



NAADAC: Addictions Reimbursement Platforms Panel
November 12, 2018
Kim Cox – Vice-President, Specialty Provider Networks



Kim Cox

**Vice-President,
Specialty Provider Networks
Optum Behavioral Health**

Kim Cox is the Vice-President of Specialty Provider Networks for Optum Behavioral Health. In her role she oversees network strategy for Substance Use Disorder, Autism, Employee Assistance Plans, and medical/behavioral contract integration.

Kim joined Optum in February of 2011 as the Central Region Vice President of Network Services. In that role, Kim was responsible for coordinating all recruitment, contracting, and provider services for a network of over 40,000 providers including 900 behavioral health facilities assuring member access to quality providers and a broad continuum of care.

Using her background in business management and health care analytics, Kim entered the managed health care field over 20 years ago. She has worked in a variety of capacities including network contracting and analytics, provider service, and product development in local, regional and national organizations.

Kim earned her B.A. in Political Science from Virginia Tech.

Our mission

UNITEDHEALTH GROUP

Helping people live healthier lives and helping make the health system work better for everyone



A health services and innovation company

OUR VALUES

Integrity

Compassion

Relationships

Innovation

Performance





Substance use disorders are chronic and complex
**... a chronic but treatable
brain disease, and not a moral
failing or character flaw**

*Office of the Surgeon General, Facing Addiction in America:
The Surgeon General's Report on Alcohol, Drugs, and Health. 2017.*

Impact of substance use disorders in the U.S.

Epidemic proportions



21M Americans

struggle with a substance use disorder.¹

Deadly



200% increase

in the rate of deaths from drug overdose between 2002 and 2017²



88,000 deaths

from alcohol-related causes annually³

Often untreated



Only 1 in 10

people with substance use disorders receive treatment⁴

Costly



\$504 billion

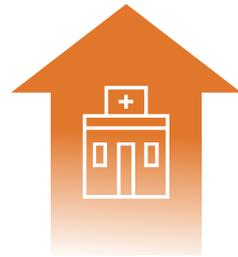
economic burden of the opioid crisis alone in the United States⁵

1. U.S. Department of Health and Human Services (HHS), Office of the Surgeon General, Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health. Washington, DC: HHS, November 2016. Available at: <https://addiction.surgeongeneral.gov/surgeon-generals-report.pdf>. 2. National Institute on Drug Abuse. Overdose Death Rates – United States. August 2018. Available at: <https://www.drugabuse.gov/related-topics/trends-statistics/overdose-death-rates>. 3. National Institute on Alcohol Abuse and Alcoholism (NIAAA). Alcohol facts and statistics. U.S. Department of Health and Human Services, Updated August 2018; <https://www.niaaa.nih.gov/alcohol-health/overview-alcohol-consumption/alcohol-facts-and-statistics>. 4. U.S. Department of Health and Human Services (HHS), Office of the Surgeon General, Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health. Washington, DC: HHS, November 2016. Available at: <https://addiction.surgeongeneral.gov/surgeon-generals-report.pdf>. 5. The Council of Economic Advisors. The Underestimated Cost of the Opioid Crisis. November 2017. Available at: <https://www.whitehouse.gov/sites/whitehouse.gov/files/images/The%20Underestimated%20Cost%20of%20the%20Opioid%20Crisis.pdf>

Destination treatment

Seeking treatment in a state outside state of residence that advertises the benefits of the location rather than the treatment

- Destination treatment centers heavily advertise to consumers who may not be aware of treatment options covered by their insurance
- No proven clinical advantages to choosing these treatment options



100%+

higher readmission rates per year¹

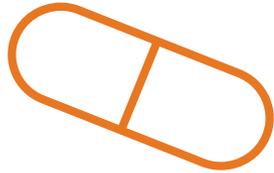


200%+

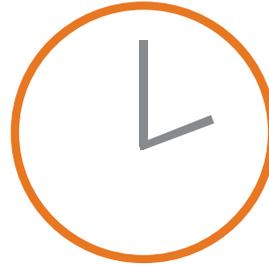
higher cost for 90-day episodes of care²

1. Optum comparative analysis of average annual 30 and 90 day readmission rates for in-network and out-of-network residential SUD treatment programs authorized for members from January 2016 to December 2017. Data includes membership in all age cohorts from the commercial book of business, and is representative of high OON volume in states outside member state of residence. Bolstrom, May 2018. 2. Comparison of average 90-day episode-of-care cost for out-of-network residential treatment (\$43,570) to that for in-network residential treatment (\$13, 289); "Episode of Care" is defined as claims between three days prior to admission through 90 days after discharge. Data is representative of high OON volume in states outside member state of residence; Source: Bolstrom, Affordability, May 2018.

