



Provider Press

Quarterly Newsletter

We hope you find this publication of Provider Press helpful and insightful. Your network management staff are continuing to enhance communication opportunities and will cover important updates, upcoming trainings and topics of interest to our provider network on a quarterly basis. To ensure we are providing relevant and timely information that is important to you, we welcome your feedback. Additional detail can be found in the Provider Alerts at optumidaho.com should you want more information on any of these topics.

Q4 2022 | Winter Issue



Optum Idaho Behavioral Health Plan Executive Director **Georganne Benjamin** welcomes participants to the opening keynote of the Optum Idaho Annual Conference, Oct. 18, 2022.

In this edition

- Watch Optum Conference recorded sessions
- The evolving role of families
- Peer services accelerate recovery
- Training and educational opportunities
- Meet Optum's new Quality Specialist team members

Earn free CEUs from Optum Conference sessions on Relias

By Optum Idaho Associate Director of Client Implementation Allison Gilbreath

Thank you again to everyone who participated in the second Optum Idaho Conference Oct. 18-19, 2022! When we asked attendees, "How likely are you to recommend the Optum Conference to a friend or colleague," we received an average score of 9.2 versus 8.7 last year, on a scale of 1-10 with 10 being extremely likely.

We're thrilled that the content was so meaningful and wanted to make sure others knew how to access the information.

The recorded session(s) that we have been authorized to share are now posted in Relias and available for continuing education credit (CEU).

(Annual Conference continued on page 2)

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2022 Annual Conference Highlights



Conference Keynote: “Reimagining Healthcare through the behavioral health lens”

Tom Koulopoulos, founder of Delphi Group, author of “Reimagining Healthcare and 13 other books

“I would love to share this presentation with my leadership. Definitely breaking through the cone of what has always been done.”



Earn free CEUs (continued from page 1)

If you were unable to join a particular session and would like to obtain Continuing Education Unit (CEU) credit, please log into Relias to watch the recording(s), which have corresponding exams. Alternatively, if you prefer to view a conference session without obtaining CEU credit, you may go to www.optumidahoconference.com and watch any presentation that are of interest.

Content will be available until next October. Be sure to register and create a password if you are accessing material on the conference website.

If you have any questions or need assistance, please email us at optum.idaho.education@optum.com. ■

Session: “Partial hospitalization and intensive outpatient programs”

Beth Bolen (St. Luke’s), Jason Coombs (Brick House Recovery), Laura Campbell (Center for Change), Dennis Baughman (Optum) – moderated by Matt Johansen (Optum)

“Thank you for this training! It was super-helpful in understanding Idaho’s program.”

“Thank you for a fantastic presentation! It was interesting learning about the various options clinicians have to refer their clients to for increased levels of care and how those programs work for different populations.”



“Loved the speaker! He brought information to the table, that I didn’t really think about until this training.”



“I expected this presentation to be more about online care/telehealth, but it was much bigger than that. I really enjoyed it.”

“I would have liked some recommendations from St. Luke’s for more adolescent PHP and IOP programs. I have heard they are almost always full.”

“I work in both the school system and the hospital system and even though we discuss discharge planning, I know that schools are rarely part of that process in a meaningful way. It is very unfortunate as school is the primary place that students will encounter triggers and spend the majority of their time. I think all of us could do a better job with this process...”

Quotations from Optum Idaho Conference participant feedback surveys, Oct. 18-19, 2022

Session: “Treating opioid use disorder like the chronic disease it is”

Dr. Magni Hamso, medical director for the Idaho Department of Health & Welfare’s Division of Medicaid



“This was amazing information.”

“I liked the statement made that treatment is person centered and truth in listening to the patient is crucial.”

“This was a very useful and informative session –one of the better I have attended so far.”

“This was such an incredible session. The delivery being almost conversational, all of the critical information given to us with both compassion and science.”

