

Empowerment, inclusion, self-determination

Optum integrated solutions for individuals with intellectual and developmental disabilities



Optum[®] integrated solutions for individuals with intellectual and developmental disabilities (I/DD) provide person-centered services that focus on community inclusion, self-determination, life satisfaction and improved health outcomes. Through support and assistance, Optum helps individuals achieve life goals and fulfill their aspirations. Along the way, we also strengthen vital programs and systems that serve the I/DD community.

An empowering, person-centered approach

Our approach promotes and supports self-determination, offering individuals the ability to design, implement and adjust their own Individual Support Plans (ISPs). With the assistance and guidance of a community-based Optum support navigator, individuals have the ability to chart their own course, building a plan toward independence and community inclusion.

With an ISP in place, Optum support navigators provide service coordination and a full view of critical and desired services. The Optum Services and Supports Manager (OSSM) I/DD technology platform features an online dashboard where individuals and members of their support network can see a real-time view of ISPs, eligible services, and available supports and providers. These capabilities ensure services are more customized to the wants and needs of the individual.

THE OPTUM APPROACH

Self-determination and inclusion

Empower individuals with I/DD to achieve their goals for employment, community engagement and inclusion

Commitment and support

Provide support for families, caregivers, advocates, coordinators and providers

Strength and service

Strengthen programs and systems that serve and support individuals with I/DD

PARTNER TO SERVE

Supporting the I/DD community through:

- Long-term supports and services, including HCBS
- Service coordination
- Behavioral health services
- Physical health
- Other services and resources

Supporting state programs by:

- Coordinating fragmented delivery systems
- Managing rising program costs
- Increasing access to services
- Supporting life transitions (such as workplace, college, housing, and adult services)
- Improving life satisfaction
- Allowing for the highest quality services and supports
- Ensuring greater budget predictability

A core capability in OSSM is its planning suite, designed using the Charting the LifeCourse framework, developed by families for families. LifeCourse is built upon a core belief that all people have the right to live, love, work, play and pursue their life their way. OSSM's planning suite and the LifeCourse framework provide a real mechanism for us to implement the existing service delivery system guiding principles whenever we are working with individuals. We have embedded LifeCourse domains in our IT platform to guide development of the service planning documents for individuals with I/DD. The domains guide member-directed decision-making in areas such as daily life and employment, community living, healthy living, safety and security, social and spirituality, citizenship and advocacy, supports for the family unit and other supports and services. It underpins every interaction we have with individuals and families. LifeCourse helps individuals of all abilities and at any age or stage of life and their families develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports and to think about life experiences that will help move them toward an inclusive, productive life in the future.

Support for families, service providers and advocates

From major life transitions to daily transportation, the Optum mission is to increase access to vital services, simplify the complexities of service coordination and unify the efforts of the individual's circle of support.

With its concentration on person-centered planning and coordination, the Optum I/DD solutions include:

- Life stage and transition planning, quality of life, quality care and other support services
- Coordination of housing, family support and assistive technology
- Behavioral health, crisis prevention and intervention, and decision-making support
- Mentoring and employment services
- Identifying and coordinating with needed physical and behavioral health and other care services

Strengthening programs and systems

Optum I/DD solutions are developed to address state program challenges. Our unique solutions are designed to personalize experiences, manage rising costs and tackle challenges across services and programs. We partner with providers of home and community-based services (HCBS) and personal care assistance, as well as community-based advocacy and support organizations. This allows us to remain grounded in the most important goal of improving the lives of individuals with I/DD.

Why Optum

With many years of service to the I/DD community, Optum I/DD solutions build on our strengths as an innovation company. Through support that ensures community inclusion and independence, we partner across programs and systems to tackle the challenges facing millions of people every day. We understand the most complex populations, including 34 million individuals who access Optum Behavioral Health resources nationwide. Optum is a collaborative partner that builds and supports effective networks of service providers and navigators by listening to those providers, as well as the individuals, advocates and families we serve.



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KEY FEATURES

Foundational excellence

- Person-centered planning
- Service coordination and authorization
- Claims and reporting

Data and insights

- Access to national-level data to inform best practices
- Simple, real-time access to information for individuals and family members
- Comprehensive statistical reports for states and other stakeholders
- Outcomes analysis and trend reporting with integrated assessment, service plan and claims data
- Dashboards, geo-mapping and analytics

Support navigators

- Personal relationships with individuals and providers
- Committed to helping achieve every individual's highest potential

Comprehensive network

- High-quality providers
- Streamlined operations to support managed care administration
- Value-based contracting

Innovation and technology

- Smart, mobile and online solutions via the OSSM platform, offering a new level of support

Contact us to learn more about our I/DD solutions.

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