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**From:** sdu\_Provider Services Help  
**Sent:** Monday, June 25, 2018 10:52 AM  
**Subject:** FW: TERM Therapy Referral Process – Supporting Timely Access to Care



Dear TERM Provider:

As a follow up to previous communications, effective June 1, 2018 there was a change to how you receive therapy referrals from CWS. Optum is now responsible for assigning TERM therapists on request from CWS (regardless of funding source). When CWS submits a therapy referral request, an Optum TERM staff clinician searches the TERM provider database based on the needs identified on the CWS Therapy Referral Form and reaches out to prospective TERM providers that appear to match the clinical needs of the referral (e.g., geographical area, clinical specialties, language needs, cultural needs). When you receive a call from Optum with a therapy referral, please make note of the timeline for response and call back as soon as feasible.

***Referrals, timely access to services, and your receipt of claims payments rely on the practice information you provide. It is critical that this information is kept current and accurate.***

- It is a key contractual responsibility to notify Optum when there is a demographic change pertaining to your practice, when your practice is full, or when you are not able to accept new CWS referrals for any reason. If you are unavailable to new clients, please let us know. We offer you the opportunity to designate yourself as temporarily unavailable for new referrals. In this way, clients will not be referred to you when you do not have current availability.
- If your provider record indicates that you are open to referrals, Optum staff will continue to contact you to assign referrals.
- To update your information in our system or designate yourself as temporarily unavailable to referrals, please contact Optum Provider Services at 877-824-8376, Option 3 or [sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com).

As a reminder, TERM provider rates were increased effective July 1, 2017 and now include payment for submission of CWS treatment plans.

We will be reaching out to you in the near future to further discuss your availability for referrals and preferred method of receiving therapy referrals from Optum TERM. We look forward to continued collaboration with you in this process.

Best Regards,

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LeAnn Skimming, Ph.D. | Optum

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