



Traditional ALERT- Member Specific Focus

## ALERT/Wellness Assessments: Idaho

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- The Optum Wellness Assessment (WA) is a key component of the Idaho ALERT program and for that reason, all providers are **required** to ask all members to complete the Assessment at the initiation of treatment and to monitor treatment progress whenever the provider requests authorization to continue treatment

WA provides information that is critical to ALERT's algorithmic analysis of a member's clinical and medical condition, need for treatment, and progress in treatment.

WA is based on a psychometrically-tested instrument that uses the Global Distress Scale for identifying and monitoring change in psychological distress and identifying chemical dependency risk and medical issues.

## ALERT/Wellness Assessments: Idaho

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Optum Idaho uses two versions of the WA: one for adults and the other for youth under the age of 12.

The adult scale includes 24 items that assess symptoms of depression and anxiety, functional impairment, well-being, daily functioning, health and medical co-morbidity, and substance risk and use.

The youth scale has 25 items that assess global impairment in the child (including interpersonal, emotional, academic and behavioral), caregiver strain, parental workplace absenteeism and presenteeism and health.

Monitoring of progress in treatment – Optum Idaho Care Managers receive ALERT-generated flags whenever the system identifies potential issues with a member's medical condition or progress in treatment.

ALERT also generates flags if a member is at risk for any one of 15 medical and behavioral complications ranging from anorexia nervosa to caregiver strain, chemical dependency, depression, and medical/behavioral co-morbidity.

## Value of ALERT Program

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### ALERT Outpatient Care Advocacy Program

- Integral component of our risk and utilization management process

### Values of ALERT model

- Collaboration with providers to improve outcomes and manage care
- Promotes outcomes-informed, patient centered psychotherapy
- Allows for focus to be on cases with highest risk
- Decreased administrative work for routine care
- Wellness Assessments provide treatment feedback

# Traditional ALERT Model

## Referral to Clinician



**Member Questionnaire  
(Wellness Assessment)  
given to member at  
first visit**



**Additional Wellness  
Assessments**



**Four-month Follow-up  
Wellness Assessment  
Measuring Sustainable  
Outcomes**



**Claims Data  
(Behavioral and Psychotropic  
Pharmacy\*)**

## Proprietary Algorithms

# ALERT<sup>®</sup>online

Algorithms for Effective Reporting and Treatment



**Automated Clinician  
ALERT Messages**

And/Or



**Care Advocate  
Interventions**

# ALERT Evidenced Based Algorithms

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## Questionnaire Only

- A set of algorithms based on the patients' self-report of their levels of global distress, workplace impairment, health, and substance use risk
- Measures progress in treatment over time, identifying patients who are at risk because they are not improving as expected

## Questionnaire + Claims Data

- A set of algorithms using patient responses to the Wellness Assessment and their claims history
- Predicts outpatients at risk for admission to facility-based care
- Identifies patients with severe symptoms not receiving evidence-based treatment

## Baseline Questionnaire + Follow-Up

- A set of algorithms based on the patients' report of their clinical status four months after treatment began
- Identifies patients who are not improved as expected
- Identifies patients who appear well yet remain in treatment

## Claims Data

- A set of algorithms that selects cases on the basis of high-risk diagnosis and unusual utilization patterns, e.g., high frequency of visits in a brief time period or high total number of visits
- Not dependent on receipt of a Wellness Assessment

# Wellness Assessment – Patient Questionnaires

## “Adult” Wellness Assessment

24 items

Depression and anxiety symptoms

Functional impairment

Well-being

Workplace absenteeism and presenteeism

Substance abuse risk and use

Health and medical comorbidity

## “Youth” Wellness Assessment

25 items

Global impairment in child (interpersonal, emotional, academic, behavioral)

Caregiver strain

Parental workplace absenteeism and presenteeism

**OPTUM™** Wellness Assessment - Adult

Completing this brief questionnaire will help us provide services that meet your needs. Answer each question as best you can and then review your responses with your clinician. Please shade circles like this ●

Name (Last, First) \_\_\_\_\_ Clinician Name (Last, First) \_\_\_\_\_  
 Subscriber ID \_\_\_\_\_ Clinician ID \_\_\_\_\_ MRef   
 Date of Birth \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Today's Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Clinician Phone \_\_\_\_\_ - \_\_\_\_\_ State \_\_\_\_\_  
 Authorization \_\_\_\_\_ Visit #:  1 or 2  3 to 5  Other

