



PROVIDER ALERT

August 15, 2019

What you need to know: Updates to the Optum Idaho Field Care Coordinator program began on July 1, 2019.

Dear Providers:

The Optum Idaho **Field Care Coordinator (FCC)** program has been updated to center the focus of our efforts on enhanced clinical support for providers, members and hospitals. Prior to this update, admission criteria for members entering the FCC program relied mostly on members discharging from hospitals. With the new FCC program, we will be focusing on prevention in addition to post hospitalization. In this new approach, FCCs will partner with each provider agency to focus on members that the provider has identified as high risk and situations that the FCC could offer clinical support in. While we're making this shift, the FCC Program continues to focus on partnering with providers to ensure members receive the outpatient services they need in support of their recovery and resiliency.

What's new:

- Each provider will have a designated FCC to work with
- FCCs will focus more on community resources instead of follow-up post hospitalization
- There will be an increased opportunity for in-person meetings
- Two-way communication between providers, members, hospitals and Optum will help ensure those in need are receiving the services and care they need
- FCCs will have more availability to offer clinical support to providers and their staff

The mission for our FCC program is to:

- Focus on member centered principles of recovery and resiliency
 - FCCs will support members in their community by collaborating with providers on services, identified needs, and potential solutions
- Provide clinical expertise on all aspects of a high risk member's treatment
 - FCCs will attend multi-disciplinary team (MDT) meetings, to assist teams with clinical support, treatment planning, and help coordinate appropriate services to meet the member's needs
- Offer support on best practice standards of care
 - FCCs will attend meetings with Providers, Members, and Member's families to address treatment opportunities and identify appropriate services
- Propose innovative solutions for behavioral health treatment
 - FCCs will serve as a resource for services in and out of the Idaho Behavioral Health Plan.
- Foster and support meaningful coordination of care
 - FCCs will work with Targeted Care Coordinators to address a member's needs and services or the development of services within communities.

For more information about how to access an FCC request form please go to the Optum Idaho website: optumidaho.com/content/ops-optidaho/idaho/en/providers/forms.html.

Thank you,

The Optum Idaho Team