

OptumHealthSM

Public Sector

Washington

Pierce County: A New Partnership

On July 1, 2009, OptumHealth became the first private sector company entrusted to manage one of the State of Washington's Regional Support Networks for Medicaid and other state-funded mental health services. Selected through a competitive bidding process, the results of which were announced in January, the OptumHealth Pierce RSN team spent six months preparing to "go live" on July 1.

Under the leadership of Cheri Dolezal, RN MBA, the team focused on three critical priorities during the implementation period:

- Ensuring that the services and systems were in place so that consumers, providers, and family members experienced a seamless transition on July 1
- Following through on OptumHealth's commitment to fully engage consumers and the community – including hiring a dedicated Recovery and Resiliency team and leading an extensive community input process focused on improving crisis services
- Working closely with the State of Washington and all stakeholders to develop innovative options for coping with significant cut-backs in funding

With leaders and staff rooted deeply in Washington State's mental health system, OptumHealth Pierce RSN pulled off the seamless transition. Almost immediately, they also issued a Request for Qualifications for crisis services, based on the community input received during the implementation period.

On July 27th, they welcomed the community to an Open House to say "thank you". The event was attended by a wide representation of providers, consumers, and family members, as well as Washington's Secretary for Social and Health Services and OptumHealth executive vice president for Public Sector, Andy Sekel, Ph.D. As Dr. Sekel put it in his opening remarks, "We are honored to partner with the State of Washington, to support the ongoing transformation of mental health services in Pierce County, and to put our unique capabilities in service of the community's vision of recovery and resiliency."

For more information about OptumHealth Pierce RSN, please visit their website at <http://www.optumhealthpiercersn.com>.