

Provider Press

News You Can Use

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Fall 2020

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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 on our [website](#) should you want more information on any of these topics.

Psychologist Prescribers

Psychologists in Idaho are being added to the network of doctoral level clinicians ready to support patients with pharmacotherapy. States such as Idaho are currently in need of more clinicians who are able to prescribe and treat patients with a broad spectrum of mental health concerns ranging from depression, anxiety and more complex clinical problems such as schizophrenia and bipolar disorder. The new law allowing for this expansion is complemented by the comprehensive two-year training protocol provided through the Idaho State University (ISU) College of Pharmacy in its new psychopharmacology program. Psychologists completing the training, supervision and qualifications examination are awarded the Master of Science in Clinical Psychopharmacology and are able to add medications to their treatment regimen. Psychologists having received the Master of Science in Clinical Psychopharmacology are credentialed into the Optum Idaho network and can provide medication management services to Medicaid members.

This new program is led by Eric Silk, Ph.D., MSCP and is located on the ISU Meridian campus and supported by on-staff clinical pharmacists, nurse practitioners and consulting physicians. Recent legislative policy governing supervision in training have expanded the medical professionals to physicians in family practice settings. The program is currently working to integrate these physicians into the training. Idaho is the fifth state to allow prescription privileges for psychologists, a provision that has been in place since the late 1980s. The program was developed to provide the necessary training for licensed psychologists to safely and effectively prescribe medication for the treatment of psychological disorders.

Although the recent challenges with COVID-19 mitigation has impacted the year-long roll-out of the new program, Dr. Silk acknowledged that the program has already grown to include the “integrated care” model. This approach will be evident in a new clinic in the Meridian facility that will provide evaluations, psychotherapy and medication management for patients suffering from a variety of mental health conditions requiring medication.

Psychologist Prescribers (cont'd)

ISU's training is designed around a traditional "bricks and mortar" approach that allows students access to state-of-the-art facilities including the Treasure Valley Anatomy and Physiology Laboratories.

Licensed psychologists with an interest in this type of clinical training are welcome to reach out to the program and acquire more details by clicking on the following link: <https://www.isu.edu/pharmacy/prospective-students/clinical-psychopharmacology-program>.



Service Update – Drug Testing

The Division of Medicaid and Optum Idaho partnered together to implement updates to the Drug Testing benefit in the IBHP, which will become effective on October 1, 2020. The changes were initially communicated in the [March](#) and [April](#) editions of IDHW's *Medicaid* newsletter, with the IBHP application of those changes communicated in a [September 1, 2020 provider alert](#).

The updates to the Drug Testing benefit entail a change in billing code(s) and a change in utilization management. H0003 was removed from the fee schedule and replaced with the following three CPT codes: 80305, 80306, and 80307. Full descriptions of each code are available on the provider fee schedule. Please note that the IBHP does not contract with laboratories, and the IBHP only covers presumptive/qualitative drug tests. Confirmatory/quantitative tests are billed through the member's medical benefit.

In addition to the fee schedule updates, the utilization management of this benefit will change. Optum Idaho will reimburse up to 24 presumptive/qualitative drug tests per calendar year (January through December). These testing limits are inclusive of tests ordered through the IBHP or fee-for-service Medicaid claims reimbursed through Gainwell Technologies, formerly known as DXC. Providers must request prior authorization via Optum's service request process for additional tests beyond the initial 24 units in a calendar year. All drug tests must meet medical necessity criteria. Units utilized prior to October 1, 2020 will not count toward the threshold amount for the 2020 calendar year.

This policy does not apply to drug tests administered as part of a program billed as a bundle in the IBHP such as Intensive Outpatient, Partial Hospitalization or Opioid Treatment Programs (to be implemented January 1, 2021). Drug tests administered in these programs are included in the bundled rate.

Annual Provider Satisfaction Survey



We value your feedback and believe it is a vital component to ongoing improvements in order to better serve you and our Idaho Medicaid population. Optum Idaho has contracted with Market Probe again this year to complete our Annual Provider Satisfaction Survey during the month of November. You will be receiving an email from MarketProbe@qualtrics-research.com. The sender name will be displayed as "Market Probe c/o Optum". We continue to be committed to using your feedback to improve our processes and your experience participating in the Optum Idaho Medicaid Network. Thank you in advance for your participation!

Education Department Updates

Meet the New Team Members!

We welcome both Kelley Knowles and Douglas Ward who are eager to develop and deliver training to meet all of your needs as a provider in the Optum Idaho network!

