

Opioid Treatment Program (OTP)

for CalOptima Health OneCare (HMO D-SNP) Plan Members

Frequently Asked Questions

What are opioids?

Opioids are drugs that include prescription painkillers like oxycodone, hydrocodone and fentanyl, as well as illegal drugs like heroin. They can make people feel very happy by affecting the brain's reward system. Opioids can also relieve pain. These feelings make them highly addictive, leading to a condition called opioid use disorder (OUD).



What is an Opioid Treatment Program (OTP)?

Opioid Treatment Programs help people with OUD by giving them medicine to treat their opioid addiction. An OTP can provide:

- Safe medicine to manage cravings and withdrawal
- Support through substance use disorder counseling
- Individual and group therapy
- Drug testing and help planning your care

What is covered under the CalOptima Health OneCare OTP benefit?

Under the CalOptima Health OneCare OTP benefit, Medicare covers:

- Food and Drug Administration (FDA) approved opioid agonist and antagonist medications for opioid use disorder (MOUD)
- Dispensing and administering MOUD, if applicable
- Substance use counseling
- Individual and group therapy
- Toxicology testing
- Intake activities
- Periodic assessments
- Social determinants of health (SDOH) risk assessments as part of intake activities and periodic assessments
- Intensive outpatient program services
- Coordinated care and referral services
- Patient navigational services
- Peer recovery support services

Does this cover inpatient and outpatient settings?

OTP is an outpatient clinic service. There is no inpatient service.

What outpatient locations are available?

CalOptima Health has the following location in Orange County:

Recovery Solutions of Santa Ana
2101 E. 1st Street
Santa Ana, CA 92705



OneCare
CalOptima Health

What medicines are covered?

Covered medicines include, but are not limited to, methadone, buprenorphine (oral, injectable, implant) and naltrexone.

Is there a difference between OTP and medication-assisted treatment (MAT) services?

OTP is a type of MAT service that follows strict federal government rules. You can find the latest information on FDA-approved opioid medications on the Centers for Medicare & Medicaid Services website: www.cms.gov/medicare/payment/opioid-treatment-program.

Who can a member talk to if they want information about an OTP?

For support, call the CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885 (TTY 711)**, 24 hours a day, 7 days a week. We have staff who speak your language.

Can a member request a Letter of Agreement (LOA) for an out-of-network provider (a provider who is not in CalOptima Health's network) for OTP services?

Yes, a member can request an LOA by calling the CalOptima Health Behavioral Health Line at **1-855-877-3885 (TTY 711)**.

Does OTP need prior authorization?

Yes. This is requested by the provider.

What is the prior authorization turnaround time?

Prior authorizations for OTP are processed following CalOptima Health's guidelines (within 5 business days and no longer than 14 calendar days if more information is needed). Requests are processed in the order they are received.

Does CalOptima Health offer an OPT benefit under Medi-Cal?

Medi-Cal members can get OTP services through the Orange County Health Care Agency Drug Medi-Cal Organized Delivery System. Medi-Cal members can call the Member Access Line 24 hours a day, 7 days a week, at **1-800-723-8641**, or visit: www.ochealthinfo.com/dmc-ods.

CalOptima Health OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with Medicare and Medi-Cal contracts. Enrollment in CalOptima Health OneCare depends on contract renewal. Call CalOptima Health OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. Visit us at www.caloptima.org/OneCare.