

Time for good things to happen.

Express Access

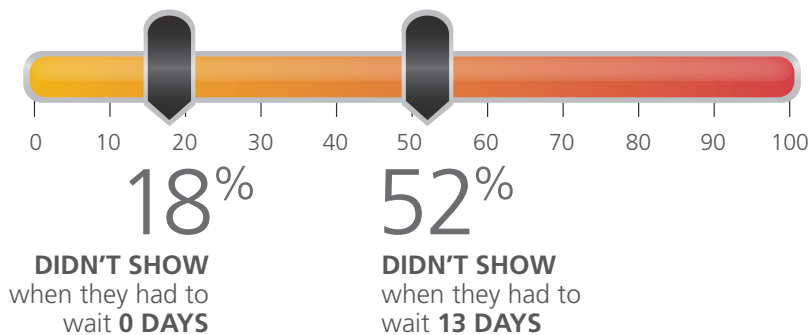


Can you schedule new clients within five days? If so, sign up as an Express Access Provider.

Behavioral health professionals like you are in high demand, and people need behavioral health care now more than ever. You recognize the need, and we do, too.

Sooner is better for clients

People are more likely to get the behavioral care they need when it's available sooner. Wait times have a very real impact — the longer a person waits to be seen, the more likely they are to cancel or miss their appointment.¹ We created Express Access so people can get care when they need it most.



Express Access Providers

- Agree to offer initial appointments to new clients within five days of their request
- Can be found by clients with one click via the provider directory
- Can opt in by location
- Can pause membership as availability changes

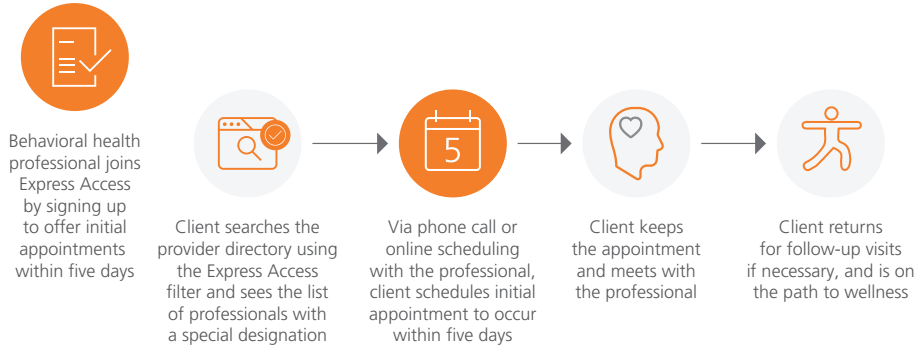
[Sign up today!](#)

When wait times were reduced from 13 to 0 days in outpatient mental health settings, client no-shows dropped from 52 percent to 18 percent.¹

Express Access

Express Access offers a solution

Express Access is a network of credentialed professionals through Optum® Behavioral Health who agree to offer initial appointments within five days of a new client's request. Clients can find Express Access Providers with one click on the provider directory.



Easy and flexible for providers

Signing up as an Express Access Provider takes less than 10 minutes. You can opt in by location if you practice in more than one place. And you can pause your Express Access membership as needed, anytime, when your schedule is too full. To pause, send a quick email to expressaccess@optum.com and we will remove the Express Access indicator 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.*

Have more questions?

If you have questions now or once you've signed up as an Express Access Provider, please see these [FAQs](#) or contact your Optum Behavioral Health network manager.

Sign up today!

1 Williams, M.E., Latta, J., Conversano, P. Eliminating the wait for mental health services. *The Journal of Behavioral Health Services and Research*. 2008;35(1):107-114. <https://pubmed.ncbi.nlm.nih.gov/17975730/>



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