



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.

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Matt Johansen and Michelle Barker Join Optum Provider Relations Team

The Optum Idaho Provider Relations Team is excited to announce the addition of two new team members: Director of Provider Relations Matt Johansen, LCPC, and Sr. Provider Relations Lead Michelle Barker.

Matt joins Optum with over 12 years of experience in Idaho implementing effective mental health programs, including starting an intensive outpatient program to complement Cottonwood Creek's inpatient program, and creating and maintaining positive relationships with community mental health providers, practice managers and Managed Care Organizations. He has also worked for several other community providers focused on overcoming obstacles and implementing needed programs and services for the community. Additionally, Matt gained extensive knowledge of Idaho Medicaid regulations during his experiences. Matt graduated from Eastern Washington University with

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Resources to Support Therapeutic After-School and Summer Programs (TASSP) Services in Your Practice

By Optum Idaho Senior Clinical Program Consultant, Dennis Woody, Ph.D.

As one of the final elements of the Youth Empowerment Services (YES), stemming from the Jeff D. settlement, Optum Idaho is offering training for Therapeutic After-School and Summer Programs (TASSP). This unique combination of therapy and recreational activities represents a chance for children/adolescents in the Idaho Behavioral Health Plan (IBHP) to receive the clinical services they need while applying what they have learned in a fun and challenging setting. TASSP is unlike other activities in the array of services typically provided through mental health agencies and represents the opportunity for an IBHP member to engage with other community-based organizations focusing on supporting youth mental health.

Your role as a provider in the Optum network of clinicians affords you the chance to discover the resources in your community that already exist to support the work you do with IBHP members. Integrating your client's treatment goals with recreational, experiential and expression-based activities offers the opportunity to enhance therapy progress and ensure that those young people receiving

services are supported with an appropriate "practice" setting for new skills. Agencies interested in participating with a TASSP approach can obtain training at optumidaho.com (see recent Provider Alerts < [Alerts & Announcements](#)) and acquire information via the [Optum Idaho Provider website](#) tab that sources the Provider Manual (pages 132-133).

An important element of the TASSP concept is the coordination between clinician providers and those organizations with the community that are actively working with children and adolescents. Around Idaho there are hundreds of community-based organizations that are part of a network called the Idaho Out-of-School Network, or ION. This network is growing in all regions of Idaho and has a long list of different activities that are being offered. Groups within this network are also being trained to help children/adolescents with behavioral health needs and how their interest areas might assist your client. To get an idea of the different activities that are currently used around Idaho, access [ION's website](#). ■

New Team: Matt and Michelle (continued from page 1)

a Master of Clinical Psychology and is a LCPC with an unrestricted license and clinical supervision endorsement from the Idaho Bureau of Occupational Licenses.

Michelle rejoins Optum Idaho after leaving for a year to fill the role of outpatient contract manager for Optum Behavioral Health. Prior to that, Michelle served for two years as a provider relations advocate for Optum Idaho. Michelle graduated with her MBA in Health Care Management from Western Governors University and,

in addition to working with Optum, Michelle worked with the Idaho Department of Health and Welfare and BPA Health, gaining over 10 years of experience working with the state and in the behavioral health field.

With the new additions, along with Optum Idaho's four provider relations advocates, the team looks forward to further strengthening its relationships and network options across the state. ■



Understanding Optum Idaho's Process to Address Provider Complaints

By Optum Idaho Quality Manager, Sherry Johnson

Optum Idaho has a process in place to address complaints submitted by our network providers. A complaint is an expression of dissatisfaction (other than an appeal) that cannot be resolved through a standard inquiry to Optum. A provider may file a complaint on their own regarding an issue unrelated to a specific member.

Those who wish to file a complaint related to Optum may do so by phone (informing staff that the purpose of the call is to register a complaint). Any Optum Idaho employee can field a complaint, and they are trained to send it to the appropriate person. Complaints may also be sent by email, fax or mail:

- **Phone:** Optum Idaho Customer Support Services or Provider Services at **1-855-202-0983**, weekdays from 8 a.m. to 6 p.m. MDT
- **Email:** optum.idaho.complaints@optum.com
- **Fax:** 1-877-220-7330
- **Mail:** Optum Idaho, 322 E. Front Street, Suite 400, Boise, ID 83702

For more information about how to file a complaint with Optum Idaho, please see page 18 of the [Optum Idaho Provider Manual](#). ■

Recovery Coaching Job Opportunities Are Growing Learn More About the Idaho Model Recovery Coach Training

By Executive Director Of Recovery Idaho, Norma Jaeger, M.S., Ph.D (ABD)

In 2016, funding from the Bringing Recovery Supports to Scale Technical Assistance Center enabled Recovery Idaho to develop an Idaho Model Recovery Coach Training curriculum. The Idaho Board of Alcohol and Drug Counselor Certification (IBADCC) approved this training, and it is offered throughout Idaho.

Funding from the Idaho Department of Health and Welfare's (IDHW) Division of Behavioral Health has now enabled individuals to register for only \$75, and Recovery Idaho works with a variety of organizations to arrange for training in local communities. The training is an intensive 46-hour course offered over six consecutive days.

The International Certification & Reciprocity Consortium (IC&RC) established standards for the training, consisting of 30 hours in four domains of core content: advocacy; ethical responsibilities; mentoring and education; and recovery and wellness support. An additional 16 hours of specific recovery coaching ethics is also required. The training includes specific content presentations, video material and a variety of group exercises and discussions.

