

Provider Press

News You Can Use

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Summer 2020

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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 on our [website](#) should you want more information on any of these topics.

Optum Idaho Contract Extension

On April 22, 2020, the Division of Medicaid, under the Idaho Department of Health & Welfare (IDHW) announced that the contract with Optum Idaho to administer the Idaho Behavioral Health Plan (IBHP) will continue until June 30, 2022. In a letter sent to providers regarding the contract, IDHW noted that "... this decision provides the department sufficient time to plan and conduct procurement activities needed for a smooth transition to the next version of the IBHP contract." IDHW also conveyed that valuable insight was gained from the recent Request For Information, and that they plan to work with stakeholders on comprehensive improvements to the behavioral health system of care.

We value the opportunity to continue to partner with providers, stakeholders and IDHW to serve Medicaid members across Idaho, and our team looks forward to continuing to work together to strengthen the behavioral health system of care in Idaho.

COVID-19

There is no doubt that the COVID-19 pandemic has impacted us all. We are grateful to our provider network for their ability to quickly pivot business operations in order to continue to support members and how they access services during this unprecedented time. To help support the provider community, Optum Idaho introduced several changes aimed at providing relief to the network (i.e. telehealth and telephonic service delivery, crisis services rate increases, and suspension of thresholds/prior authorizations for some services). These changes will remain in place until further notice as Optum Idaho and Medicaid continue to evaluate claims and utilization information, survey feedback and additional information from federal and state government as well as the CDC.

We are appreciative of those providers that completed the COVID-19 Provider Survey. The information provided augments the claims data and helps Optum Idaho make informed recommendations to the state on future policy changes related to our post-COVID pathway.

COVID-19 (cont'd)

A full analysis of the survey is underway, but below are some quick takeaways we would like to share:

- ⇒ We heard from 206 (unique) agencies from all seven regions of Idaho and even some providers located out of state who serve Idaho Medicaid members.
- ⇒ COVID has impacted providers and agencies differently, with the majority of agencies who responded indicating they did not experience their service mix or agency staffing change. However, approximately 25% of providers who responded did indicate either some change to their operations or a significant change.
- ⇒ Providers rapidly embraced telehealth and telephonic delivery models to help bridge any gaps to members during the stay-at-home order.
- ⇒ Most provider respondents (84%) plan to continue offering telehealth services to their members post COVID.
- ⇒ Telehealth and telephonic policy changes were the most helpful to ensure members could continue to access needed services.
- ⇒ A large majority (95%) of the respondents appreciated the temporary measures implemented by Optum and Medicaid.
- ⇒ Agencies have excellent staff and teams of people working within their agency; with all the changes, staff rose to the challenge to help our members.

Again, thank you to those that took the time to share their experiences and thoughts. Congratulations to the drawing winners Molly Gratton (Region 4), Violet Rudd (Region 1) and Melissa Pena (Region 6); each receiving an Optum Idaho gear package.

Youth Support

To support the provider network in the implementation of Youth Support (YS) services, Optum Idaho offers a Youth Support endorsement. This article describes the updated process for becoming endorsed as a Youth Support provider, including important instructions about how to register for required online and live training components. We trust that the below information will be of value to you.

Youth Support Endorsement Process

Interested individuals are invited to become endorsed as a Youth Support provider in Optum's network according to the following process:



1. MEET SPECIFIC REQUIREMENTS

- Minimum of a High School Diploma (or equivalent)
- Current Idaho Peer Support Specialist Certification (<https://www.bpahealth.com/idaho-peer-cert/>)
 - You will need a copy of your CPSS certificate to complete the registration form in Step 2
- Lived experience with Serious Emotional Disturbance (SED) or SED co-occurring with substance use disorder (SUD) as a youth or adolescent (standalone SUD lived experience is not eligible)

Youth Support (cont'd)

- Recovery for a minimum of one year
- Successfully passing a screening process

It is recommended that providers of the Youth Support service be between 21-30 years of age.

2. COMPLETE ONLINE TRAINING

- Complete the training enrollment form.
 - As part of completing the form, please be prepared to:
 - upload a copy of your CPSS certificate
 - enter your Relias account information
 - The online learning modules will be automatically assigned to you when you submit this form. You do not need to do anything else to be enrolled in the Relias modules.
- Complete the Relias online learning modules
 - Simply log into your Relias account within 1-2 business days of completing the enrollment form and complete all prerequisite modules (~10 hours) in advance of your live webinar training.
 - You are encouraged to begin working on the Relias modules prior to Step 3.

3. COMPLETE SCREENING INTERVIEW

- Upon submitting the form in Step 2, you will receive a link to sign up for your phone interview. Please follow the link, sign up for a time that works for you, and mark it on your calendar.
- Phone interviews last about 30 minutes and serve as a casual conversation and opportunity for your YS trainer to get to know you and your qualifications for providing Youth Support services.
- Letters of reference may be requested by trainers during this screening process.

