

# Provider Press

News You Can Use

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Fall 2017

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We hope you find our new publication of Provider Press helpful and insightful. On a quarterly basis, we will cover important updates, upcoming trainings and topics of interest to our Provider Network. Your Network Management staff are continuing to enhance communication opportunities. We welcome your feedback on information that is important to you to ensure we are providing you with relevant and timely information.

## Behavioral Health Integration

### Important Information on Coordination of Care

Coordination of care among behavioral health clinicians and medical care providers improves the quality of care for your patients.

### How Does Coordination of Care Impact Your Patient?

- Minimizing potential adverse medication interactions for patients prescribed psychotropic medication
- Allowing better management of treatment and followup for patients with co existing behavioral and medical disorders
- Confirming for a primary physician that the patient followed through on the primary care physician's referral to a behavioral health professional

### When Should Coordination Take Place?

- During the initial session, talk with your patient about the importance of your interaction with his/her treating clinicians, including their medical care providers
- At the beginning and at periodic intervals during treatment, especially when a medication has been initiated or changed or a patient's condition has altered
- When a patient is discharged from treatment, transferred to a higher level of care or referred elsewhere

### Guidelines to Facilitate Effective Communication

Within a week of the initial assessment, provide other treating professionals with the following information:

- A brief summary of the patient's assessment and treatment plan recommendations
- Diagnosis (Axis 1-5)
- Medications prescribed, including name, strength and dosage
- Your name, contact information and the best time to reach you by phone

You can also obtain our easy to use Confidential Exchange of Information form at: [providerexpress.com](http://providerexpress.com)

# Optum offers Intensive Outpatient Programs for Medicaid Members

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As part of our commitment to enhance the health and wellbeing of Idaho's Behavioral Health Care system, we are excited to implement an Intensive Outpatient Program (IOP) for adults and adolescents with Mental Health and Substance Use Disorder needs. IOPs are structured programs that occur at a minimum of three days per week and maintain at least nine hours of service per week for adults and six hours of service per week for children/adolescents. Services consist primarily of counseling and education about mental health and substance-related problems. Individuals appropriate for participation in IOPs have moderate behavioral health signs and symptoms that can be addressed and managed in a level of care that is less intensive than partial hospitalization and more intensive than outpatient programs. IOPs accommodate step-down and step-up stages of care that vary in intensity and duration according to the individual's needs. Most

admissions to IOP last 30 - 60 days followed by outpatient continuing care.

The first phase of the Intensive Outpatient Program (IOP) implementation is now active! Eleven Providers around the state are contracted to provide IOP programs to our Members. For a complete listing of the Phase I Providers, please visit the Optum Idaho website, [www.optumidaho.com](http://www.optumidaho.com) > For Providers > Alerts & Announcements > IOP Phase I Providers.

Phase II of the IOP implementation is also underway. The Readiness Assessment was re-opened in August, to give more Providers an opportunity to join the Network as IOP Providers. The Institute is reviewing submissions and will provide feedback to each respondent.

Phase II also includes an education component to support the Provider Network - as well as enhance and refresh existing clinical practices in areas related to

IOP. Training opportunities include a day-long seminar regarding Process Groups for IOP, and also in partnership with Idaho State University, a webinar on IOP Integrated Treatment Planning. In addition we are excited to enhance the Relias curriculum to include information on many core elements of IOP. For more information related to IOP training, please visit [www.optumidaho.com](http://www.optumidaho.com) > For Network Providers > Provider Trainings > 2017 Training Presentations.

Providers who have completed the Readiness Assessment and addressed the recommendations, will contact their Regional Network Manager to request a credentialing audit for IOP. We anticipate starting these audits in November with contracting in December, to expand IOP to more Members in 2018!

# Annual Provider Survey / NPS

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In 2016, nearly 600 providers or 50% of those surveyed responded to the survey. The results were very positive with good suggestions and ideas for continued improvement.