Quotations from Optum Idaho Conference participant feedback surveys, Oct. 18-19, 2022

Session: “Lunch with Mariel Hemingway sharing her story of mental and physical health”

Mariel Hemingway, actor, author, wellness advocate and spokesperson for Optum’s Hello Idaho! mental health awareness campaign



“Mariel nailed it! Inspiration. ;)”

“It’s inspiring to see that someone like Ms. Hemingway can come through so much family loss and has been able to rise to the top and chooses to help others.”



“I appreciated Mariel being so vulnerable in her sharing. Having heard about the Hemingway Curse, it was interesting to learn her view and how she confronted the ‘curse.’”

“To Mariel: Thank you so much for sharing your story and your experiences with mental health. I appreciate your vulnerability and openness and commitment to helping others.”



The evolving role of families: From placing blame to joining the care team

By Optum Idaho Behavioral Medical Director Dr. Julie Wood M.D.

In a special message to Congress on mental illness in 1963, John F. Kennedy said: “I am proposing a new approach to mental illness and to mental retardation... Emphasis on prevention, treatment and rehabilitation will be substituted for a desultory interest in confining patients in an institution to wither away.”

According to the U.S. Substance Abuse and Mental Health Service Administration (SAMHSA), “This deservedly famous speech led to a renewed responsibility for the American family—specifically, the need to take care of our brothers and sisters experiencing mental illness or who have disabilities.”

Despite the move to deinstitutionalize and return individuals with serious mental illness (SMI) to their homes and families, there remained strong feelings at the time, by the treating community, that families were to blame for an individual’s mental illness. A common belief was that the family “did” something to cause the mental illness, so the expectation of family engagement was a foreign concept. Ironically, it wasn’t until the mid- to late-1980s that research started to focus on the needs and choices of the individual. Even then, the idea of the patient, let

alone a family member, being invited to participate in the person’s treatment plan seemed preposterous to all.

Today, we’ve come a long way from the paternalistic care when the physician made all treatment-related decisions to an integrated-team approach, which includes the prescriber, therapist or counselor, paraprofessional, peer, member and family. This collaboration in treatment decisions allows the member and their family to take ownership and identify actionable, realistic goals toward their recovery. This is considered standard of care, but Optum Idaho wants to continue to support and empower our providers, our members and their families as best we can through the member’s recovery. We strive to educate all parties on the importance of this and continue the development of new and best practices to help those involved engage and feel heard.

The shift from a paternalistic treatment approach to a member-centric approach slowly started to develop as more research was conducted and published. These changes also began to integrate the importance

and benefit of other therapeutic treatment modalities including various types of therapy and community, educational and family support.

As we entered the 21st century, an important milestone in the evolution of family-driven care was the creation of the New Freedom Commission on Mental Health by President George W. Bush in 2002.

In the commission’s efforts to identify problems and gaps, they collected clinical research data, other information from various agencies and health care professions and comments from more than 2,300 professionals, consumers and families. One interesting finding identified a 15-to-20-year lag between research findings and implementation of new programs. A good example of this is the development of the Person-Centered Treatment Plan that was published in the 1980s, but the plan was not implemented until the early 2000s.

Ultimately, the commission recommended the following: “To achieve the promise of community living for everyone, new service delivery patterns and incentives must ensure that every American has easy and continuous access to the most current treatments and best support services. Advances in research, technology, and our understanding of how to treat mental illnesses provide powerful means to transform the system. In a transformed system, consumers and family members will have access to timely and accurate information that promotes learning, self-monitoring and accountability. Health care providers will rely on up-to-date knowledge to provide optimum care for the best outcomes.” It also stated, “When a serious mental illness or a serious emotional disturbance is first diagnosed, the health care provider—in full partnership with consumers and families—will develop an individualized plan of care for managing the illness.” ■



Dr. Julie Wood M.D.

Dr. Julie Wood is the Behavioral Medical Director for Optum Idaho. She provides medical oversight to Optum’s internal programs and committees. Dr. Wood is a board-certified adult psychiatrist with medicine as a second career. Prior to attending school at Ross University School of Medicine, she worked as a basic and clinical scientist in pharma and biotech for 15 years.