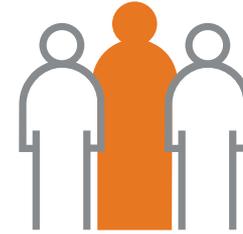
Opioid use disorder



32% of SUD cases are attributed to opioid use disorder¹



Every 13 minutes, there is a death from opioid overdose in the U.S.²



2.1M Americans suffer from an opioid use disorder³

What are opiates?

An opiate is a natural compound that comes from the poppy plant. Morphine, opium itself, codeine and heroin are all opiate derivatives called opioids.⁴

1. Based on Optum analysis of COPM-D facility-based authorization data from the Optum commercial book of business from January 1, 2014, to September 30, 2016 (59,002 total SUD cases, including 30,057 cases of alcohol use disorder and 19,457 cases of opioid use disorder); Nussbaum, October 20, 2016. 2. Hedegaard H, Warner M, Miniño AM. Drug overdose deaths in the United States, 1999–2016. NCHS Data Brief, no 294. Hyattsville, MD: National Center for Health Statistics. 2017/ CDC. Wide-ranging online data for epidemiologic research (WONDER). Atlanta, GA: CDC, National Center for Health Statistics; 2016. (Calculation based on stat: Overdoses involving opioids killed 42,249 people in 2016, or 116 deaths a day. 40% of those deaths were from prescription opioids.). 3. Substance Abuse and Mental Health Services Administration. (2017). Key substance use and mental health indicators in the United States: Results from the 2016 National Survey on Drug Use and Health (HHS Publication No. SMA 17-5044, NSDUH Series H-52). Rockville, MD: Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. 4. Based on Substance Abuse and Mental Health Services Administration (SAMSHA) definition of opioids, updated February 2016; <https://www.samhsa.gov/atod/opioids>

Alcohol use disorder



50% of SUD cases
are attributed to
alcohol use disorder¹



3rd leading cause
of preventable death in
the U.S.²



\$249B annually
approximate cost of
alcohol misuse in the
U.S.³

1. Based on Optum analysis of COPM-D facility-based authorization data from the Optum commercial book of business from January 1, 2014, to September 30, 2016 (59,002 total SUD cases, including 30,057 cases of alcohol use disorder and 19,457 cases of opioid use disorder); Nussbaum, October 20, 2016. 2. Centers for Disease Control and Prevention (CDC). Alcohol and Public Health: Alcohol-Related Disease Impact (ARDI). Average for United States 2006–2010 Alcohol-Attributable Deaths Due to Excessive Alcohol Use. Available at: https://nccd.cdc.gov/DPH_ARDI/Default/Report.aspx?T=AAM&P=f6d7eda7-036e-4553-9968-9b17ffad620e&R=d7a9b303-48e9-4440-bf47-070a4827e1fd&M=8E1C5233-5640-4EE8-9247-1ECA7DA325B9&F=&D=. 3. Centers for Disease Control and Prevention (CDC). Excessive Drinking is Draining the U.S. Economy (2006 – 2010), July 2018; Available at: <https://www.cdc.gov/features/costsofdrinking/index.html>.

Addressing substance use disorders

OPTUM BEHAVIORAL HEALTH

**Partnering
with
high-quality
providers**



**Guiding
individuals
to the
right care**



**Supporting
long-term
recovery**



Partnering with high- quality providers

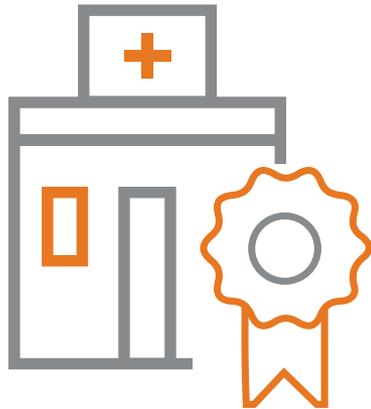


**We connect individuals
to evidence-based,
cost-effective treatment
from high-performing
providers.**



Platinum preferred substance use disorder network

Promoting access to quality treatment



Disease specific programs evaluated on industry-recognized quality metrics (alcohol use disorder and opioid use disorder)

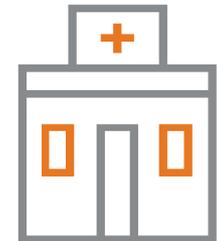
- Acute
- Residential
- Partial hospitalization

