiliency with CEUs anticipated to be available for these courses after July 1, 2009.

These trainings include:

- Introduction to OptumHealth New Mexico Provider Relations
- Network Orientation
- OptumHealth New Mexico Provider Portal Orientation
- Consumer Registrations
- Claims and Billing
- Coordination of Medicaid and Medicare
- Orientation to New Mexico Health Plans
- Systems of Care in New Mexico
- Clinical Issues and Accessing Care coordination
- Transitioning Pharmacy
- HIPAA and Privacy Reporting Requirements
- Critical Incidents
- Language Interpretation and Translation Requirements
- Grievance and Appeals Process

These courses are in addition to face-to-face provider trainings that OptumHealth New Mexico is conducting around the state.

OptumHealth will conduct provider financial viability assessments and offer technical assistance to providers to make sure they are using sound business practices.

All providers in good standing with the current SE are the primary focus of our recruitment activities, as well as providers who may enhance the continuum of care. Providers who are already credentialed under the United Health Group umbrella of companies do not have to undergo a separate credentialing process. Regional staff are available to provide direct assistance in completing any of the credentialing materials and dedicated contract specialists are available to assist with any questions related to the contracting process. Every effort will be made to streamline the credentialing process and 90% of our providers complete the process in less than 30 days.