



# PROVIDER ALERT

## Youth Support Training

July 1, 2020

**Alert Summary:** This alert details steps of the Youth Support endorsement training process, including recently scheduled live webinar dates. Information is also provided about upcoming supervisory and quality of care training.

Dear Provider,

Thank you for your continued commitment to our shared goal of serving Idaho's child and adolescent Medicaid members through the Youth Empowerment Services (YES) Program. To support the provider network in the implementation of Youth Support (YS) services, Optum Idaho offers a Youth Support endorsement. This provider alert 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)
- 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.** (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	Live Webinar Training
July 31, 2020 10:30 am or 2:30 pm MT	August 4-7, 2020 9:00 am - 12:30 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.	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.
- 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 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 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 above 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](#).

Thank you,  
The Optum Idaho Team