**For questions 1-16, please think about your experience in the past week.**

**How much did the following problems bother you?**

|                                      | Not at All            | A Little              | Somewhat              | A Lot                 |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Nervousness or shakiness          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Feeling sad or blue               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Feeling hopeless about the future | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Feeling everything is an effort   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Feeling no interest in things     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Your heart pounding or racing     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Trouble sleeping                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Feeling fearful or afraid         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Difficulty at home                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Difficulty socially              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Difficulty at work or school     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**How much do you agree with the following?**

|  | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree           |
|--|-----------------------|-----------------------|-----------------------|-----------------------------|
| 12. I feel good about myself   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| 13. I can deal with my problems  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| 14. I am able to accomplish the things I want                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| 15. I have friends or family that I can count on for help                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| 16. In the past week, approximately how many drinks of alcohol did you have? |                       |                       |                       | <input type="text"/> Drinks |

**Please answer the following questions only if this is your first time completing this questionnaire.**

17. In general, would you say your health is:  Excellent  Very Good  Good  Fair  Poor

18. Please indicate if you have a serious or chronic medical condition:  
 Asthma  Diabetes  Heart Disease  Back Pain or Other Chronic Pain  Other Condition

19. In the past 6 months, how many times did you visit a medical doctor?  None  1  2-3  4-5  6+

20. In past month, how many days were you unable to work because of your physical or mental health? (answer only if employed)  Days

21. In the past month, how many days were you able to work but had to cut back on how much you got done because of your physical or mental health? (answer only if employed)  Days

22. In the past month have you ever felt you ought to cut down on your drinking or drug use?  Yes  No

23. In the past month have you ever felt annoyed by people criticizing your drinking or drug use?  Yes  No

24. In the past month have you felt bad or guilty about your drinking or drug use?  Yes  No

**50322**  
 Clinician: Please fax to (800) 985-6894 Rev. 2007

# Components of the Outpatient Review:

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## ***Clinical Status of the Member***

- Diagnosis
- Symptoms that support the diagnosis
- Degree of impairment that results from the symptoms
- Existence of risk issues
- Environmental stressors
- Medical co-morbidity

## ***Appropriateness of Treatment***

- Length of treatment
- Frequency of sessions
- Type of therapy/treatment approach
- Nature of the treatment goals
- Appropriateness of the treatment goals for the stage of treatment
- Specific interventions used to achieve the treatment goals
- Incorporation of adjunctive treatments into the treatment plan
- Progress made in treatment
- Obstacles to progress
- Projected future course of treatment



# **ALERT**<sup>®</sup>online

Algorithms for Effective Reporting and Treatment

# ALERT Online – Empowering Clinicians

*ALERT Online is a powerful tool that empowers network clinicians to monitor their patients' progress in treatment and their clinical effectiveness*

Interactive report updated nightly on [www.ubhonline.com](http://www.ubhonline.com)

## Clinician Aggregate Reports

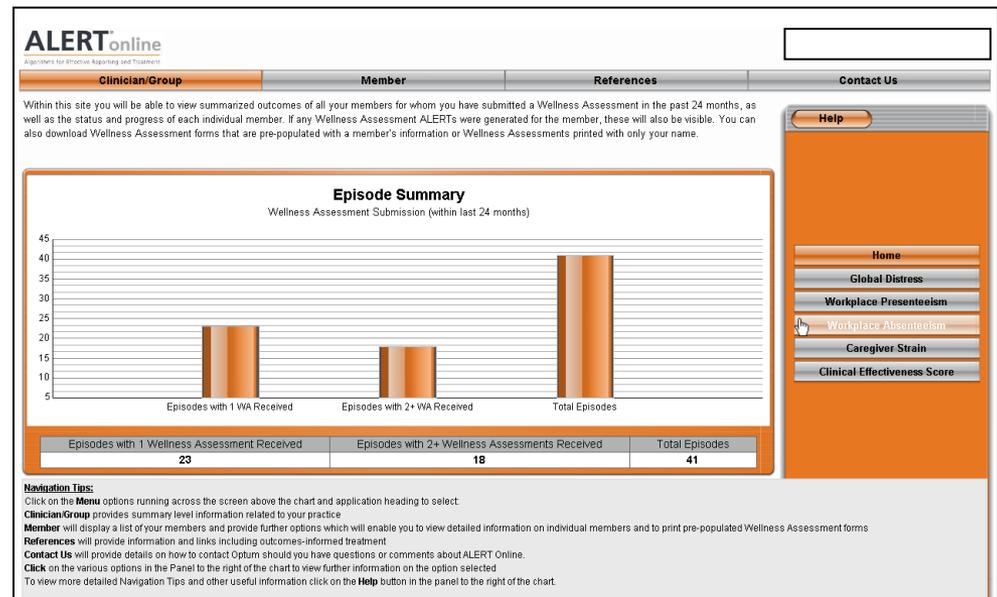
- Mean change reported by their patients
- Severity Adjusted Effect Size
- Certificate of Clinical Effectiveness

