



PROVIDER ALERT

Youth Empowerment Services (YES)
October 1, 2018 Implementation

August 1, 2018

Dear Providers,

In our continued commitment to keep you updated regarding Youth Empowerment Services (YES), we are notifying you of changes to the Idaho Behavioral Health Plan (IBHP), **effective October 1, 2018**.

New & Updated Services

The new & updated services being implemented **effective October 1, 2018** include the following:

- *Crisis Response - Crisis response services are services provided by an agency licensed clinician telephonically for members in crisis either directly or by warm transfer from Optum's 24/7 Member Crisis Line. These services provide immediate dependable responses in order to promote safety and stability for an individual in crisis. Crisis responders resolve crises telephonically or arrange for immediate crisis intervention outreach.*
- *Crisis Intervention - Crisis intervention services are provided face-to-face 24/7 in the community or home of the member in order to assess immediate strengths and needs to ensure appropriate services are provided to de-escalate the current crisis and prevent future crises. Crisis interventions are intended to address the immediate safety and well-being of the member, family and community due to the member's escalating behaviors that may be creating disruption of their functioning and stability. Crisis intervention is intended to reduce or eliminate immediate stressors for members in distress as a result of their behavioral health condition, with a goal of diverting any displacement from their home and community by reducing or eliminating immediate stressors.*
- *Psychoeducation - Psychoeducation is an evidence-based model of practice in which clients, families and caregivers are taught key information specific to their condition or situation, related to behavioral health symptoms, causes and treatment concepts. The goal of psychoeducation is to provide practical information about the behavioral health condition or related topics.*

Level of Care Guidelines

The LOCGs for the new & updated services in this implementation will be posted on **September 1, 2018** for review at optumidaho.com > Network Providers > Guidelines & Policies > Level of Care Guidelines Documents.

Provider Manual

The updated Provider Manual will include the information for the new services in this implementation and will be available **October 1, 2018** on our website: optumidaho.com > Network Providers > Guidelines & Policies > Provider Manual.

Training & Education

Below is a list of upcoming on-demand and in-person trainings. To register or for more information, please visit optumidaho.com > Network Providers > Provider Trainings.



Training	Type	Date Available	Location
YES Navigation Series Part II	Teleconference*	Sept. 12, 2018	WebEx
		Sept. 18, 2018	
Psychoeducation Training	Teleconference*	Sept. 24, 2018	WebEx
YES Navigation Meet & Greets and Motivational Interviewing Trainings	In person	Oct. 2, 2018	Fort Hall
		Oct. 4, 2018	Boise
		Oct. 5, 2018	Jerome
		Oct. 8, 2018	Caldwell
		Oct. 10, 2018	Lewiston
		Oct. 11, 2018	Coeur d'Alene

* Recordings from the teleconferences will be made available after each training is complete.

Please reach out to optum.idaho.yes@optum.com if you have any questions about the upcoming changes.

Thank you,

The Optum Idaho Team