



# Provider Press

## Quarterly Newsletter

We hope you find this publication of Provider Press helpful and insightful. Your network management staff are continuing to enhance communication opportunities and will cover important updates, upcoming trainings and topics of interest to our provider network on a quarterly basis. To ensure we are providing relevant and timely information that is important to you, we welcome your feedback. Additional detail can be found in the Provider Alerts at [optumidaho.com](http://optumidaho.com) should you want more information on any of these topics.

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## Scholarship Opportunities Available for Psychologists to Pursue Psychopharmacology Training at ISU

**By Optum Idaho Sr. Clinical Program Consultant, Dennis Woody, Ph.D.**

The state of Idaho has an under-resourced need for doctoral-level clinicians who are able to provide mental health interventions that combine traditional psychotherapeutic methodologies with appropriate medication protocols. This shortage is also apparent in the clinician network of the Idaho Behavioral Health Program (IBHP) addressing the mental health needs of Idaho’s Medicaid members.

In response to this shortage, the Idaho Legislature approved a formal training program for licensed psychologists to acquire prescriptive privileges. Idaho State University was identified as the training institution and the College of

*(continued on page 2)*



## Scholarship Opportunity (continued from page 1)

Pharmacy was tasked with the program’s development. This program now exists at ISU’s campus in Meridian and has recently been granted American Psychological Association (APA) designation status, which recognizes the program’s high quality at a national level.

Program enrollment has been hampered by cost considerations for practicing licensed psychologists and the requirements for relocating or traveling to the Boise metro area from rural areas to complete the program. Sustaining this hardship over the two-year training window has become an evident barrier to psychologist participation in the Master of Science Clinical Psychopharmacology (MSCP) program and their ability to maintain clinical practices within their home community.

Optum Idaho has donated \$150,000 to ISU to assist with IBHP psychologist participation in this new education and certification program by providing financial support for up to five Idaho Behavioral Health Plan credentialed psychologists interested in acquiring the training offered through ISU’s MSCP program. In addition, financial support will be included for the supervision activities provided by a licensed physician identified by the program for up to two years. The financial support would be a “one-time” provision with no expectation for continuation.

Under this support proposal, all candidates will be Idaho licensed psychologists who are credentialed and participating in the Optum Idaho network. Eligible candidates will be reviewed through the ISU graduate school admissions process, in addition to any other requirements of the MSCP program that might be routine for all prospective students. ISU’s MSCP program partnering with Optum Idaho will alleviate a substantial portion of the financial barrier preventing psychologists from pursuing psychopharmacology training by supporting scholarships for tuition.

### Interested in Pursuing Psychopharmacology?

Optum Idaho will provide tuition support for up to **five licensed IBHP psychologists** to complete the two-year training and supervision tract at ISU for credentialing of prescription privileges.

Optum Idaho will also provide funding for a **licensed physician who will provide supervision** and support for IBHP enrollees while training in the MSCP program for two years.

**To learn more about these opportunities,** please contact ISU’s MSCP program:

**Eric Silk, Ph.D.**

Clinical Psychopharmacology Program Director

**208-373-1802** [silkeric@isu.edu](mailto:silkeric@isu.edu)

1311 E Central Dr, Meridian, ID 83642

The financial support enhances the likelihood of optimal enrollment for the MSCP program. Licensed psychologists relocating to Idaho from out of state who wish to participate in the financial support program must be credentialed in the IBHP network before requesting support. This program is intended as a benefit to licensed psychologists already in the Optum Idaho network with an interest in prescription privileges. The tuition support funded by Optum Idaho may encourage recipients to work with Medicaid clients in the future. Interested psychologists should contact Dr. Eric Silk at ISU at **208-373-1802** or by email at [silkeric@isu.edu](mailto:silkeric@isu.edu) for additional details about this program. ■

## New Resource: Optum Idaho ACEs Case Study

Optum Idaho recently talked with real Idahoans about how they built resiliency and overcame Adverse Childhood Experiences (ACEs) with the help of mentors, family, treatment providers and community members to lead productive, healthy lives. Their inspiring stories are

compiled in our new case study to offer hope and encouragement to all of us in helping one person, one family, one community at a time. The case study is available on our website at [optumidaho.com/content/ops-optidaho/idaho/en/about-us/case-studies.html](https://optumidaho.com/content/ops-optidaho/idaho/en/about-us/case-studies.html) ■



# New Resource: Transition-Aged Youth (TAY) Guide

By Optum Idaho Senior Clinical Trainer, Carla Hart, MEd.