## Member-Specific Reports

- Progress reports tracking patients' improvement
- ALERT algorithms
- Wellness Assessments Responses

## Resource Library / References

- FAQ
- White Papers



# ALERT Online

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## Promotes outcomes-informed treatment

- Supports use of Wellness Assessments
- Allows clinicians to monitor patient progress
- Provides clinicians with clinical effectiveness scores

## Provides clinicians with feedback

- Clinical effectiveness scores will be available
- Comparison to network clinicians
- Recognizes clinical excellence through ‘Certificate of Clinical Excellence’

## Responds to clinicians’ requests for more feedback regarding ALERT

*‘... formally monitoring patient progress in treatment has a significant impact on clients who show a poor initial response to treatment. Implementation of [a] feedback system reduced deterioration...and improved outcomes. Our interpretation of these results suggests it may be time for clinicians routinely and formally monitor patient treatment response.’\**

\*Lambert M, Whipple J, Hawkins E, et al. “Is it time for clinicians to routinely track patient outcome? A meta-analysis” Clinical Psychology: Science and Practice. 10:288-301, 2003.

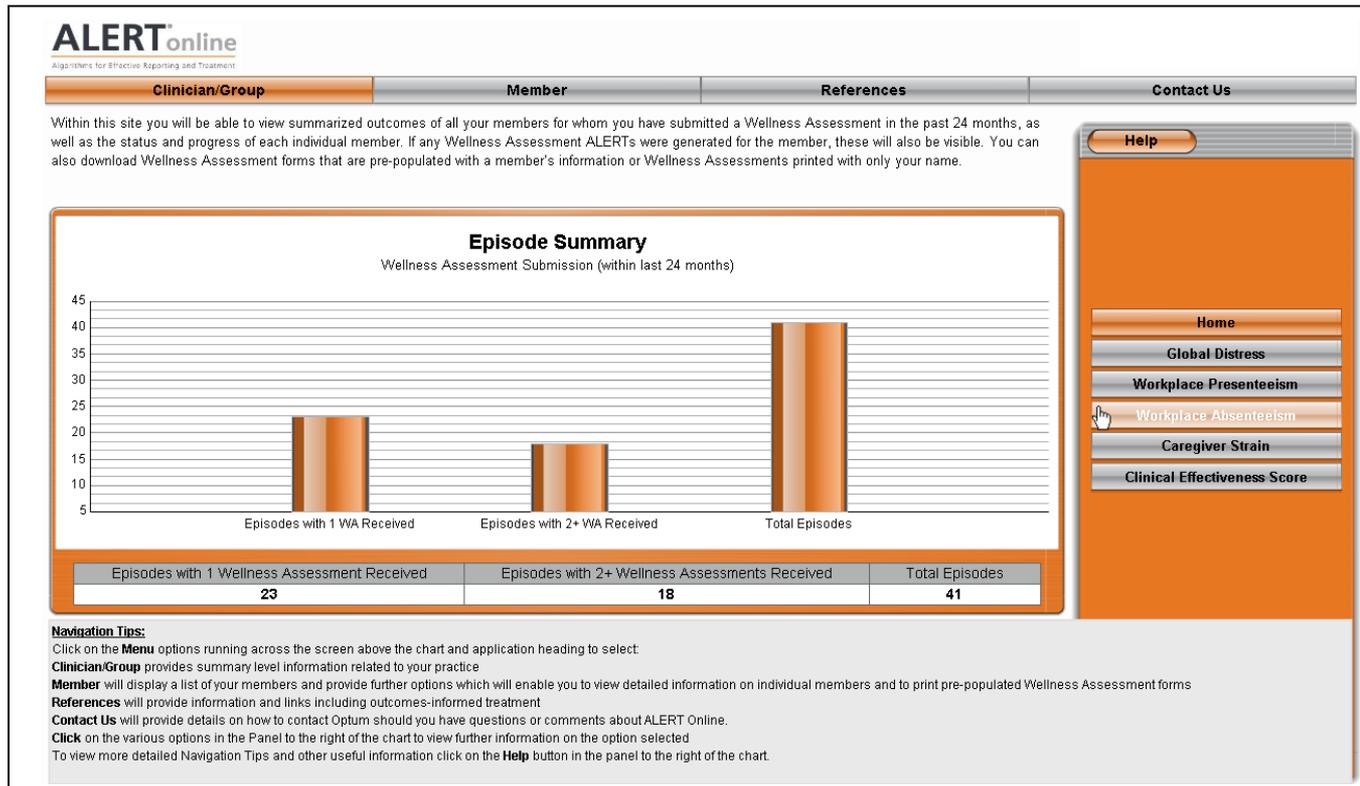
# Accessible via Secure Transactions on Provider Express

