



Sometimes, you need more

More support, more services, more compassion – for you and your patients.

Your patients are more than their condition. They are people with full lives. People with complex conditions, like multiple sclerosis (MS), need more than clinical care, they need a full spectrum of support.

That's where we come in.

The Optum® Neurology Center of Excellence offers the clinical expertise you and your patients need. The many advancements in research and therapy options for MS have helped us evolve our services to offer more customized patient care. We've enhanced the Optum Neurology Center of Excellence based on real-world evidence.



Count on us for care



Designed with you and your patients in mind

Specialists include pharmacists, a concierge team for patients and a devoted provider support team, all with years of experience working with this condition. From the first welcome call to helping people find financial assistance options, our neurology clinical program is built to care for your patients every step of their health journey. We've also added more resources for you, including a dedicated provider phone: **1-855-215-0235**.



Targeted interventions

Adherence is linked to improvements in disease severity.* So, we apply built-in targeted interventions, based on years of collected clinical data, to help your patients stay on track.



Dedicated manufacturer support team

Manufacturer programs provide critical support services for people living with MS. We work directly with manufacturers using unique fax and phone lines, so prescriptions get processed and delivered faster – and your patients get on the therapy they need without delays.



Appeals team

Our appeals team is made of nurses who write customized letters of appeal, regardless of formulary restrictions, to help your patients get on the medications that work best for them.

Team up with someone who's got your back

When you work with the Optum Neurology Center of Excellence, we provide tools that help facilitate easy and effective communication so you can spend more time with your patients. With a phone line and portal dedicated to neurology providers, you can contact us when you need help. Choose how you want to get messages: via fax, phone, email or send a chat through the provider portal – we'll communicate the way you prefer. We can help:



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Run live test claims to verify benefits

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Find financial assistance for your patients

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Handle urgent medication requests
(if medication is needed within 24 hours)

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Review reporting and analytics so you know how the program is working

Let's get started

To learn more about our expanded offerings for neurology:



Call our dedicated MS provider line at **1-855-215-0235**
7 a.m. to 7 p.m. CT
Monday-Friday



Chat with us through the **provider portal**



Fax
1-877-342-4596

Optum