Consistently demonstrate superior outcomes



20–40%

lower cost per episode versus a non-platinum preferred SUD facility¹



11%

better performance on 30-day readmission rates²

1. From a February 2017 Optum analysis, savings reflect the difference in typical paid per admission between platinum preferred and non-platinum preferred practitioners for UnitedHealthcare Commercial fully insured and ASO members with an authorization to SUD treatment from April 1, 2017 to March 30, 2018. 2. Comparison of 30-day readmission rate between platinum preferred and non-platinum preferred SUD facilities for UnitedHealthcare Commercial fully insured and ASO members with an authorization to SUD treatment from April 1, 2017 to March 30, 2018.



Medication-assisted treatment (MAT)

An effective, evidence-based treatment for substance use disorders



Combines **FDA-approved medication** with **counseling, behavioral therapy** and **recovery support**



\$4,421 average overall savings

for members compared to those who do not use MAT¹



50% greater chance of remission

(no opioid misuse) than those who receive detoxification or psychosocial treatment alone²



MAT medications reduce the number of drinking days per month, versus no medication³

1. From a February 2017 Optum analysis, savings reflect the difference in typical paid per case members who receive MAT interventions vs. those who do not receive MAT interventions for UnitedHealthcare E&I fully insured ASO members with an authorization to SUD treatment from October 1, 2015 to September 30, 2016; Source: C Mao, 2/2/17. 2. Calculated by Optum, based on relative risk ratios from the meta-analysis in: Nielsen S, Larance B, Degenhardt L, Gowing L, Kehler C, Lintzeris N. Opioid agonist treatment for pharmaceutical opioid dependent people. Cochrane Database of Systematic Reviews 2016, Issue 5. Art. No.: CD011117. DOI: 10.1002/14651858.CD011117.pub2, pages 17 and 19. 3. The American Psychiatric Association For the Pharmacological Treatment of Patients with Alcohol Use Disorder; Guideline Statements and Information; January 2018; Available at: <https://psychiatryonline.org/doi/full/10.1176/appi.books.9781615371969.alcohol04>



Medication-assisted treatment (MAT) network

Bolstering treatment success through the nation's largest MAT network



90%

of our members are within 20 miles of a MAT provider, so members can access care locally¹

1. K. Cox. Data from Optum geo access reports for Commercial membership. April 2018.

Geo-mapping identifies where expansion is needed

75%+
increase since 2013

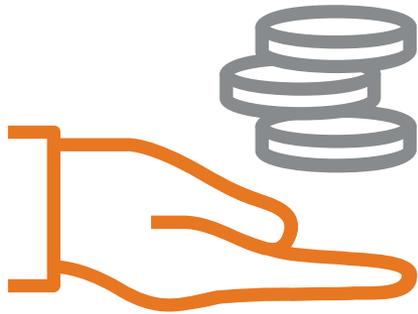
2013	2,760
2018	4,497





Alternative payment models

Advancing better outcomes



Pay providers for a group of services associated with an episode of care



Providers

- **Rewarded** for delivering excellent care
- Administrative **burden eased**



Members

- Financially able to **remain in treatment over time**
- **20% or more savings in out-of-pocket costs**¹

1. Estimate is based on Optum analysis on OOP savings for a national commercial employer client, Mao; August 2017. Results are from one national commercial employer client. Results not guaranteed.

Guiding individuals to the right care



By making it easier to take advantage of services locally, we help people find the care that sets them up for success.



Facility Benefit Inquiry Program

Positioning individuals for recovery by connecting them to high-quality resources nearby



- Triggered by benefit inquiries from out-of-network facilities
- Care coordinator identifies local, in-network providers

48-56%

lower readmissions rates
per year¹



\$15K+

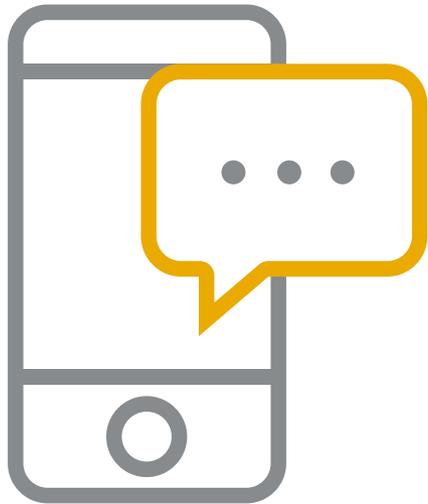
estimated savings
per SUD case, per year²

1. Optum comparative analysis of average annual 30- and 90-day readmission rates for in-network and out-of-network residential SUD treatment programs authorized for members from November 2016 to May 2018. Data includes membership in all age cohorts from the commercial book of business. Nussbaum, Sept 2018. 2. Per-case savings (\$6403 for network facility, \$22150 for non network facility) based upon Optum healthcare analytics annual evaluation of the FBI program, Ly, August 2018.