- All information is secure and accessible only by using your log in information
- Access your ALERT online reports using the *Provider Reports*

The screenshot displays the Optum Provider Express website interface. At the top right, the login area is highlighted with an orange oval, showing a key icon for 'Log In' and a plus icon for 'First-time User', with a search box to the right. Below this is a navigation menu with tabs for Home, About Us, Clinical Resources, Admin Resources, Tech Resources, Training, Our Network, and Contact Us. A 'Transactions' dropdown menu is visible on the right. The main content area features a dark banner for 'OptumHealth Behavioral Solutions – Preferred Vendor Programs' and a 'Welcome' message. A secondary navigation bar includes links for Home, Eligibility & Benefits, Auth Request, Auth Inquiry, Claim Entry, Claim Inquiry, EPS, ALERT, **Provider Reports** (highlighted with an orange box), My ubhonline, and My Practice In. The 'Provider Reports' section contains an 'IMPORTANT NOTE' about opening reports in a new browser window for security, followed by a welcome message and two buttons: 'ALERT Online Information' and 'Campaign For Excellence Information', each with a 'Report Info' link.

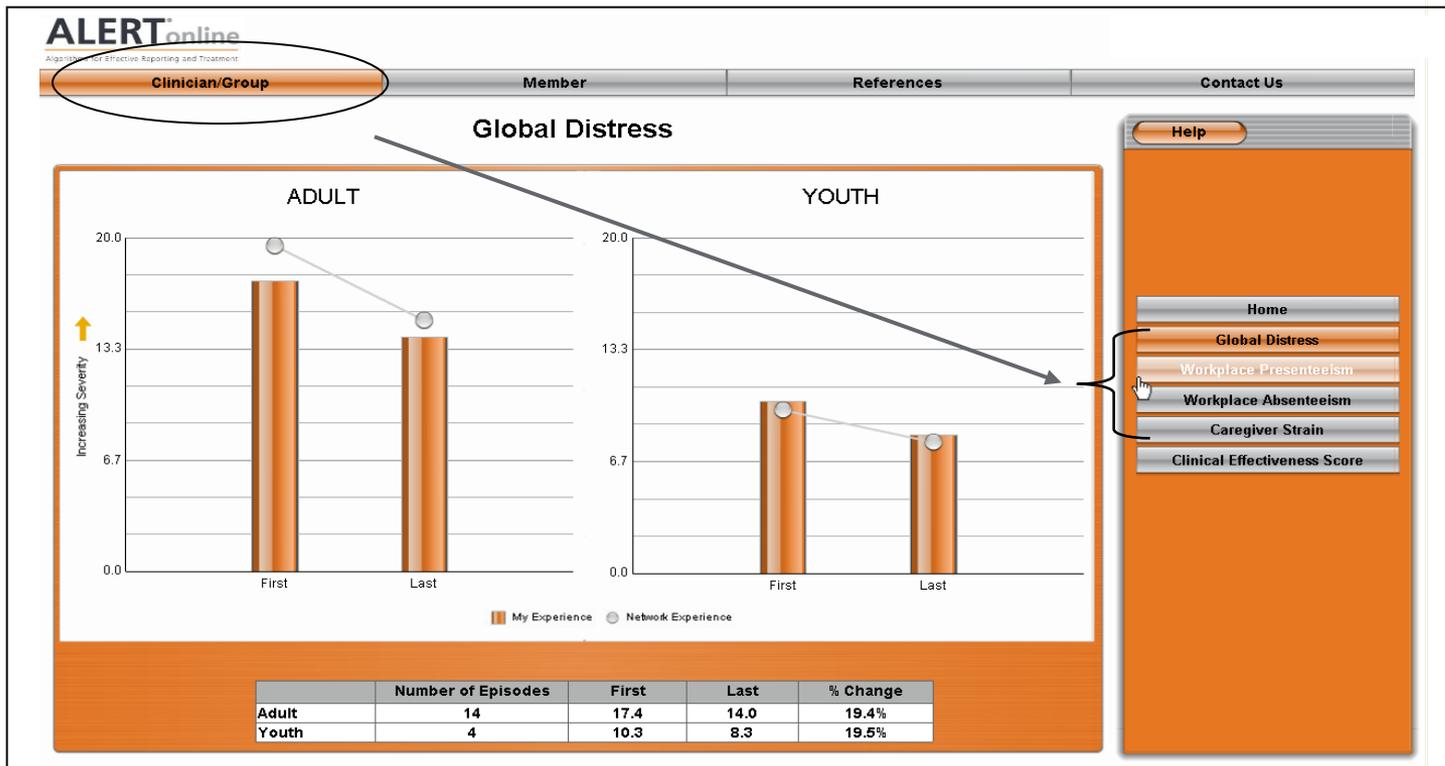
# Summary Data for All Members

- Summarized data is available for all members for whom you have submitted a Wellness Assessment in the past 24 months
- You can also review the status and progress of individual members, and any Alerts generated them



# Comparative Data

- By using these tabs; *Global Distress*, *Workplace Presenteeism*, *Workplace Absenteeism* and *Caregiver Strain* located in *Clinician Group*, you are able to view comparative data showing the changes in global distress scores for your members as compared to our national data set



