



Clearhope Counseling & Wellness Center
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April 18, 2018
Optum Health Behavioral
Solutions of California
PO Box 30512
Salt Lake City, Utah 84130-0512

April 18, 2019

Dear Nicole Batiste,

Under the encouragement of Doreatha Jones, I am writing to request a group agreement for our practice, Clearhope Counseling and Wellness Center, NPI 1821587452 and Tax ID 82-5487029. We are a growing clinic, currently with 17 clinicians: 1 PsyD, 3 Social Workers, 1 LMFT, and 12 LPCs. We will continue to grow until we have 25 clinicians and we anticipate adding another clinician with a PH.D as well as possibly adding a prescriber. We continue to grow rapidly because there is a high demand for clinicians in Pasadena, especially those who accept Optum insurance.

Recently, two large clinics within miles of us closed. Their patients have been referred to us, and unfortunately, we do not have enough in-network clinicians to accommodate the need, despite having schedule availability to do so and continuing to hire clinicians in order that we will have sufficient availability. We are turning away up to 10 Optum members a day and at times, even more. That is up to 300 Optum members a month that could not get the services they need. On many occasions, we have heard that they were unable to find anyone else in the area that could help them. We want to help and have worked tirelessly to credential our clinicians individually with Optum, but not all have been approved because previously there was not a need for providers in this area. With the close of these clinics, that has changed.

In the past year, we have offered services at a loss for our clinic, because we strongly desire to support our community and Optum Members, but it is not financially viable to continue to do so. With the closure of these other clinics, our ability to meet our expenses and to remain open has become even more imperative. Our greatest desire is to be an asset to our community, to Optum's members, and to Optum itself.

Because the therapists working here are uniquely dedicated to our community, we work with children, adults, and geriatric patients. Three therapists offer EMDR services, one offers DBT, and several in CBT, substance dependence expertise and training and mindfulness approaches. Additionally, we have



clinicians who offer EAP services. We also have six Spanish speaking therapists, including myself, which is an asset in the Houston area with so many Spanish speakers who are seeking therapy. As a large clinic, we have a wide range of specialties, certifications, and support to offer.

We sincerely request to be allowed a group agreement that we might go forward and be the asset we desire to be and help the members of our community to thrive. We have certainly emerged as the “go to” clinic in our area and it is difficult to explain to United/Optum customers that we cannot provide the services they request because of credentialing restrictions. I am available to discuss the possibilities at 281-760-8454 or at heather@clearhopewellness.com.

Wishing you well,

A handwritten signature in cursive script that reads "Heather Lambert".

Heather Lambert
Founder and Director
Clearhope Counseling and Wellness Center

