



# PROVIDER ALERT

## Important Updates

September 30, 2019

**What you need to know: These are important reminders for Targeted Care Coordinators about Person-Centered Service Planning, Optum Supports and Services Manager, and Child and Family Team meetings.**

Dear Provider:

Below are a few important reminders about Optum Supports and Services Manager (OSSM), the web-based tool that Targeted Care Coordinators (TCCs) use to submit Person-Centered Service Plans (PCSPs), as well as some key reminders regarding the PCSPs:

OSSM – This is used only by TCCs to submit PCSPs to Optum, and is located [here](#).

○ **Access:**

- Before requesting access to OSSM, please complete the TCC Training (Optum Idaho Endorsement: General Foundation and TCC Toolkit Training, both on [Relias](#)).
- In order to access OSSM, agencies should ensure that TCCs are listed in the Paraprofessional Registry, which lists all staff working under supervisory protocol. The registry can be found [here](#). 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).
- When you log in to OSSM for the first time with an Optum ID, please make sure you follow the instructions in the reply email from Optum Provisioning to get the process started.
- There is no supervisory view in OSSM, but prior to uploading a PCSP, TCCs and their supervisors may circulate it internally until it's complete. From a HIPAA standpoint, the Member decides who they want to give access to see their documents, not the provider, nor Optum.

- **Meetings field** - Please ensure that all Child and Family Team (CFT) members who attended are listed in the Meetings field in OSSM, including the Member, parent or guardian, facilitator, Master's level clinician, and any other stakeholders present. Please also indicate if they signed the PCSP.

Person-Centered Service Plan:

- **Adobe Acrobat Reader** - The first time you use the PCSP form, please save it to your desktop and be sure to use Adobe Acrobat Reader DC (free download).
- **Demographics** - Optum will have to send plans back without CFR review if demographics are incorrect, such as Member's name, date of birth, and Medicaid ID number.
- **Emergency Contacts** - Please be sure to include someone outside the household in the Emergency Contacts section.

- **Signatures** - All providers mentioned as providing service in the PCSP need to sign the PCSP. The TCC may also indicate in the signature section if they have that approval on file.
- **Goals** - Ensure that the services needed in the Goals section align with the services checked in OSSM.
- **Service and Provider Options** – In this field “Service and Provider Options That Were Offered to the Member”, even if the Member wants to keep their existing provider, please list at least one other alternative here for each service needed. If no other option exists in your region, please note that instead.
- **Reviews** - Optum will review PCSPs within 5 business days for compliance to the Code of Federal Regulations (CFR).
- **Final PCSP** - The Member, family and other CFT team members may access a final PCSP if it meets CFR and if the Member/family consents by going to the PCSP Portal located [here](#).
- **CFT Meetings** - A Master’s level clinician must be present for the CFT meeting to occur.
- **PCSP purpose** – The person-centered service plan is used to coordinate care for the member and guide treatment planning. Each member should only have one PCSP that includes services accessed through all programs.
- **DD and YES Coordination** - Members who are eligible for services through both the YES and DD Programs will have their CFT and PCSP facilitated by an IDHW DD Case Manager. These members will not need the TCC service because their PCSP will include both DD and IBHP services.

Additional information is located at [optumidaho.com](http://optumidaho.com). Please contact your Regional Network Manager if there are any questions about these topics.

Thank you,  
The Optum Idaho Team