# Clinical Effectiveness Scores

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Algorithms for Effective Reporting and Treatment

Member: [Redacted]    References: [Redacted]    Contact Us: [Redacted]

### Clinical Effectiveness Score

Severity Adjusted Effectiveness Score (SAES)

Clinical effectiveness is measured quarterly using a Severity Adjusted Effect Size (SAES) for change in Global Distress, the core scale of the UBH Wellness Assessments. Clinical effectiveness can be measured for clinicians with 10 or more members for whom a minimum of two Wellness Assessments were received AND whose baseline Global Distress score was within the clinical range. For more information on the methodology, [click here](#).

**Your Results as of July 1, 2012**

|  |                       |
|--|-----------------------|
| Number of Clinical Cases               | 12                    |
| Your SAES Lower Confidence Limit (LCL) | 0.55                  |
| Your Mean SAES                         | 0.77                  |
| Your SAES Upper Confidence Limit (UCL) | 0.99                  |
| Your ALERT Effectiveness Designation   | Effective, LCL >= .50 |
| Your CFE Tier                          | 1                     |
| UBH Network Mean SAES                  | 0.82                  |

**Designation Description:**  
Congratulations! Your SAES results demonstrate clinical effectiveness. As a result of your performance and your participation in Campaign for Excellence (CFE) we are pleased to recognize you as a Tier 1 clinician in our network. Please [click here](#) to download a Certificate of Clinical Effectiveness.

