

## Optum Physical Health for UHC and OXHP E & I and

### M & R members

#### What is changing?

- Beginning January 1, 2024, Optum Physical Health will manage the occupational, physical, and speech therapy networks in New York.
- As part of this process, effective December 31, 2023, certain OT, PT, and ST Provider Agreements will end.
  - If a provider has an Optum Physical Health Agreement that includes UnitedHealthcare plans, this agreement will govern physical therapy services for members effective January 1, 2024, and no action is required from the provider. UHN contracts that include E & I and M & R will be terminated as of December 31, 2023.
  - If a provider doesn't have an Optum Physical Health Agreement that includes UnitedHealthcare plans, they should contact Optum at 800-873-4575 to prevent a disruption in participation status for members.
- UHC contracts have been terminated effective 12/31/2023. Optum Physical Health began loading their contracts effective 1/1/2024 on 12/14/2023 through 12/22/2023. Fallout reports are being worked. This means some providers may show a participation gap from 12/31/2023-1/1/2024 for a short time.

#### Frequently Asked Questions

Q: *Why is this change happening?*

A: The goal of this change is to align with enterprise ownership and management of the Physical Health network Nationally by Optum.

Q: *Will the claims' submission process change?*

A: No

Q: *What is the biggest difference that providers will see?*

A: Beginning, January 1, 2024, the Optum Physical Health Agreement will govern NY OT, PT, ST services for members so the rates may be different. If providers choose not to participate with Optum Physical Health, they will no longer be able to treat members as in-network beyond any applicable transition period.

Q: *How were providers notified?*

A: A mailing was sent to providers in May notifying them of the change taking effect for 1/1/2024

A: A second mailing, reminding the provider of the transition which will also serve as notification of termination of their contract, was sent on 9/28/2023.

Q: *What if the provider questions the termination of their UHC contract?*

A: As of 1/1/2024, members physical health benefits are changing and the Optum network will be utilized with this benefit change.

*Q: Will this change affect every OT, PT, ST provider?*

A: No. In general, only freestanding, not facility/health system owned providers and sites, who are **NOT** part of multispecialty groups will be affected by this change.

*Q: Will authorization processes be affected by this change?*

A: No. Optum Physical Health previously managed authorizations and will continue to do so.

*Q: How does a provider remain in network?*

A: If a provider does not have a contract with Optum, please call 800-873-4575 to request a contract.

*Q. What process and procedures does the provider follow going forward if they are contracted with Optum?*

A. Optum will send out FAQ's and QRG's as part of their welcome packet to providers.

*Q. Does this impact contracts with Community & State or Empire?*

A. No, Optum currently manages these, and those contracts are not impacted.