KELLEY KNOWLES, Sr. Learning Specialist

Kelley Knowles is a Senior Learning Specialist for Optum Idaho, with a bachelor's degree in Education from San Jose State University. Kelley's work experience includes over 10 years of instructional design, adult learning theories and training, with over 5 years in the medical and behavioral health fields. Her experience at Terry Reilly Health Services, and the Idaho Health Data Exchange as a trainer and developer provides Optum Idaho with a wealth of knowledge in both face to face, webinars and eLearning development.



DOUGLAS WARD, Sr. Educational Technology and E-Learning Specialist



Douglas Ward is the Senior Educational Technology and E-Learning Specialist for Optum Idaho. Douglas has 20 years of educational experience and started his educational career as a music teacher in Texas. After spending some time as a teacher, he transitioned to the hospitality industry and began working in customer service for Starwood Hotels and Resorts. His passion for education quickly led him to the Learning and Development team at Starwood where he developed training products, provided classroom training, individual coaching and managed staff for the customer contact centers. Douglas continued his path as a Learning and Development Manager for Marriott International where he identified training needs, managed projects and developed engaging learning solutions for customer service associates.

Fall Trainings

This fall, Optum Idaho is offering lots of training that you will want to take advantage of for your CEU, learning and professional development needs. Act quickly, spots are limited!

Person-Centered Thinking Training

Optum and The Institute for Person-Centered Practices have partnered to offer brand new Person-Centered Thinking (PCT) training opportunities! At the core of PCT is the notion that treating others with dignity and respect will empower them to set and reach their own personal goals. You can expect to learn the latest techniques and application in Person-Centered Thinking that will allow you to add value to member interaction. A key component of the training offers learners the opportunity to practice discovery skills that guide plans to support people to live their lives as they define them.

Education Dept. (cont'd)

The training in PCT consists of **two parts**:

1) Optum Idaho Person-Centered Thinking online training modules on Relias

The purpose of the Person-Centered Thinking training modules is to orient you—whether you are a provider, supervisor, or staff of various roles—to the person-centered thinking philosophy that supports the delivery of person-centered care (approved for up to 1.5 CEUs).

2) Two-day live webinar learning intensive

We invite you to join us for this one-of-a-kind live webinar training experience—two full days of learning and practicing how to use a variety of person-centered tools to discover information leading to plans that support a person to have a better life as they define it (approved for up to 12 CEUs).



If you missed the live webinar training in September, not to worry! We have a second session coming Nov 10 & 11, 2020 9am–4pm MST. Register now via the details provided at optumidaho.com > For Network Providers > [Provider Meetings & Trainings](#).

Nonviolent Crisis Intervention Training

Optum Idaho is offering Nonviolent Crisis Intervention training events through the Crisis Prevention Institute (CPI) throughout the rest of 2020 to support network providers who offer crisis services to Idaho Behavioral Health Plan members. Upon completing this training, you will be able to identify the four stages of a crisis, will know how to intervene in a crisis appropriately and effectively, and will gain confidence in your ability to maintain the care, welfare, safety, and security of all involved.

Session: December 10, 2020 — 12pm–4pm MST

Fraud, Waste and Abuse Prevention— Webinar Training

At Optum Idaho, we are committed to ensuring the integrity of the behavioral health care system of Idaho. This training delivered on September 22 and 24, aims to help all providers and agencies understand and prevent potential fraud, waste and abuse. Upon completing this training, you will leave with a thorough understanding of various topics important in helping to maintain program and network integrity, including:

- Ins and outs of the audit review process, including common audit findings
- How to avoid common errors
- How to file corrected claims or void claims
- Ongoing resources for you as a provider

The recording of this live webinar from September is available for you to view at your leisure any time on Relias!

For complete details, please visit optumidaho.com > For Network Providers > [Provider Meetings & Trainings](#).

Optum Idaho Provider Training Needs Survey

We built this year's training offerings in large part based on what you told us you needed last year. **It's time again for the Provider Training Needs Survey** and we want to know how we can best deliver training to meet your specific needs. The survey takes three minutes to complete and all information you provide is anonymous. Thank you in advance for providing information to shape our future planning of education and training courses, modules and events.

To participate in the survey and enter to win one of two \$25 Amazon gift cards, [click here](#).

Telehealth

Optum Idaho Telehealth Policy: Enhancing Access to Services for Idaho Medicaid Members

As shelter-in-place orders were instituted in response to the coronavirus pandemic, utilization of telehealth became critical for patients to engage in health care services. In response to the need to create access to services, federal and state regulators lifted many telehealth restrictions to support providers as they adjusted to this new demand for services. During this stressful time, behavioral health services are more important than ever to our members. We followed suit to facilitate access for members and relieve any uncertainty for providers.