Free CEUs: Training in engaging families and family systems

Northwest ATTC Training

Presented by Paul Hunziker, MA, LMFT, SUDP of Tacoma, WA

Dec. 8, 2022, at 9 a.m. – 12 p.m. MT
Dec. 9, 2022, at 9 a.m. – 12 p.m. MT

Earn up to 6 CEUs
Online format via Zoom

Training Description

The training will review research on the benefits of family involvement in counseling and help clinicians develop skills which will promote family participation in session which supports the treatment of youth who have SUDs. Participants will review methods of adapting Motivational Interviewing (MI) skills to assist in engaging families in behavioral health services and making them a valuable addition to treatment.

To learn more or register, click <https://www3.thedatabank.com/dpg/423/personal2.asp?formid=nwmeet&c=20221108112459153942>.



The inspiration and hope of peer services accelerate recovery

By Optum Idaho Recovery & Resiliency Manager Julie Hardle

What's new

Optum's certified peer support specialists possess a positive and sustained lived experience with recovery and wellness from mental health illness and/or co-occurring substance use disorder. They provide a positive role-model to others who are seeking to engage with a recovery of their own by creating deep connections and relationships with these individuals through shared experience and empathetic listening.

Why it matters

Some Medicaid members you treat may benefit from talking to a member of Optum Idaho's recovery and resiliency team of peer support specialists and recovery coaches. To learn more, contact julie.hardle@optum.com.

On some level, no matter our professional expertise and roles, we all share a similar value. We desire to provide relief and comfort to the most vulnerable, so they have access to the best services available.

Recently a colleague and I were discussing the optimal time to introduce peer support services to members that are struggling with inpatient hospitalizations. Interestingly, we shared the experience of more than one mental health crisis that resulted in hours of chaotic emergency departments. We were placed on a "hold," that required a subsequent hospitalization. We are both now living a life of recovery with purpose and meaning that far exceeds what we dreamed was possible all those years ago. We are both presently certified peer support specialists and peer recovery coaches and work at Optum Idaho.

Whether we found ourselves in those dire circumstances because of an attempt on our life, overdose or severe mania with the accompanying psychosis, the wounds were deep. We agreed those experiences hung like a dark, thick, cold lingering fog of shame that permeated the soul. They excised what little confidence and self-respect remained and replaced it with the debilitating loathing of self-stigma.

Gratefully, for both of us the wounds have healed. The scars remain and serve as a reminder of our willingness to eventually embrace the ambiguity and unease of big life-altering changes with the assistance of peer support.

While we agree that sometimes psychiatric emergencies warrant inpatient hospitalization, they can be jarring. Comparatively, while circumstances were different, the experiences and emotional states were similar.

We were scared, confused, the circumstances of our conditions hitting with such force that there was further disorientation and panic. Often that was met with punitive measures that validated our perceived lack of security and safety.

We pondered together how it would have been to have access to peer support in those moments once we were medically cleared.

Just having one person say to us: "Hey, I am here. I know what this feels like, and I understand why you are so afraid. You are not alone. What would feel like support to you right now?" The response would have been compassion, understanding, empathy and a reassuring calm.

The facts are that peer and family support workers are especially adept at rapidly forming personal connection with difficult members that are not engaged in services.

Families with access to family support feel empowered to advocate for their loved ones. The level of engagement and activation of the entire family is enhanced.

Members who have access to peer support more readily engage in all outpatient services, experience

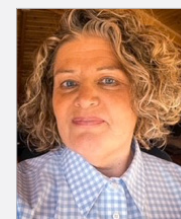
fewer crises requiring an inpatient level of care and report less social isolation, more social connection, stronger personal relationships, a sense of purpose and community, more satisfaction with all behavioral health services and a better quality of life. The holistic nature of peer support focuses on mentoring healthy lifestyle changes and setting recovery goals that address not only the behavioral health conditions but a member's whole health. The result is, over time, members also experience a decrease in the total cost of all care.

For me, peer support was the game-changer. Nothing was more empowering and inspiring than peer support. It enhanced all the other treatment I was receiving. It allowed me to further build resilience, to embrace realistic optimism and to surround myself with peers that are also doing the challenging work of recovery and thriving.