4. COMPLETE LIVE TRAINING

- A total of 3 live webinar trainings (each will be offered in 2020), with the first scheduled for the dates below. En Route LLC, Idaho Federation of Families, and Path to Prime are hosting the live training events.
- **Medicaid and Optum have partnered for the launch of YS, and there is no cost to providers to attend this training in 2020.** (Note: In future years, training fees *may* be the responsibility of the provider as this opportunity is subject to change.)
- It is required that you attend an online orientation prior to the live webinar Youth Support Endorsement Training. The orientation will ensure you have adequate technology and understand how to participate in a live webinar training using Zoom.
- Additionally, you must complete the Relias modules that are assigned to you before attending the live webinar training.

Online Orientation

July 31, 2020
10:30 am or 2:30 pm MT

Attendance is required.
Take time to address any technology issues with a trainer in advance, so you will feel more comfortable attending the live webinar training.

Live Webinar Training

August 4-7 2020
9:00 am - 12:30 pm MT

Attendance for the duration of the training is required to earn Youth Support Endorsement.
Live active participation from a computer (not smartphone) is required.

- Capacity for this training is limited to 20 attendees on a first register – first serve basis.
- During COVID-19, live trainings will be offered via webinar. Please note, training format (i.e., live webinar or in-person) is subject to change based on the latest public health guidance.

Youth Support (cont'd)

- If capacity is reached for this live webinar training, you will be invited to attend one of two additional trainings, which will be scheduled based on provider interest and need between August and December 2020.

5. RECEIVE YOUTH SUPPORT ENDORSEMENT

- Upon completion of Steps 1—4 above, a certificate of Youth Support endorsement will be available for you to download and print directly from Relias. You will also be added to Optum's provider directory, Live and Work Well.

Quality of Care for Support Services Training

Optum Idaho and the Division of Medicaid are committed to helping providers understand and meet provider and agency quality of care standards. With this priority in mind, Optum Idaho is offering opportunities to increase your knowledge of quality of care for peer, family, and youth support and recovery coaching programs.

If you are participating in the Youth Support Live Webinar Training, a brief presentation in "Quality of Care for Support Services" will be included as one of your course learning objectives. If you are not participating in the scheduled Youth Support Live Webinar Training but would like to learn more about standards of care and relevant documentation, an on-demand recording of the "Quality of Care for Peer Support Programs" presentation will be available for you to view on Relias in August.

All providers and agencies offering Peer, Family, and Youth Support services are encouraged to participate in this informational training. On-demand presentations like this can also be a great opportunity to gather multiple staff from an office to view and plan around together.

Peer Support Supervisor Training

Optum will be offering an on-demand online training in Peer Services supervision. This training provides basic information that will benefit anyone providing direct supervision to Youth, Peer, and Family Support Specialists. Notice of availability of the training will be shared via Provider Alert.

In addition to the above trainings scheduled throughout the year, Provider Relations Advocates are available in your region to assist when you have questions, concerns or additional training needs, or need to schedule a site audit. Please note that only agencies who are not already offering services within the category of Peer Support Services—and who are newly offering Youth Support services—are required to have a site audit prior to initiating any Peer Support Services. Please reach out to your [Provider Relations Advocate](#)—they will be happy to hear from you. If you have questions specific to this training, please contact the [Optum Idaho Education & Training Division](#).

How to Add IOP, Day Treatment and PHP

In order to provide continued access to care for Idaho Medicaid members, there is a need to expand the number of IOP, Day Treatment and PHP programs in Idaho. We are encouraging agencies and facilities to evaluate their programs to determine if they could expand their services to include one of these higher levels of care. Here are definitions of each:

Intensive Outpatient Program (IOP)

Intensive Outpatient Programs (IOP) are structured programs available to adults and adolescents who are recovering from mental health (MH) and/or substance use disorders (SUDs), experiencing moderate symptoms.

IOP, Day Treatment and PHP *(cont'd)*

IOP occurs at a minimum of three (3) days per week, maintaining at least nine (9) hours of service for adults and at least six (6) hours of service for adolescents. IOP consists of a scheduled series of sessions and interventions. The program includes but is not limited to individual, group, family psychotherapy and education, evidence-based practices, such as cognitive behavioral therapy (CBT) and motivational interviewing, psychiatric evaluations, medication management, case coordination and 24-hour crisis coverage.

Child and Adolescent Day Treatment *(Requires Prior Authorization)*

Day Treatment is a structured program available to children/adolescents exhibiting severe behavioral health needs. These programs typically include a therapeutic milieu that may include skills building, medication management, and group, individual and family therapy. Day Treatment programs are offered four to five (4-5) days per week and may include after hours and weekends. Children/adolescent members must participate a minimum of three (3) hours per day and maximum of five (5) hours per day. Day Treatment is intended to be a time-limited, intensive service.

Partial Hospitalization Program (PHP) *(Requires Prior Authorization)*

Partial Hospitalization programs can be used to treat mental health conditions, substance use disorders, or co-occurring conditions. It is a facility-based, highly structured bundle of services to treat both adult and children/adolescent members with severe symptoms. Services are delivered a minimum of twenty (20) hours per week for adults or children/adolescents. Services must be delivered under the supervision of a licensed physician. PHP may include the following component services of the bundle: Individual, group, and family psychotherapy and education. Evidence-informed practices such as group therapy, cognitive behavioral therapy (CBT), motivational interviewing, and multidimensional family therapy, psychiatric evaluations and medication management, Health Assessment and Monitoring and 24-hour crisis coverage, including response and interventions outside of the program setting.

