



# PROVIDER ALERT

## Important Updates

July 26, 2019

**What you need to know:** Optum Supports and Services Manager (OSSM) portal training manual is available, Optum Idaho's new Paraprofessional registry is live, revisions to level of care guidelines for services effective September 1, 2019. This alert contains details for these updates.

Dear Provider:

We wanted to make sure you are aware of several important updates:

### **Optum Supports and Services Manager for Targeted Care Coordinators:**

The Optum Supports and Services Manager (OSSM) platform allows Targeted Care Coordinators to communicate with Child and Family Team (CFT) members, track CFT meeting attendance, and develop and submit person-centered service plans (PCSPs) to Optum.

The OSSM Instruction Manual, including step-by-step screen shots, is now posted at: [Optumidaho.com](http://Optumidaho.com) > For Network Providers > Targeted Care Coordination. It also includes information about the OSSM Individual and Support Team Portal ("Portal"), which is where other CFT members may view finalized PCSPs once the Member/family gives their consent. Also located on this webpage:

- 1) Blank Person-Centered Service Plan form
- 2) PCSP/OSSM Consent/Release of Health Information
- 3) PCSP/OSSM Revocation of Authorization for Release of Health Information

In case you missed the recent OSSM training, an on-demand recording is available on our Relias e-learning platform located at [optumidaho.com](http://optumidaho.com) > For Network Providers > Relias and OptumHealth Education.

### **Paraprofessional Registry**

Thank you for providing information in the fall of 2018 regarding paraprofessional staff members delivering IBHP services within agencies. The Paraprofessional Registry was launched on July 1, 2019. This registry allows agencies to deliver to Optum a listing of all staff working under supervisory protocol. Providers are responsible to ensure accuracy of the listing of their staff on this registry, as Targeted Care Coordinators will not have access to the OSSM system if they are not listed on the paraprofessional registry. The registry can be found at [providerexpress.com](http://providerexpress.com) > Our Network > State-Specific Provider Information > Idaho. For more information about the paraprofessional registry, please contact your Regional Network Manager, or email [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).

### **Level of Care Guidelines Revisions**

In accordance with the newly established Targeted Care Coordination (TCC) Level of Care Guidelines, Optum Idaho made minor revisions to the Child and Adolescent Needs and Strengths

(CANS) assessment and the Child and Family Team (CFT) interdisciplinary meeting Level of Care Guidelines effective September 1, 2019. The revisions include information related to TCC, the person-centered service plan and clarification of clinical best practices, admission, continued stay and discharge criteria. These revised level of care guidelines are currently posted on [optumidaho.com](http://optumidaho.com) for provider review.

Please contact your Regional Network Manager if there are any questions about these topics.

Thank you,

The Optum Idaho Team