Navigation menu: Home, Global Distress, Workplace Presenteeism, Workplace Absenteeism, Caregiver Strain, **Clinical Effectiveness Score**

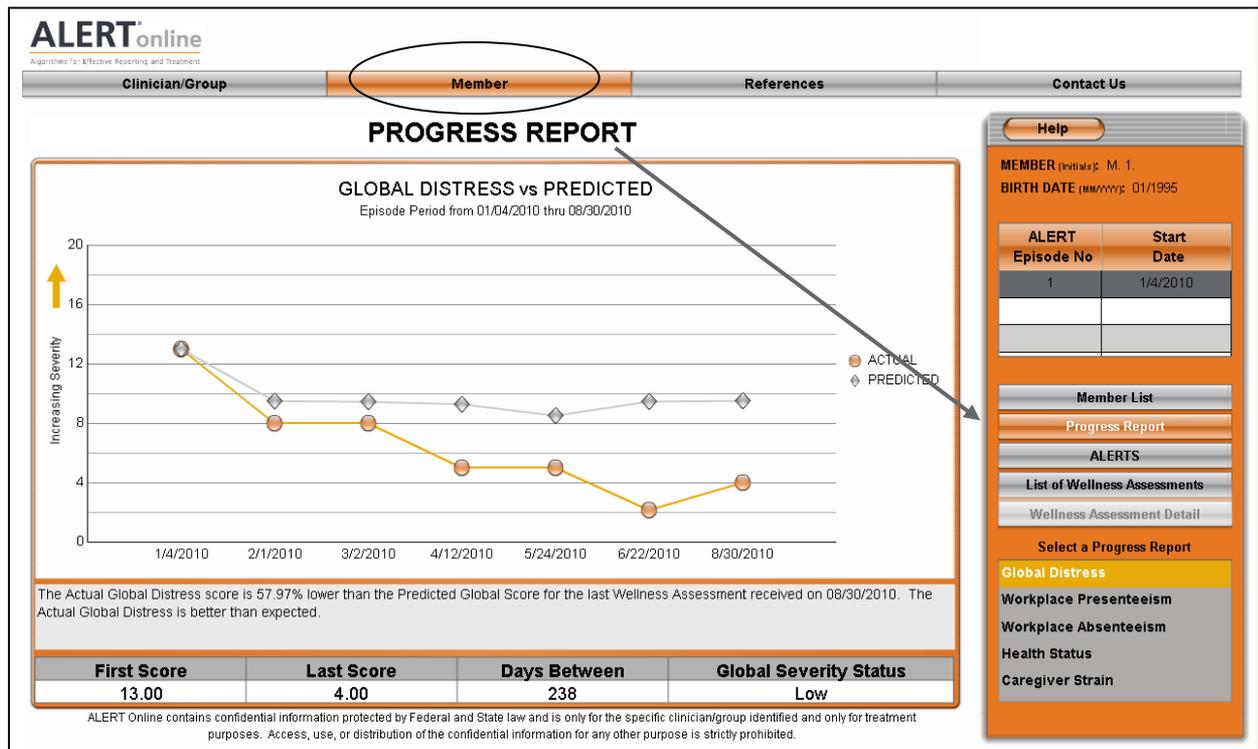
Clinicians with at least 10 cases meeting the clinical threshold are able to view their clinical effectiveness score

A Certificate of Clinical Effectiveness is available for clinicians whose score demonstrates effectiveness



# Progress Reports

- In the *Member* tab, you are able to access *Progress Reports*. These allow you to track your client's scores across Wellness Assessments
- You are encouraged to submit additional Wellness Assessments to track your client's progress in greater detail over time



# Member-Specific ALERTs

- ALERT Online allows you to view **ALERTs** generated for your individual charts

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Algorithms for Effective Reporting and Treatment

Clinician/Group    **Member**    References    Contact Us

### ALERTS

| DATE      | ALERT                           | ALERT DESCRIPTION  |
|-----------|---------------------------------|--|
| 10/5/2010 | Normal Level of Global Distress | Patient's last WA indicated that Global Distress was below the clinical threshold. |
| 4/14/2010 | Normal Level of Global Distress | Patient's last WA indicated that Global Distress was below the clinical threshold. |

**Help**

MEMBER (Initials): M. T.  
BIRTH DATE (MM/YYYY): 01/1995

| ALERT Episode No | Start Date |
|------------------|------------|
| 1                | 1/4/2010   |

Member List  
Progress Report  
**ALERTS**  
List of Wellness Assessments  
Wellness Assessment Detail

Select a Progress Report

- Global Distress
- Workplace Presenteeism
- Workplace Absenteeism
- Health Status
- Caregiver Strain

ALERT Online contains confidential information protected by Federal and State law and is only for the specific clinician/group identified and only for treatment purposes. Access, use, or distribution of the confidential information for any other purpose is strictly prohibited.