Regardless of the setting or role, we know that peer support enhances all behavioral health services offered by agencies or organizations. To meet the need of our network partners/providers, we are committed to assisting service organizations with the integration of peer support services within your continuum of care.

Deeper dive

Read the personal recovery journey story of Optum Idaho Peer Support Specialist Tyson Hawkins in the latest Optum Member Matters <https://www.optumidaho.com/content/dam/ops-optidaho/idaho/docs/MemberNewsletter/Optum%20Idaho%20Member%20Matters%20Fall%20Newsletter.pdf>. ■



Julie Hardle

Julie has been living a life of recovery from her own behavioral health challenges since 2009. Julie's work in behavioral health spans direct services, program management and a national consumer affairs advocacy. She was the recipient of Volunteers of American-Utah Outstanding Woman in Recovery in 2018. She joined Optum in 2011 and has been with Optum Idaho since 2021.



Training and educational opportunities

Mental Health in the Schools

By Optum Idaho Business Analyst Imelda Kinonen

Optum Idaho is offering training for clinicians interested in providing services onsite in Idaho schools. Schools and school districts are expressing interest in collaborating with clinicians who have been trained to function within an educational setting. This training is congruent with broader Idaho projects (e.g., AWARE) that address the accessibility of evidence-based practices for behavioral health concerns.

To attend the Virtual Live Sessions (VLS) group trainings, here are the requirements for participation.

View the static modules “Connecting the Dots” series in RELIAS; there are three in total and each one is one hour in length. Each module has a participant guide that you will need to complete and hand in for a certificate of completion.

The static modules “Connecting the Dots” three-part training series includes the following:

1. The Impact of Behavior in Schools
2. Multi-tiered System of Support (MTSS) and Positive Behavioral Interventions and Supports (PBIS)
3. Defined Interconnected Systems Framework (ISF): Interconnecting School Mental Health and Positive Behavioral Interventions and Supports (PBIS)

The modules can be done at your leisure as long as each one is completed before you attend the corresponding Virtual Live Sessions (VLS).

Schedule for VLS Group 5 dates:

- Dec. 7, 2022, at 9 a.m. MT
- Dec. 14, 2022, at 9 a.m. MT

Click on the link to register for the VLS groups <https://resultslearningcenter.com/optum-idaho/>.

Crisis Prevention Institute: Verbal Intervention Training

By Optum Idaho Clinical Services Development Manager Molly Baker

Did you know that Optum Idaho offers Crisis Prevention Institute (CPI) Verbal Intervention Trauma Specialty Training and Certification at no cost to all in-network providers?

CPI training and certification is required for all in-network providers who provide crisis intervention services and are not independently licensed.

This course teaches providers the skills to build an effective culture of safety within their organization. CPI is a safe, non-harmful behavior management system designed to help professionals in any setting provide the best possible care, welfare, safety and security of individuals presenting a range of crisis behaviors. In this training, providers learn to respond to crisis situations with a focus on de-escalation techniques and safe, non-restrictive interventions. Participants will learn to recognize the stages of an escalating crisis and evidenced-based techniques to appropriately de-escalate.

Additionally, this training focuses on the impact that trauma has on behavior, and participants learn how to use Trauma Responsive Practice to assist in meeting the needs of those who have experienced trauma while using the Verbal Intervention techniques.

Upon completion and successful passing of the final exam, you will be issued your blue CPI certification card, which is good for two years. Four CEU’s are also available upon completion.

AN IMPORTANT REMINDER:

The Crisis Prevention Institute (CPI) Refresher Course

Are you a non-licensed professional providing crisis services?

Did you receive training and a CPI blue certification card in 2020 or prior?

Have you gone through the CPI Refresher Training in 2022 to extend your current CPI Certification?

If you have not yet taken the CPI Refresher training this year, your CPI certification may have expired or will expire. In order to keep your CPI certification, you need to attend a CPI Refresher training and certification course, which will certify you for another two years.