Net Promoter Score: Optum utilizes a Net Promoter Score to gauge loyalty and the affinity providers have for the company's products or services. NPS is derived by asking: **How likely are you to recommend us to a friend or colleague?** The Net Promoter Score is calculated by taking the percentage of Promoters (those giving a 9 or 10 on the "recommend" question) and subtracting the percentage of Detractors (those give a zero through six on the "recommend" question). Positive feedback on overall experience with Optum is relayed by choosing a 9 or 10 score.

## 2016 Highlights included:

- Overall Satisfaction with Optum

75% Satisfied / Very Satisfied

- Likelihood to Remain in Network

89% Very Likely / Somewhat Likely

- Courtesy of Staff

85% Satisfied / Very Satisfied

If you are interested in receiving full survey results, please email [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).

# Education Update

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In July we added some exciting aspects to Relias, the online e-learning portal that we offer for our in-network providers. We worked with internal and external partners to review the 500+ modules in Relias, and selected several of the most relevant ones for four user-types: Doctorate Level, Master's Level, Certified

Paraprofessionals, and Administrative Level. For each of these user types, we've created several different curriculums that are now automatically pushed to each individual who has entered their license or job title into Relias. This curriculum experience is designed to take the guesswork out of finding applicable and relevant e-learning modules, and we've seen some promising early results. Since the relaunch, Relias course completions have seen nearly a 50% increase, with the majority of the courses completed belonging to one of our new curriculums.

This is extremely exciting for us to see Relias being utilized more, since it provides high quality educational materials as well as the opportunity to earn CEU's free of cost. We are happy more providers are discovering the benefits of Relias, and encourage you to add your license information into Relias if you haven't already.

We're committed to serving you, our valued provider community and we feel this will help expand the range of behavioral health services for our Members.



# Achievements in Clinical Excellence (ACE) Program

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The ACE program is a quality-focused measurement program that recognizes and rewards excellence from our network Clinicians. Using nationally-based, regionally-adjusted metrics, ACE will identify Clinicians and Group Providers who deliver both effective and efficient care for members. The results of this data-driven system will allow us to annually measure Clinician performance, and recognize and reward those providers who meet or exceed ACE benchmarks.

Network Clinicians and Group Providers must have a minimum of 10 cases for the measurement period (two years) in which the initial ALERT Wellness Assessment for each of those 10 cases measured in the clinical range for global distress. In addition, each of those 10 cases must have at least one follow-up Wellness Assessment attributable to

each of those cases. The effectiveness measure is based on the results of the Wellness Assessment; the efficiency measure is based on the average number of visits.

Network Clinicians and Group Providers who achieve Platinum status are eligible for a number of rewards including performance-based contracting and recognition on Clinician directories. For more information please see our “ACE Clinicians” page on [providerexpress.com](http://providerexpress.com).

Network Clinicians and Groups included in the ACE Clinicians program who achieve Platinum status will be recognized on [liveandworkwell.com](http://liveandworkwell.com) with a Platinum ribbon.

Clinicians and Group Providers will be able to view their scores by logging into [Provider Express](#): > Providers Report > Achievements in

Clinical Excellence on their dashboard. ACE metrics will be calculated annually and shared with you in 4th Quarter. Providers have a 60-day period to review their data prior to public recognition on [liveandworkwell.com](http://liveandworkwell.com). Network Clinicians and Group Providers may request a review of their data by submitting an ACE Review Request Form. In order to ensure a timely review, please submit your review request within 30 days of being notified of your ACE score.

Additional information on the ACE Program is available on page 68 of the Provider Manual found on [optumidaho.com](http://optumidaho.com) under the section “For Network Providers”. If you have specific questions, please call your Regional Network Manager.

# Supervisory Protocol Update Coming in Fall 2017

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Group agencies who operate under the provision of Supervisory Protocol will be receiving an updated version for their signature. The protocol has been revised to eliminate outdated IDAPA references and clarify terminology. The intent of the agreement remains consistent: to allow agencies to offer services to Medicaid members provided by non-credentialed professionals under supervision. Please look for the revised protocol from your Regional Network Manager in the coming months.

