

Express Access

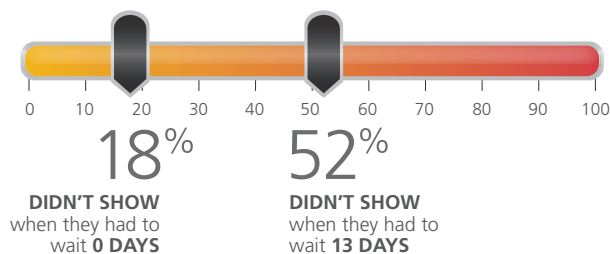
1. What is Express Access?

Express Access is a network of behavioral health professionals, credentialed through Optum® Behavioral Health, who agree to offer initial appointments within five business days of a new client's request. Express Access members include both solo and group practices.

2. Why is Optum offering the Express Access service to clients?

Studies have shown that behavioral health clients are more likely to keep their appointments the sooner you can get them in for a visit. We created Express Access so people can get care when they need it most, avoiding mental health crises and appointment cancellations.

Sooner is better for clients*



* Williams, M.E., Latta, J., Conversano, P. Eliminating the wait for mental health services. *The Journal of Behavioral Health Services and Research*, 2008

3. How do I sign up to be an Express Access Provider?

You can sign up [here](#) as a solo or group practice. If you see clients at more than one office, you can even opt in by location. Signing up takes only a few minutes, and you'll be added to the network within seven to 10 days.

If you're part of a group practice, your administrator can sign up on behalf of the entire group. All practitioners then would be registered to meet new clients within five business days. You can, however, exclude certain providers by contacting your Optum Behavioral Health network manager.

4. How easy is it for clients to find me as an Express Access Provider?

Very easy. Clients can find you with one click on the provider directory with the Express Access search filter. Also, you will have a special Express Access designation prominently displayed next to your name on the online directory.

5. Can I pause or stop my Express Access membership?

Yes. If your availability changes, it's easy to opt in and out of the service as needed.

Simply send a quick email to expressaccess@optum.com with your request, and we will remove the Express Access designation from your profile on the provider directory. *Please note it can take up to five business days to update your provider record once your request has been initiated, so let us know as soon as your needs change.*

If, and when, you're ready to resume your membership, simply send another email to expressaccess@optum.com.

6. What are the expectations of me as an Express Access Provider?

Aside from meeting new clients for initial appointments within five business days, as an Express Access provider, you agree to submit all demographic, claims and secure delivery messaging in a timely manner, via the Optum Behavioral Health online portal, providerexpress.com.

If you have additional questions or feedback to share, please contact your Optum Behavioral Health provider relations advocate.



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