



A better clinical review experience.
It's about time.

STAR Clinical Review System



"We need a simpler, faster, more streamlined process that can give approvals in real time."

– Behavioral health staff everywhere

Smart Technology Authorization Request (STAR) from Optum® Behavioral Health offers that entirely new experience you've been hoping for.

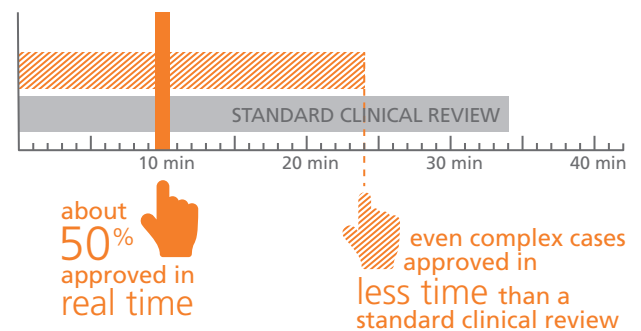
No more waiting on hold

STAR confirms patient eligibility and benefits to save time. It asks a limited number of relevant questions about the patient's symptoms and severity, risk and proposed treatment. Then it instantly reviews the information, comparing it with industry-recognized guidelines and best practices.

Faster approvals

STAR submissions take less than 10 minutes to enter, and about 50 percent are approved in real time. Even when an Optum care advocate collects additional clarifying information via chat, STAR takes 30 percent less time on average than a standard clinical review.¹

FASTER APPROVALS WITH STAR



Get your time back. Sign up today.
learn.optum.com/redeem/star-um

¹ Optum STAR key metrics program data from in-network facilities authorizing behavioral health treatment admissions to inpatient, residential and partial hospital levels of care for members from May 2021 to July 2021, McCarthy, August 2021.

“Questions are laid out in perfect order, from admission to discharge, exactly how we would provide care.”

– Behavioral health staff in Nebraska

“Easy to use.
Quick results.”

– Behavioral health staff in Ohio

“The real-time response is great. If patients must wait too long to be admitted, they often become frustrated and leave...”

– Behavioral health staff in Texas

Created with care to work for you

STAR was developed through input and testing by behavioral health professionals and staff. Optum is continually improving the process based on your feedback.

Easy to learn

You can learn to use STAR through a self-paced training video. It takes about 60 minutes to complete. For your initial access to the training platform, sign up first at learn.optum.com/redeem/star-um. Signing up is simple and takes just a few minutes. Once you are registered, you can return to the training course anytime at learn.optum.com/learn/sign_in if you have a question or want a refresher.

Easy to access

Once you're ready to use STAR, you can access it at providerexpress.com:

1. Log in to the secure Transactions area using your Optum ID.
3. Select Review Online from the Authorizations drop-down menu.
4. STAR will display automatically if you have completed training.

Better for you, better for patients

STAR is a new way of doing things. It saves you time. And, because reviews happen faster, patients can get quicker access to the treatment they need.

Get your time back. Sign up today.

learn.optum.com/redeem/star-um

STAR features

- Real-time approvals
- Convenient 24/7 access on Provider Express
- A streamlined process that asks the important questions
- A real-time chat feature
- A save-as-draft feature
- The opportunity to talk with an Optum care advocate when necessary



11000 Optum Circle, Eden Prairie, MN 55344

Optum and its respective logos are registered trademarks of Optum. All other brand or product names are trademarks or registered marks of their respective owner. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2021 Optum, Inc. All rights reserved.