# List of Wellness Assessments and Key Scores

- The *List of Wellness Assessments* located in the *Member* tab, gives you a list of your client's Wellness Assessments and highlights the key scores

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[Member](#)
[References](#)
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### WELLNESS ASSESSMENT LIST

| DATE RECEIVED | VISITS  | GLOBAL SEVERITY | CHEMICAL DEPENDENCY RISK | OVERALL HEALTH | WORK DAYS MISSED | WORK DAYS CUT BACK |
|---------------|---------|-----------------|--------------------------|----------------|------------------|--------------------|
| 8/30/2010     | Other   | Low             |                          |                |                  |                    |
| 6/22/2010     | Other   | Low             |                          |                |                  |                    |
| 5/24/2010     | 4 Month | Low             |                          | Very Good      |                  |                    |
| 4/12/2010     | Other   | Low             |                          | Excellent      |                  |                    |
| 3/2/2010      | Other   | Moderate        |                          |                |                  |                    |
| 2/1/2010      | Other   | Moderate        |                          |                |                  |                    |
| 1/4/2010      | 1 or 2  | Severe          |                          | Excellent      | 0                | 0                  |
|               |         |                 |                          |                |                  |                    |
|               |         |                 |                          |                |                  |                    |
|               |         |                 |                          |                |                  |                    |

[Help](#)  
**MEMBER** (Initials): M. 1.  
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| 1                | 1/4/2010   |
|                  |            |
|                  |            |

[Member List](#)  
[Progress Report](#)  
**ALERTS**  
[List of Wellness Assessments](#)  
[Wellness Assessment Detail](#)

Select a Progress Report

- Global Distress
- Workplace Presenteeism
- Workplace Absenteeism
- Health Status
- Caregiver Strain

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# View Wellness Assessment Responses

- The *Wellness Assessment Detail* tab, your client's responses to each item on the Wellness Assessments are available in this section

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Algorithms for Effective Reporting and Treatment

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## WELLNESS ASSESSMENT - Youth

**Assessment Date:** 08/30/2010      **Respondent Relationship to Child:** Mother

**Fill in the circle that describes your child:**

|    |  |           |
|----|--|-----------|
| 1  | Destroy property                             | Never     |
| 2  | Was unhappy or sad                           | Sometimes |
| 3  | Behavior caused school problems              | Never     |
| 4  | Had temper outbursts                         | Never     |
| 5  | Worrying prevented him/her from doing things | Sometimes |
| 6  | Felt worthless or inferior                   | Sometimes |
| 7  | Had trouble sleeping                         | Never     |
| 8  | Changed moods quickly                        | Never     |
| 9  | Used alcohol                                 | Never     |
| 10 | Was restless, troubled staying seated        | Never     |
| 11 | Engaged in repititious behavior              | Never     |
| 12 | Used drugs                                   | Never     |
| 13 | Worried about most everything                | Never     |
| 14 | Needed constant attention                    | Sometimes |

**How much have your child's problems caused:**

|    |  |            |
|----|--|------------|
| 15 | Interruption of personal time?                           | Not at All |
| 16 | Disruption of family routines?                           | Not at All |
| 17 | Any family member to suffer mental or physical problems? | Not at All |
| 18 | Less attention paid to any family member?                | Not at All |

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**Help**

MEMBER (Initials): M. I.  
BIRTH DATE (MM/DDYY): 01/1995

| ALERT Episode No | Start Date |
|------------------|------------|
| 1                | 1/4/2010   |

Member List

Progress Report

ALERTS

List of Wellness Assessments

**Wellness Assessment Detail**

Select a Progress Report

Global Distress

Workplace Presenteeism

Workplace Absenteeism

Health Status

Caregiver Strain

# ALERT Online Reference Library

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## Reference Library

[ALERT Online Training](#)

**Frequently Asked Questions (FAQ's)**

- [ALERT Online](#)
- [ALERT](#)

**Wellness Assessment**

- [Scoring Guide](#)

**Psychometric Findings from IRT Analyses**

- [Adult Wellness Assessment](#)
- [Child/Adolescent Wellness Assessment](#)

**Additional Papers**

- [Global Distress and the Association with other Indicators of Global Distress](#)
- [Severity Adjusted Effect Size \(SAES\) Methodology](#)

[Outcomes-Informed Bibliography](#)

**For more information, access the "References" tab**