To sign up for CPI trainings please see the Optum Idaho website » Meetings and Trainings. <https://www.optumidaho.com/content/ops-optidaho/idaho/en/providers/trainings.html> If you have any questions, please contact the Optum Idaho Education Team at, optum.idaho.education@optum.com. ■



Meet Optum's new Quality Specialist team members

Jesse Cobb, LCSW



Jesse grew up in Washington state, earned his Bachelor of Science in Sociology from the University of Idaho and a master's of social work from Boise State University.

He has had his LCSW since 2010. Jesse has worked in children's/adult mental health, as a behavioral

health consultant and director of social services.

For fun, Jesse's family enjoys watching and playing sports, cooking, traveling and playing in the church music band. They have two wonderful children who share their interests and two dogs.

Jesse Cobb, LCSW
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jesse.cobb@optum.com
Region 3, 4 and 5

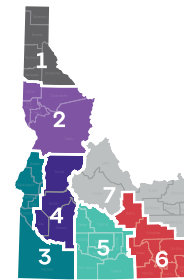
Cindy Shotswell, LCSW



Cindy earned her Bachelor of Science in Social Work from Idaho State University and a master's of social work from Boise State University. Cindy started her career as a caseworker at the Idaho Department of Health and Welfare and has since held positions as an agency-based SUD counselor, SUD program

developer, clinical director, mental health and SUD clinical supervisor, medical social worker at Idaho Home Health and Hospice, regional coordinator at BPA and, for the last seven years, she worked as a field care coordinator with Optum Idaho.

Cindy has eight children and 12 grandchildren. She spends summers boating, flying, in the backyard or



in the mountains with great people. She is proud to be a fifth-generation Idahoan.

Cindy Shotswell, LCSW
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cindy.shotswell@optum.com
Region 3, 4 and 5

Pamela Skon, LCSW



Pam has been a LCSW for more than 11 years, having worked in outpatient, inpatient and schools. Pam has trained in Cognitive Behavioral Therapy, Dialectical Behavior Therapy, trauma-focused care and has a chronic pain treatment certification. She has worked with school-aged children, teens and adults.

Outside of work, Pam keeps busy with her spouse and two children and their activities. She also enjoys being outdoors, hiking, boating and gardening.

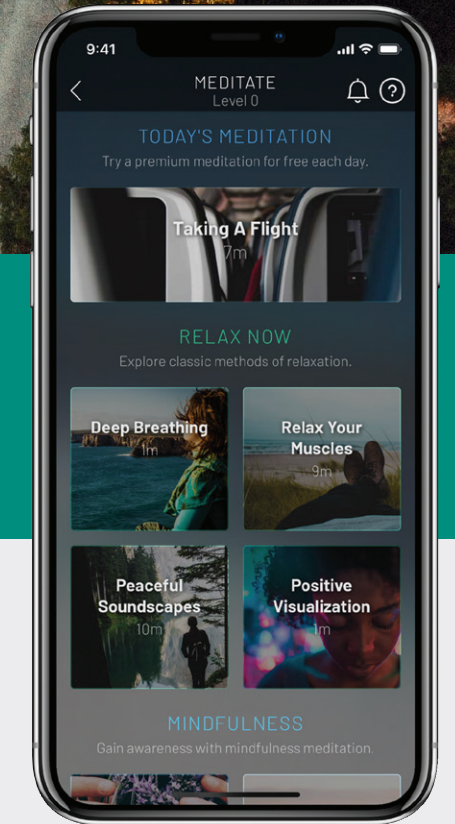
Pamela Skon, LCSW
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Region 7 and 2

Say hello to Sanvello

The new app for on-demand help with stress, anxiety and depression

The Sanvello app is **free to anyone** and the *premium version* is available at **no extra cost** for members of Idaho Medicaid and other select health insurance plans.

Sanvello is an app that offers clinical techniques to help dial down the symptoms of stress, anxiety and depression—anytime. Connect with powerful tools that are there for you right as symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.



More information about the app features available on Sanvello.com

Get the Sanvello app on Google Play or the App Store. Use your Medicaid insurance ID for **free access** to the premium version.

