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**Subject:** FW: UPDATED INFORMATION - Optum Public Sector - Updated Outpatient Authorization Request (OAR) Form and Demographic Form Requirements - Effective January, 1 2019

**Attachments:** Outpatient\_Authorization\_Request\_Form\_Therapists\_Word\_Form\_Fill\_12.1.18.....docx; Outpatient\_Authorization\_Request\_Form\_Therapists\_12.1.18\_Required\_Fields....pdf; DEMOGRAPHIC\_FORM\_FILL\_10.23.18.docx; DEMOGRAPHIC\_FORM\_Required\_Fields.pdf

**From:** Duncan-Sanford, Judy A  
**Sent:** Monday, December 17, 2018 1:29 PM  
**Subject:** UPDATED INFORMATION - Optum Public Sector - Updated Outpatient Authorization Request (OAR) Form and Demographic Form Requirements - Effective January, 1 2019



Public Sector San Diego

**Updated Outpatient Authorization Request (OAR) Form  
&  
Demographic Form Requirements  
Implementation Date set for JANUARY 1, 2019**

Dear Provider,

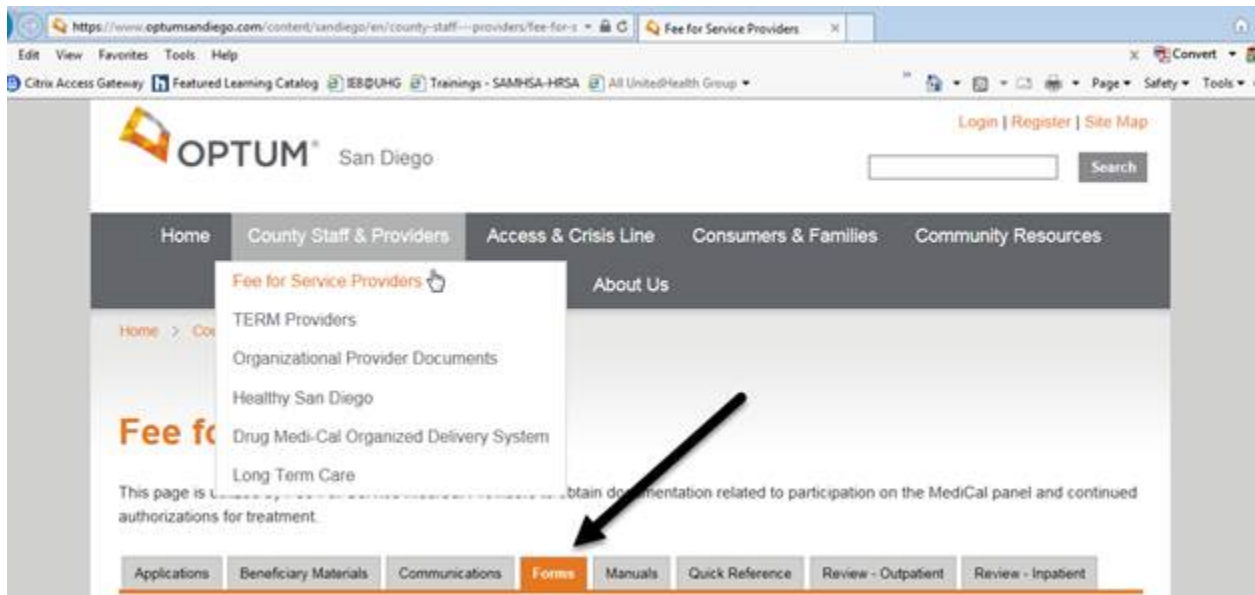
We appreciate you acting as a vital part of San Diego County's Mental Health Plan (MHP) and serving our community. This communication is to keep you informed that the Outpatient Authorization Request Form (OAR) has been updated and the newest version is available on our Optum San Diego website. The updates are intended to guide what information is needed to determine medical necessity and support you to meet minimum requirements in the event of an audit.

In addition to the changes to the OAR, the Demographic Form is required to be submitted with each Initial OAR submission. The Demographic Form has been required with the Initial OAR submission since late 2016 but we have now removed duplicative demographic information from the OAR to make it a more efficient process for you. Demographic Forms shall be updated and submitted at a minimum annually and whenever there are updates to be made. The information may be taken directly from the client, or the clinician may gather information at initial assessment. The Demographic Form is a County Mental Health Services form, so all prompts may not be one hundred percent applicable to the Fee For Service Medi-Cal Providers. Please do your best to gather all applicable information on the form. As of March 1, 2019, if a request is not submitted on the updated Outpatient Authorization Request (OAR) Form or an Initial OAR is submitted without the Demographic Form, the request will be returned as incomplete. Attached to this communication are the mentioned documents for your convenience. Please refer to the required fields on each document.

The data you collect is vital to the County of San Diego and The Department of Healthcare Services (DHCS) for Client & Service Information (CSI) and Data Collection Reporting (DCR) Systems. Both collect client-level service utilization data about California's county mental health programs data is provided monthly by county MHPs and summarized at the

state level. Per the DHCS website, “this is used to provide service utilization data to DHCS management and staff, MHPs, other state agencies, federal agencies, the Legislature, and other interested groups and individuals.”

The new OAR and Demographics Form are available on our website at [www.optumsandiego.com](http://www.optumsandiego.com) under the “County Staff & Providers”, then “Fee for Service Providers”, on the “Forms” tab.



We thank you for your continued commitment to providing services to Medi-Cal beneficiaries. The County of San Diego HHS and Optum greatly appreciate the work you do and look forward to our continued collaboration in the future.

If you have any question regarding these changes please send them via email to Provider Services at [providerserviceshelp@optum.com](mailto:providerserviceshelp@optum.com).

Thank you

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**Provider Services Team / Optum San Diego**  
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