Substance Use Disorder Helpline and live chat

Providing immediate provider referrals and other confidential assistance 24/7



1-855-780-5955
live chat at
liveandworkwell.com



Specialized substance use recovery advocates **available 24/7** via phone or live chat



Advocates arrange a face-to-face clinical evaluation with a substance use provider, typically within 24 hours



of members **stay in-network**¹

1. Substance Use Disorder Helpline performance monitoring and related claims from May 1, 2016 to April 30, 2017; Nussbaum 5/15/17.

Supporting long-term recovery



We offer tools and resources to help individuals sustain recovery and avoid recurrence.

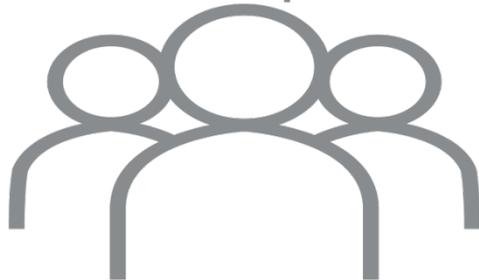


Support

Optum Behavioral Health
Peer support

Connect individuals to peer support specialists.

Network of
certified peers



24% Reduction in
inpatient days¹



21% Reduction in overall
behavioral health costs¹



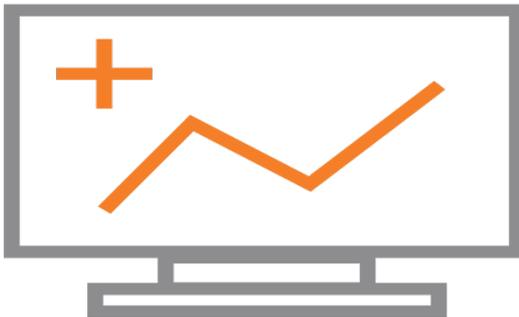
1. Results from an Optum January 2017 analysis of 338 members who enrolled in Optum peer support services between February 1, 2014 and February 28, 2016; results are within six months after enrollment compared to six months prior to enrollment; participants had continuous eligibility for six months pre- and post-referral and at least one behavioral health (mental health and/or substance use) claim during that period; Source: Ten Eyck, 11/06/2017.



Support

OptumRx
Opioid Risk Management

Monitor pharmacy claims data.



Expanded access to
**emergency/rescue
medications**
to treat overdose



**Point of
sale** lock-in



Unrestricted
access to all
MAT
OPTIONS

Post-treatment
**relapse
prevention**



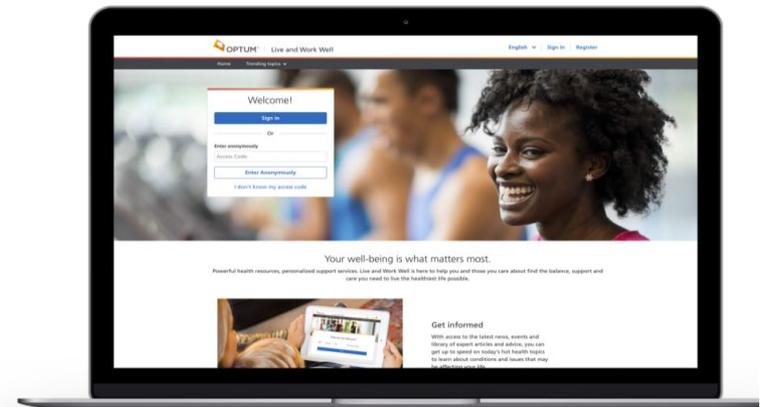


Engaging and supporting other individuals

Put support at people's fingertips

DEDICATED MEMBER PORTAL

- **Recovery Library with 3,000+ resources**
- **Substance use treatment support and live chat**
- **Provider search including virtual visits**
- **Health assessments**
- **Online cognitive behavioral therapy**
 - Moving through depression
 - Calming anxiety
 - Managing everyday stress
 - Recognizing at-risk drinking and drug use





OPTUM[®]