# Youth Empowerment Services

The State of Idaho is in the process of designing and implementing a new children's mental health system of care for children and youth with Serious Emotional Disturbance (SED) called YES - Youth Empowerment Services. The YES project has been authorized by the Idaho Department of Health and Welfare (IDHW) as part of the settlement agreement resulting from the Jeff D. class action lawsuit. The YES system of care will provide a new way for families to access mental health services for their children, will be strengths-based, family-centered, and will incorporate a new collaborative team approach that focuses on providing individualized care for children.

Implementation for the YES project began in 2015 and will continue over a period

of seven (7) years. The YES system of care will improve the quality of care, accessibility of services and outcomes for children served by offering a comprehensive array of services and supports to address the needs of children and youth with SED. Through a coordinated and collaborative effort, multiple child-serving agencies such as family medical and behavioral health providers, Department of Education, Department of Juvenile Corrections and Health and Welfare will work with the family to build a treatment plan around the unique needs and strengths of each child who is defined as a YES Class Member. A Yes Class Member is defined as an Idaho resident who has a serious emotional disturbance (SED), is under

the age of eighteen (18), has a diagnosable mental health disorder based on the Diagnostic and Statistical Manual of Mental Disorders (DSM), and has a substantial functional impairment determined by Idaho's new assessment tool, the Child and Adolescent Needs & Strengths (CANS).

Optum will provide regular updates to the Provider Network through Provider Alerts and editions of the Provider Press. In addition, providers can expect to see training opportunities via webinar, Relias Learning and Regional Meetings throughout the implementation of the project. The Idaho Department of Health and Welfare and the Division of Behavioral Health have developed a YES website for the purpose of providing general information about the YES system of care and project at [yes.idaho.gov](http://yes.idaho.gov).



# Get to know the Network Management Staff



Karen Kopf serves as the Regional Network Manager for Regions 1 & 2. Karen joined Optum in June of 2013 and has lived in her region for 22 years. She has worked in the behavioral healthcare system in a number of capacities from education, to advocacy to system change. Karen earned an undergraduate degree from George Washington University, Washington, D.C.

Mary Jeffries serves as the Regional Manager for Regions 3 & 4. Mary began her healthcare career after graduating from Robert Morris College with a certificate in Medical Assisting. She worked for specialty offices where she assisted in the clinical and administrative arena. Mary attended George Fox University where she earned her Bachelor of Arts in Management and Organizational Leadership.



Bevin Modrak serves as the Regional Network Manager for Regions 4 & 5. Bevin joined Optum in October of 2013 as the Clinical Program Manager. Bevin has a long career serving the people of Idaho in a number of areas for over 19 years: child protection, adoption, adult mental health, and Medicaid. Bevin received his Bachelor's in Psychology from Washington State University in 1988 and returned to complete his Master's in Counseling in 1991.

Brenda Valle serves as the Regional Manager for Regions 6 & 7. Brenda has worked with Optum since March 2009 where her career began in New Mexico, transferring to Idaho in September 2013. Brenda has worked in a number of programs focused on community-based solutions serving refugees populations, fostering Native American children and meeting the clinical needs of geriatric populations. Brenda received her undergraduate degree from Utah State University and a Masters of Social Work from University of Utah.



Sharon Burke serves as the Medicaid Network Director, joining Optum in November 2016. Sharon has worked in the Behavioral Health Care System in Idaho in a number of capacities including her work at the Idaho Supreme Court, Idaho Department of Juvenile Corrections and Office of Drug Policy. She is passionate about creating effective and efficient systems for providers who offer vital services to those in need in our state. Sharon received an undergraduate degree from the University of Idaho and Masters of Public Administration from Boise State University.

Optum communicates with the Provider Network via fax and email distribution. If you would like to be added to the email distribution list, please send your contact information to [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).