Close your eyes and imagine for a moment: you're turning 18 years old!

What do you want to do? Do you imagine a job, your own place to live, a cool car to drive or going to college to learn about an exciting career? Do you imagine making choices for yourself and finally becoming an independent decision maker?

Optum Idaho has a brand-new tool for 17-year-olds turning 18! The Transition-Aged Youth (TAY) Guide is a youth focused resource to support Optum Idaho Members who are taking the next step into adulthood.

This guide is intended and written specifically for youth ages 17-18 years old who are moving from youth Medicaid behavioral health services into adult Medicaid behavioral health services.

What makes the Optum TAY Guide unique and different from other transition related materials?

TAY Guide content was written and designed utilizing youth voice, person-centered language and visual graphics to create a relatable representation of Idaho for Idaho youth, and includes considerations for individual's learning styles.

In addition, activities and worksheets were created and included to assist with goal setting and skills related to self-advocacy.

The TAY Guide provides information specific to:

- Resources and support when a member is ready to apply to Medicaid.
- Regional Medicaid contact information.
- Adult behavioral health services available.
- Early Periodic Screening, Diagnostic and Treatment (EPSDT) process.
- How to find a provider and questions to ask a provider.
- The importance of self-advocacy and tools members can use.

Optum Idaho's TAY Guide has potential to support 38,333 youth members who meet the criteria for transition aged youth.

The TAY Guide and worksheets can be downloaded from our website at [optumidaho.com](http://optumidaho.com):

- **For Members** (resources and tools): [www.optumidaho.com/content/ops-optidaho/idaho/en/members/resource-center.html](http://www.optumidaho.com/content/ops-optidaho/idaho/en/members/resource-center.html)
- **For Providers** (resources for those supporting youth): [www.optumidaho.com/content/ops-optidaho/idaho/en/providers/resource-library.html](http://www.optumidaho.com/content/ops-optidaho/idaho/en/providers/resource-library.html) ■



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# New Resources for Providers: How to Launch TCC, YES and Respite Services

Optum Idaho continues to find ways to assist providers with improving services provided to our members and ways to better communicate with other providers, providing direct care to our members. Over the past year we have gathered feedback from providers regarding different ways Optum Idaho can help.

Over the past few months Optum Idaho has been working on a few different documents that can assist and would like to introduce those documents.

## How to Launch Targeted Care Coordination, Respite, or any Optum Idaho Service

Optum Idaho is excited to share helpful information on how providers can launch a service they do not currently offer at their agency. These documents include a description of the service, provider qualifications, required trainings and much more. These documents can be found on [optumidaho.com](https://optumidaho.com), under **Resource Library**.

There are three different documents created:

1. **How to launch Targeted Care Coordination service**
2. **How to launch Respite service**
3. **How to launch an Optum Idaho service**

## Youth Empowerment Services (YES) Program Access and Service

Another recommendation was for Optum Idaho to create a document that would assist Targeted Care Coordinators when collaborating with other professionals that provide direct services to YES Program members. This document



Stock photos with posed models.

can be distributed by Targeted Care Coordinators to other providers they are working with in order for them to understand the importance of collaborating with a Targeted Care Coordinator for items such as documentation requests (for example CANS assessment); participation within Child and Family Team (CFT) meetings; the requirement of creating a person-centered service plan (PCSP); and the importance of signatures from all identified providers listed on the PCSP.

Optum Idaho is excited to share a new tool with providers: the YES Program Access and Service document. To learn more about whether a member needs Targeted Care Coordination and options for accessing the YES Program services, please review this new tool.

The **YES Program Access and Service document** can be found on [optumidaho.com](https://optumidaho.com), under the Targeted Care Coordination webpage. ■

## Relias Upgrade

Optum Idaho excited to announce that we are upgrading the Relias Learning Management System (LMS) to support access to needed training content and continuing education units (CEUs) for network providers.