In order to assist you in exploring the feasibility of adding one of these services to your agency, please review the [Provider Manual](#) and the [Level of Care Guidelines](#) to ensure you are familiar with the requirements for each. If you would like to add one of these programs after reviewing these documents, please reach out to your Provider Relations Advocate for assistance with the 5-step process noted below. These steps are progressive, in that, the application doesn't move to the next step until the previous step is completed/passed.

- Step 1:** Agency completes the application and submits the program description, accreditation certificate, staff roster and daily program schedule.
- Step 2:** Provider Relations Advocate reviews the Staff Roster to ensure staffing is available for proposed program.
- Step 3:** Clinical/Medical Team reviews the Program Description.
- Step 4:** Auditing team audits agency if not JCAHO or CARF accredited.
- Step 5:** Provider Relations Advocate notifies the Clinical Team the new program is in Network.

CANS Learning Collaboratives

Two core values of Idaho's CANS strategy are Collaborative Decision Making and Local Contributors. These two values are exemplified in the Statewide CANS Learning Collaboratives.

One of three initiatives within the Idaho TCOM Institute, the Learning Collaboratives create an environment for maximizing user experience and assessment data to generate conversations around system barriers and methods of resolution. The intent is to have a lateral sharpening of skills from provider to provider as well as pair practitioners on the frontlines with national experts to creatively resolve issues and enhance CANS practices.



Stakeholders across the state have done excellent work in getting the Idaho CANS where it is today. This historical work combined with the value of the tool itself, and more importantly those using the CANS in practice create a solid foundation for TCOM moving forward in Idaho. The Learning Collaboratives are designed to continue growth in each of these strengths as we work to make the CANS more effective for those members served. There are and continue to be needs within the CANS and how it is used. Creating this environment dedicated to Idaho practitioners and national experts working towards growth and improvement create best case scenarios for these needs to be effectively resolved. If you would like more information or to be a part of the CANS Learning Collaboratives, please send an email to: ITI@dhw.idaho.gov.

Hello Idaho!

We are excited to share a new campaign called **Hello Idaho!** This campaign encourages a culture of inclusion and connectedness. Specifically, **Hello Idaho!** focuses on increasing awareness and understanding about mental health, what to look for, and how each of us can make a difference. Focus areas will include:

- Child Abuse Prevention
- Mental Health Awareness
- Back to School
- Substance Use Prevention and Recovery
- Domestic Violence Awareness
- Suicide Prevention Awareness
- Holiday Wellness

Now, more than ever we need to reach out to those around us to remind them that they are not alone. **Hello Idaho!** encourages you to engage your local schools, businesses and communities and join in this grass roots movement. In addition to social media engagement, free resource materials are available at optum.com/helloidaho. Please post photos and/or videos of your group using the materials provided to your social media sites tagging @optumidaho and using the hashtags #helloidaho and #mymentalhealthidaho.

If you have questions about this campaign, please email us at idaho.communications@optum.com. Once again, thank you for all you do for the people of Idaho. We look forward to you joining the movement!



Net Promoter Score

The Net Promoter Score (NPS) is a Customer Loyalty Metric that measures the loyalty between a company and the customers that a company serves. Many companies across the globe use this system to help them improve their customer's overall experience.



Net Promoter Score

The system is built on these steps:

1. **Listen** - to the customer and clients to see how satisfied they are/are not and what we can do to improve their experience with us.
2. **Interpret** - what they have relayed to us and see what improvements need to be made to enhance the customer experience with the company.
3. **Act** - on the improvements that are needing to be made. Reach out to the customers letting them know that their feedback is important to us and that we'll work on improving their experience.
4. **Monitor** - our NPS in order to manage, improve and innovate both what we offer and how we offer our services in order to better engage with our customers and create an even stronger loyalty between us.

NPS helps us make sure we are doing everything we can for our providers so that they can best serve our members. We aim to help providers have a great experience with our company whether it is with claims, reimbursements, services, or credentialing for our network. NPS gives us the opportunity to always improve and go above and beyond for our providers by using the feedback they give us.

As a way to better track our Net Promoter Score, Optum's Provider Customer Service team will be hosting a two-week NPS survey campaign in the third quarter of this year. At the end of each call, providers will be asked if they'd like to be transferred to a quick three question survey regarding the call that they had with our team. They are also welcome to leave additional comments and feedback at the end of the survey. Your participation in this survey is greatly appreciated.



Save the Date!

April 13 & 14, 2021 at JUMP in Boise
(also offered via live stream)

Provider Relations Advocate Team

Below is a list of the Provider Relations Advocates (formerly known as Regional Network Managers) along with their contact information. For your convenience, a complete list of all of our regional contacts can be found on optumidaho.com > [Contact Us](#)



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