



## How to Launch Respite Service



### What are benefits of providing Respite service?

Respite care provides families and youth a break from the daily care routine and can provide a feeling of revitalization and refreshment for families and youths. Families can have peace of mind while the youth benefits from the care and support provided in a safe, nurturing environment. Providing a place away from their daily routine for even just a few hours can help both the family and member relax and bring a renewed energy for the time when they are together. To be effective in a busy life, there must be time to re-energize.

### What is Respite?

Respite is in-person, short-term or temporary care for a youth with serious emotional disturbance (SED) provided in the least restrictive environment that provides relief for the usual caretaker and is aimed at de-escalation of stressful situations.

Individual Respite is provided by a credentialed agency in the member's home, another family's home, foster family home, a community-based setting and/or at the agency facility. Group Respite may only be provided at the credentialed agency facility, a community-based setting or in the home for families with multiple children who have a diagnosis of SED.

For additional information related to the provision of Respite, please see the Optum Idaho Level of Care Guidelines and the Provider Manual. These resources can be found under "Additional Resources" and at the end of this document.

### What are the qualifications for a Respite provider?

Qualified providers of Respite services must be employed by a credentialed Optum network provider, be at least 18 years of age, be at least a high school graduate or have a GED, have a CPR certification and have completed

**“** We work with many high-risk clients and providing respite allows us to give families a break to reduce burnout and de-escalate turmoil. Respite is a breath of fresh air and gives families the ability and the energy to focus on improving family dynamics. Just a small break goes a long way to keep families together and help them thrive.”

Jose Carbajal, MS, CPRP  
Avanzar Wellness in Boise, Idaho

the required Optum Respite Training on Relias. Providers of Respite must be no less than 36 months older than the member to which they are rendering Respite care.

Another resource is the Provider Manual Appendix, which provides a quick view of mental health and substance use disorder (SUD) provider services and training requirements, based on licensure and provider types. This resource can be found under “Additional Resources” at the end of this document.

## Where can Respite Training be found?

Respite providers are required to take the Relias eLearning series: Respite Care for Families of Youth with Serious Emotional Disturbance. This training offers the skills and information necessary to be a successful respite worker in Idaho.

Optum Idaho has an optional eLearning series designed to assist supervisors of Respite providers: Respite Care for Families of Youth with SED Supervisor Training. This training offers the skills and information necessary to provide supervision for Respite providers in Idaho.

|                          | Required Training for Respite Providers   | Available Training for Supervisors  |
|--------------------------|---|---|
| <b>Relias eLearning</b>  | Respite Care for Families of Youth with SED   | Respite Care for Families of Youth with SED Supervisor Training   |
| <b>eLearning Modules</b> | <ol style="list-style-type: none"> <li>1. Course Introduction</li> <li>2. Respite Care &amp; Support</li> <li>3. Safety</li> <li>4. Health &amp; Wellness</li> <li>5. Crisis Prevention &amp; Intervention</li> <li>6. Cultural Competency</li> <li>7. Communication</li> <li>8. Evaluation &amp; Observation</li> <li>9. Professionalism &amp; Ethics</li> <li>10. Education, Training &amp; Self-Development</li> </ol> | <ol style="list-style-type: none"> <li>1. Respite Care Worker Role</li> <li>2. Supervisor Role</li> <li>3. Focus Area</li> <li>4. Cultural Competency</li> <li>5. Crisis Prevention and Management</li> <li>6. Safety</li> <li>7. Effective Communication</li> <li>8. Reviewing Documentation</li> <li>9. Professionalism and Ethics</li> <li>10. Training and Ongoing Skill Development</li> </ol> |

There is no charge for Respite Training on Relias. The training must be completed and completion certificates must be in the employees’ HR files before contacting your Provider Relations Advocate or the Optum Idaho’s Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com). When the training is complete and you are ready to initiate the process of launching Respite, contact your Provider Relations Advocate or the Optum Idaho’s Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com) to complete the process of offering this service.

## What is unique about Respite?

While most services developed as a result of the Jeff D. Settlement agreement are available to all Medicaid members, regardless of Youth Empowerment Services (YES) Class Membership, Respite is only available to YES Program members.

The YES Program refers to benefits accessed in the Idaho Behavioral Health Plan through the 1915(i) State Plan Option.



The 1915(i) State Plan Option allows child and youth with SED as determined by the Independent Assessor, to access Medicaid benefits in the Idaho Behavioral Health Plan. The Independent Assessor will determine if a child or youth is a YES Program member.

Once members are identified as YES Program members, it is a requirement that the members have a Targeted Care Coordinator. The Targeted Care Coordinator is required to complete a person-centered service plan (PCSP). To access Respite, the PCSP must have Respite listed as a service.

Please see YES section of the Optum Idaho Provider Manual for additional information on the process to access Respite services through the 1915(i) State Plan Option.



### Where can I find policies needed when adding a service?

When adding a new service, an agency will want to review the Optum Idaho Provider Manual, Idaho Medicaid Supplemental Clinical Criteria (Level of Care Guidelines) and the Optum Idaho Respite Care Record audit tool that cover policies, procedures and requirements. Links to these resources can be found under “Additional Resources” at the end of this document.

### What else can be considered?

When thinking about rolling out a new service, you may want to consider several things to see how it applies to your agency. The Optum Idaho provider fee schedule can be helpful in estimating profit points. See the instructions below to obtain a fee schedule.

1. What are the estimated costs for this service? This would include things like staffing, benefits, administrative and department overhead, rent, office supplies/equipment, etc.
2. Estimate utilization of services by your current caseload and the capacity to service new members. Agencies can use their data to make an estimation on potential utilization.
3. Review the data to determine if adding Respite is fiscally viable.
4. To obtain a fee schedule, contact your Provider Relations Advocate or, if you are not an Optum Idaho network provider, please contact Optum Idaho’s Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).



## Additional Resources

**Idaho Medicaid Supplemental Clinical Criteria (Level of Care Guidelines)** – Visit [optumidaho.com](https://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> [Level of Care Guidelines](#) >> links to Idaho Medicaid Supplemental Clinical Criteria

**Provider Manual** – Visit [optumidaho.com](https://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> Network Provider Manual >> [Provider Manual](#)

**Provider Manual Appendix** – Visit [optumidaho.com](https://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> Network Provider Manual >> [Provider Manual Appendix](#)

**Audit Tools** – Visit [optumidaho.com](https://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> Network Provider Audit Tools >> 2021 Provider Audit Tools >> [Optum Idaho Targeted Care Coordination Tool](#)

**YES FAQs** – Visit [optumidaho.com](https://optumidaho.com) >> For Network Providers >> FAQs >> [Youth Empowerment Services \(YES\)](#)

[optumidaho.com](https://optumidaho.com)

Optum Idaho Provider Services: **1-855-202-0983**