The functionality of Relias will remain the same. The upgrade will include some visual and operational improvements.

On Relias, network providers have access to over 1,200 courses. If a network provider needs to create a Relias account, please email [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com). You can log into Relias Learning at [optumidaho.training.reliaslearning.com](https://optumidaho.training.reliaslearning.com). ■



# LGBTQ+ Awareness

Did you know that roughly 48,000 Idahoans age 13 and up identify as LGBTQ+? According to the Centers for Disease Control and Prevention (CDC), “They [LGBTQ+ population] are diverse, come from all walks of life, and include people of all races and ethnicities, all ages, all socioeconomic statuses, and from all parts of the country.”

Unfortunately, the individuals in this population continue to face significant challenges in their lives. They are at higher risk of both sexual and non-sexual violent acts against them compared to their heterosexual counterparts; higher risk for mental illness including substance use and suicidal ideation; and higher risk for being outright denied general health care.

Current statistics project more than 50% of those that identify as LGBTQ+ have experienced sexual harassment or violence due to their gender identity, and approximately 8% of the LGBTQ+ population and nearly 27% of the transgender community report not receiving needed health care services. Due to the stigma and discrimination, many fear asking for help when needed.

Optum Idaho wants you to know that we are working diligently to increase awareness and access to care for our LGBTQ+ population. We also want to improve member engagement by providing the following resources:

- Optum’s Pride365+ website: [Pride365plus.com](http://Pride365plus.com)
- Optum’s Sanvello self-help app for stress, anxiety and depression: [Sanvello.com](http://Sanvello.com)
- Take a tour of Optum’s Sanvello app: [www.youtube.com/watch?v=7i3QlpiTgnM](http://www.youtube.com/watch?v=7i3QlpiTgnM)
- Society for Sexual, Affectional, Intersex and Gender Expansive Identities Idaho (SAIGE): [www.idahocounseling.org](http://www.idahocounseling.org)
- Flourish Point Resource Center in Rexburg: [www.flourishpoint.org](http://www.flourishpoint.org)
- All Under One Roof LGBT Advocates of Southeastern Idaho: [www.allunderoneroof.org](http://www.allunderoneroof.org)
- The Trevor Project: [www.thetrevorproject.org](http://www.thetrevorproject.org)
- Sage Idaho: [www.sageusa.org/what-we-do/sage-national-lgbt-elder-hotline/](http://www.sageusa.org/what-we-do/sage-national-lgbt-elder-hotline/)

By providing you with more resources to share with your LGBTQ+ patients, you can better empower them to take positive steps toward a safe and healthy future. In an effort to help you as the provider to feel more comfortable and confident treating our LGBTQ+ population, we want to offer various Relias and OptumHealth Education trainings (see table below).

Our hope is to improve provider understanding and capabilities through tools and resources, so you feel knowledgeable enough to provide equitable, affirming, and supportive care for all our members. ■

Course Title	Course ID
<b>Relias Trainings</b>	
Working More Effectively with the LGBTQ+ Community	REL-BHC-0-WMELGBTQC
Overcoming Barriers to LGBTQ+ Affirming Behavioral Health Services	REL-BHC-0-OBLGBTQABHS
Prevalence and Treatment of Substance Use Disorders in the LGBTQ+ Community	REL-BHC-0-PTSUDLGBTQC
Working More Effectively with LGBTQ+ Children and Youth	REL-BHC-0-WMELGBTQCY
101 Terms and Skills for Counseling LGBTQIA+ Population	1152517
LGBTQIA+ Panel	1175970
<b>OptumHealth Education</b>	
OptumHealth launches virtual LGBTQ education program for providers   Modern Healthcare	
Caring for LGBTQ+ Community: An Introduction	
Health Equity Live Activities and On Demand Trainings	



## Youth Support Eligibility Age Clarification

Optum Idaho recently made a clarification about eligibility ages for Youth Support Services effective March 1, 2022. Youth Support Services are available to members ages 12 to 17 (until the day they turn 18). Peer Services are still available for the families of members under the age of 12, via Family Support. Optum is implementing this change to align with national best practice, the Jeff D settlement agreement and feedback. Youth Support is not designed for young children; however, Family Support, which includes the parent/guardian involvement, is appropriate for younger children.