Recovery coaching emphasizes key values: recovery-oriented, person-centered, voluntary, relationship-focused and trauma-informed. These values are integrated

throughout the training curriculum. In addition, the training addresses a variety of skills, including motivational interviewing, problem solving, advocacy and self-advocacy, teamwork and operating within a behavioral health system. The training explores the dimensions of recovery coaching, often referred to as the recovery coach's "lane." Working as a team member with other professionals, recovery coaches must understand their role and responsibilities and how their work interacts with others with whom a recoveree may be engaged, such as treatment providers, probation officers and others in the justice system, vocational counselors, ministers and job coaches.

Recovery coaches increasingly work in a variety of settings such as treatment agencies, recovery community centers, hospitals, treatment courts and other criminal justice correctional programs.

Recovery coaches come from all walks of life, most with personal lived experience in recovery. Some recovery coaches, often called allies, do not have personal lived experience but desire to support individuals on a recovery journey. They may have some family or other experience with addiction or mental illness. Recovery coaches understanding the processes of addiction and mental

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Recovery Coaching (continued from page 3)

illness, maintaining effective boundaries and being willing to empower another in a relationship of trust and mutual respect provides the foundation upon which knowledge and skills rest.

Provisional certification comes from IBADCC following completion of training and is valid for up to six months. After six months, an individual can apply to IBADCC for full certification based on passing a written exam, documenting 25 hours of supervision and completing 500 hours of experience. An individual must also pass

an enhanced criminal background check or, if rejected, complete a waiver of criminal background issued by the IDHW's Division of Behavioral Health. This certification is required so services performed by the recovery coach can be reimbursed by key third party payors, such as Medicaid.

Recovery coach employment opportunities are growing, and these positions are in considerable demand in the behavioral health workforce. To learn more, contact **Recovery Idaho** at recoveryidahoinc@gmail.com or **208-713-9169**. ■

Evidence-Based Support for Stressed Idaho Family Caregivers

By *Chelsea Smith, Idaho Caregiver Alliance*



caregivernavigator.org

It goes without saying that the pandemic has been particularly tough on unpaid family caregivers who have long been shouldering heavy burdens, even before COVID-19. However, there is promising research that demonstrates focusing on the health and well-being of a caregiver—instead of just focusing on the patient—can have highly impactful results.

Who are family caregivers?

The **Idaho Caregiver Alliance** (ICA) defines a caregiver as anyone whom supports another individual of any age with a physical or cognitive disability, chronic health condition or mental health condition. The ICA estimates one in four Idahoans fit this description, and they come in all ages, genders and cultural backgrounds.

Unhealthy, burned-out caregivers often lead to an increased use in emergency-crisis services, and can expedite the decision to place a loved one in long-term care—not to mention the emotional and mental health impacts it has for everyone involved.

The ICA and Center for Study of Aging at Boise State University developed a pilot program to intercept caregiver stress and connect them to a wider network of community-

based services. Family Caregiver Navigator is a free service that conducts an assessment, counsels caregivers on their options, helps them set personal health and wellness goals, and identifies the local resources that can address their needs. Resources can include respite, financial support policies, workshops, disease-specific trainings or other programs and services. The process utilizes an evidence-based software platform, Tailored Care, that was developed using the caregiver research of Dr. Rhonda Montgomery of the University of Wisconsin-Milwaukee (2014).

While it is not a cure-all for the stresses of caregiving, the ICA hopes it is part of their journey to feeling empowered and supported as a caregiver.

Learn more about support for caregivers by visiting **caregivernavigator.org**, where you can submit a referral for a caregiver who might be in need of support. No insurance or other documentation is required to participate in this free program, and Spanish-language staff are also available to assist. Please call **208-426-5899** to learn more and share the website and phone number within your practice team. ■

This program is funded in part by Money Follows the Person Grant 93.791 from the Centers for Medicare and Medicaid Services. Its contents are solely the responsibility of Boise State University and do not necessarily represent the official views of the Department or the Centers for Medicare and Medicaid Services.

Thank You to All of You Who Participated...

in the first Optum Idaho Annual Conference, April 13-14, 2021! Your feedback was greatly appreciated. We also want to thank **Leanne Schwartz, Jodi Smith, Connie Sturdavant,** and **Stacy Stephens** for helping to guide us with the topics offered. You definitely helped steer us in the right direction, resulting in **nearly 800 conference participants!**

– *The Optum Idaho Provider Relations Team and Conference Organizing Committee*



Advancing Wellness and Resiliency in Education (AWARE) Coaching Institute in 3 School Districts

Optum Idaho co-sponsored the Idaho Project AWARE Coaching Institute June 14-15, 2021, at the University of Idaho Water Center in Boise, drawing approximately 30 participants, including employees of the three Idaho public school districts participating in Project AWARE: Glens Ferry, Kimberly and Marsing.

The purpose of Project AWARE is to build or expand the mental health service capacity of state educational agencies with support from state mental health agencies overseeing school-aged youth. The goals of Project AWARE are to:

- Increase awareness of mental health issues among school-aged youth.
- Provide training for school personnel and other adults who interact with school-aged youth to detect and respond to mental health issues.
- Connect school-aged youth, who may have behavioral health issues, and their families to needed services.

Project AWARE is funded by the Substance Abuse and Mental Health Services Administration Center for Mental Health Services. Additional information regarding Idaho Project AWARE can be found at idahoschoolmentalhealth.org/idaho-aware-project/about-us. ■

