OPOH Summary of Changes – October 2026

Changes described in the Summary of Changes may not be reflected on the Optum Website yet

SECTION	REVISION	WHAT HAS CHANGED (Section page number in parenthesis)
Cover Page	N/A	
Table of Contents	10/22/26	Updated accordingly
Section A: Systems of Care	10/30/26	Updated list of services and abbreviations (A4), Incorporated BHIN 26-002 access criteria into target population descriptions. Updated Harm Reduction links (A3) Updated "Co-Occurring" and 'Dual Diagnosis Capable" sections (A7-A8)
Section B: Providing SMHS	10/28/26	Updated entire section with overview of the different programs and service lines
Section C: Practice Guidelines	10/14/26	Removed PAG section as they are no longer a system level requirement (C19), removed reference to the Clinical Standards Committee (C1), clarified guidance re. seeking interpreter services (C2), streamlined TOC tool information/section (C5-7)
Section D: Compliance & Confidentiality	10/27/26	Updated QIMatters email
Section E: Member Rights, Grievances, Appeals	10/27/26	Updated QIMatters email
Section F: Accessing Services	10/19/26	Adjusted language re. ACL referrals (F2), adjusted language referring to Native American clients (F27) Link to tip sheet removed from Timely Access Data Standards (TADT) section. An updated Timely Access manual with consolidated guidance is forthcoming. (F8)
Section G: Quality Improvement	10/27/26	Removed QSR info from this section (G8) to consolidate in Section L, consolidated meds only section into Section G and clarified language throughout to clearly address which population being discussed (i.e. adult versus child/youth) (G23), Updated QIMatters email
Section H: Cultural Competency	N/A	
Section I: Staff Qualifications	10/27/26	Adjusted language throughout to conform with the rest of the OPOH, refined description of E-CHW (I11) Removing productivity standard statement for contracted providers, Updated QIMatters email, added BHP–MCP Memorandum of Understanding (MOU) Training (I24)
Section J: Facility Requirements	10/23/26	Adjusted / added details to required "Posted notices and brochures" (J10)
Section K: Management Info System	10/27/26	Updated QIMatters email
Section L: Data Requirements	10/17/26	Consolidated QSR section G into section L (L3), adjusted LOCUS information (L5), refined language throughout to better specify measures for programs serving adults versus children/youth.
Section M: BH Connect	N/A	
Section N: BHSA	N/A	
Section O: Contracting	10/14/26	Revised language
Section P: Fiscal & Billing	N/A	
Section Q: Quick Reference	10/27/26	Updated outdated links (throughout), Updated QIMatters email