Focusing on members ages 12 and older also ensures Youth Support providers are successful in helping members meet the requirements and criteria outlined in the Provider Manual and Level of Care Guidelines, such as:

- Having the capacity and ability to understand their diagnosis
- Developing a network of support
- Gaining the ability to make independent choices and take a proactive role in their individualized treatment
- Navigating behavioral health systems

The standards above can be very difficult for younger members to comprehend or meet. In addition, Youth Support is “directed by the youth,” therefore, other services are a more appropriate option for families of members under the age of 12. Family Support, Respite and/or Skills Building/CBRS are services to consider for these younger members.

The Optum Idaho Level of Care Guideline will be revised to reflect this change to be effective March 1, 2022.

Please contact your Provider Relations Advocate with any questions.

If you are interested in obtaining Family Support training, please contact:

**BPA Health Peer and Family Support Certification**  
**208-947-1300**  
[info@idahopeercert.com](mailto:info@idahopeercert.com)  
[idahopeercert.com](http://idahopeercert.com) ■

## Save the Date: Optum Conference 2022



**Idaho’s Behavioral Health Landscape**  
IMPACT. UNITE. EMPOWER.

Tuesday | Wednesday  
**Oct. 18-19, 2022**

We are excited to announce the dates of the 2nd annual Optum Conference: Oct 18-19, 2022! This free conference will once again be state-wide and open to licensed clinicians and paraprofessionals. If you have colleagues who are not part of the Optum network, they are also welcome to attend. You will have the option to attend in-person at JUMP in Boise or virtually from your home or office.

Continuing Education Units (CEUs) will be available.

Our theme is Idaho’s Behavioral Health Landscape: Impact. Unite. Empower. We’re using your great suggestions from last year’s conference to ensure we once again offer topics that are the most relevant to Idaho mental health and substance use disorder providers. You’ll be able to attend as many or as few sessions as you like.

Stay tuned! More details coming soon... ■



## New Optum Team Partners



Cody Cockrum

**Western Region:**  
Idaho Medicaid Outpatient  
Behavioral Health Contract  
Manager

We want to welcome Cody Cockrum who joins the Western Region Outpatient Behavioral Health Contracting team as the Idaho Medicaid Outpatient Behavioral Health Contract Manager!

Cody was born and raised in Reno, Nevada. His journey to working in health insurance provider contracting is an interesting but straight forward one in hindsight!

At the age of 23, he joined the U.S. Army to be an airborne infantryman. After five years on active duty and two tours to Afghanistan, Cody was honorably discharged in 2012. He then began working as an assemblyman at a manufacturing facility for large federal government and allied government contracts. Cody worked his way up to become the production manager. His responsibilities in that position included contracting duties.

In 2016, Cody moved to Boise where he worked as a medical program specialist in the contracts department with the Idaho Department of Health and Welfare in the Division of Medicaid. At IDHW, he gained a considerable amount of additional contracting knowledge in the medical field, writing Requests For Proposals (RFP), writing and reviewing entire contracts, program scopes of work, and implementing programs. Cody worked for Beacon Health Options as network development manager and most recently with Blue Cross of Idaho as a contract development specialist. Cody is excited to join bring his contracting and network development experience to the Optum team.



Liz McDowell, LCSW

Quality Auditor

We also welcome Liz McDowell, LCSW to a new role as our newest quality auditor in Idaho!

Liz comes to us from an internal role she held with Optum Idaho as a field care coordinator. Prior to joining Optum, Liz was a clinician for several years with the Idaho Department of Health and Welfare Division of Behavioral Health and before that she worked as an assessment and referral coordinator and as a primary therapist for the Eastern Idaho Regional Medical Center.

Liz has lived in Idaho for 20 years by way of California and Arizona. Her partner James is a high school teacher at an alternative school and between them they have four kids. Liz's extended family includes sheep, chickens, horses and seven (yes 7!) "fur grandbabies" AKA cats!

Liz's MANY interests include photography, traveling, anthropology, geology, reading, flower gardening, animals, practicing mindfulness, listening to music, collecting coins, bike riding, cross country skiing, hiking and spending time with family and friends. And learning new things! ■