



April 26, 2018

Milwaukee City-County Heroin, Opioid, and Cocaine Task Force
Attn: Alderman Michael J. Murphy, Chair
200 E. Wells St. Room 205
Milwaukee, WI 53202

Dear Alderman Murphy,

Thank you for meeting with us on April 23, 2018, regarding the request for UnitedHealthcare to attend the April 27, 2018 Milwaukee City-County Heroin, Opioid and Cocaine Task Force (CCHOCTF).

We appreciated being able to share some of UnitedHealthcare's efforts to address the opioid epidemic across Wisconsin and in Milwaukee, specifically. As we discussed, the right prevention, treatment, and long term support are key elements to effectively confronting the opioid epidemic.

- Specifically on prevention, we are making sure prescriptions adhere to CDC guidelines, we've implemented prior authorizations for long-acting opioids and we've put checks in place to make sure members don't get more opioid medications than they need.
- Regarding treatment, we have a large network of medication-assisted treatment (MAT) providers, with 87 providers at 181 locations in Wisconsin and 50 locations in Milwaukee County. We know that science shows that medication-assisted treatment can be a very effective treatment for opioid use disorder; it helps people get into recovery. UnitedHealthcare also does not require prior authorization for naloxone.
- We are looking at other ways to address the problem and support communities. For example, we are reviewing other treatments for pain, such as chiropractic, physical therapy and acupuncture. We know that when people visit a chiropractor for back pain, they are 62 percent less likely to end up using an opioid.
- Finally, United Health Foundation partnered with the Medical College of Wisconsin on a \$1.2 million grant for the PERISCOPE project, which stands for Perinatal Specialty Consult Psychiatry Extension, Health. PERISCOPE addresses the mental wellness of new and expectant mothers in the Milwaukee area. The goal of the project is to provide primary care professionals immediate, real-time, peer-to-peer access to consultation with a perinatal psychiatrist.

To recap the review of the specific provider concerns raised in the February 9th CCHOCTF task force:

- We met face-to-face with the provider at his office in September 2017 to discuss any issues or concerns. At this meeting, we reviewed the March 2017 and April 2017 Medicaid provider letters and perceived coverage changes. We discussed the intent in these letters was to align how services are billed with other HMOs and the state reimbursement fee schedule and apologized for any confusion that was created.

- Our reimbursement policy for urine drug test coverage for commercial plan members was revised as of January 1, 2018. The policy establishes the annual limit of 18 drug screen (presumptive) and 18 confirmatory (definitive) tests. It applies to outpatient services only (not to people receiving substance abuse use disorder treatment), and was put in place to prevent overutilization.

Dr. Frank James, our national clinical leader and subject matter expert on the drug test policy, had planned on attending our April 23rd discussion but had a critical medical situation occur this past weekend. His near term schedule is not known at this time and we appreciated you taking that into consideration.

UnitedHealthcare appreciates the opportunity to address the concerns raised by the CCHOCTF. If you and the CCHOCTF would like us to appear at a future session when our national expert could be available, we propose the discussion be focused on how we can work together to address the opioid crisis and not on our relationship with a specific provider.

Sincerely,



Dustin Hinton
Chief Executive Officer
UnitedHealthcare Wisconsin Employer and Individual



Ellen Sexton
Chief Executive Officer
UnitedHealthcare Wisconsin Community Health Plan