



Member success story

Supporting a mom in search of pediatric behavioral health resources

Optum Guide™ Enhanced Family Support (EFS) holistically supports members, building trust to lay the groundwork for ongoing relationships. Using Care Team expertise, EFS specialists collaborate together to ensure fast member resolution.



Meet Kate

Kate is in search of a neuropsychologic testing provider for her **5-year-old son, Dylan**, because his teacher is concerned about his behaviors at school. She calls Optum and is connected with **Jan, a Care Guide**.

Jan searches for providers based on Kate's facility suggestions and is unable to find a network option.

Jan engages with **David, a Behavioral Health Advisor**, to learn more about this type of testing, specifically for a 5-year-old. David provides valuable information regarding network options, appointment times and availability. He shares that often neuro-psych providers are scheduling 6 to 12 months out, sometimes longer.

Jan relays this information to Kate, sharing realistic expectations for scheduling. **Kate** is concerned that the wait time could negatively affect Dylan's ability to stay focused and caught up in school.

Meanwhile, **David** researches and finds a provider who can potentially see Dylan earlier, 100 minutes away from the family's home. He passes the information to Jan and communicates that he will continue to look for other options.

Jan offers 2 options for Kate who chooses a provider 30 minutes from the family's home. They confirm an appointment for Dylan in only 6 weeks.

“Dylan’s mom was so happy. Her exact words were, ‘You exceeded my expectations, and you should take the rest of the day off.’”
– **Jan, Care Guide**

Connect with your Optum representative to learn more.