Optum Idaho is grateful to providers for responding quickly and moving into territory that may have felt unfamiliar initially but has allowed members to receive on-going services. This time has provided an opportunity for both providers and members to learn the benefits of utilizing telehealth and has expanded access to vital services for members that have challenges due to transportation, scheduling, childcare or a behavioral health condition that makes in-person counseling at an office not preferable.

Utilization of Telehealth by Idaho Medicaid Members

At the peak of the shelter-in-place, over 1,200 providers offered telehealth services to 19,500 members in April. Medication management, psychotherapy, substance use disorder services as well as skills building/CBRS and peer and family support services were provided by video platforms. In addition, many more members received similar services by telephonic delivery as the video requirement was relaxed for COVID-19. Though the demand has reduced somewhat as members have adjusted to the pandemic conditions and identified ways to safely return to in-person services, thousands of members in Idaho continue to rely on virtual visit technology to meet their behavioral health needs.



In the short term, Optum Idaho will maintain current COVID-19 measures that allow telehealth or telephonic services to be utilized by all levels of professionals and all allowed services until the pandemic risks are alleviated. Optum will provide at least thirty days' notice to provider when updates to requirements for services delivered via telehealth or telephone are made to ensure that providers have ample time to work with members on how services are delivered.

Submit Attestations

As you are aware, Optum Idaho temporarily removed the requirement to submit a Telehealth Attestation as we all moved quickly to provide services remotely. In order to be listed in the Optum Idaho Network of telehealth providers and ensure the modality is listed in the member search tool under your agency, it is necessary for providers to submit the required attestation form.

Individual clinicians can complete the Attestation Form online. Group agencies who wish to complete the attestation should reach out to their Provider Relations Advocate to receive the Group Agency Attestation.

New Hires

Please join the Provider Relations team in welcoming **Erin Bruce** to Optum Idaho as the new Senior Provider Relations Advocate!

Erin is a Licensed Social Worker with a master's degree in Health Sciences with an emphasis in Health Services Leadership. She has spent over fifteen years serving children, families, and communities in various capacities; all promoting prevention and resiliency. Erin has provided case management services for families in the child welfare system, offered care coordination for children with special health care needs and has provided sexual abuse prevention training as a Darkness to Light Facilitator. In 2012, Erin shifted focus from direct social service and began working on national and local initiatives related to Patient Centered Medical Home transformation and health care quality improvement. Erin managed the Children's Healthcare Improvement Collaboration (CHIC), a federal grant program aimed to transform pediatric health care across Idaho, then went on to manage the Idaho Diabetes and Heart Disease Program as well as the Idaho Maternal Infant and Early Childhood Home Visiting Program for the Division of Public Health.



Most recently, Erin managed complex population health management strategies for Saltzer Health, focusing on improved health outcomes and enhanced provider performance and satisfaction.

At home, Erin is busy with a 5-year-old son, a 2-year-old daughter, a busy puppy, and a busy husband. They enjoy spending time at their family cabin in Garden Valley, riding bikes, and being with family and friends.

Wayne Nubile has joined the Clinical Audits Team in support of Optum Idaho. Based in Boise, Wayne is originally from Alaska, where he grew up primarily in the small town called Soldotna (Russian for "soldier") located on the Kenai Peninsula. Following graduation from high school, Wayne attended the University of Idaho, earning his bachelor's degree in History. After a short three year return to Alaska, Wayne moved permanently to the Boise area and graduated with a master's degree in Counseling from Boise State University. Most of Wayne's professional career has been in working for the State of Idaho as a mental health counselor/clinical supervisor with the Department of Corrections and the Department of Health and Welfare, Behavioral Health Division. Wayne is the father of twin daughters.



With Wayne's arrival, the Clinical Audits Team is reorganizing assignments of regions 3, 4 and 5, with Wayne responsible for audits in Regions 3 and 5, and Sharon Moore Barnett responsible for Region 4. [Click here](#) to access the Regional Representation Flyer.

Optum Conference 2021

Mark your calendars for the Optum Conference! This inaugural event will be on April 13-14, 2021, at JUMP in Boise, with staffed sites in Coeur d'Alene, Lewiston, Twin Falls and Fort Hall. Live streaming of main sessions to homes and offices also will be available. The theme is: ***A Changing Idaho – Challenges and Opportunities.***

This conference will be free of charge and Continuing Education Units (CEUs) and Certificates of Completion will be available where appropriate. There will be sessions available for both clinicians and paraprofessionals to align with scopes of practice accordingly.

Topics to be covered include:

- Evidence-Based Practice
- Ethics and the Law
- Integrating CANS into Practice
- The Future of Behavioral Health Care (ex. value-based care)
- Workforce Development
- Diversity, Culture and Care
- Person-Centered Care
- Vicarious Trauma and Burnout

Please save the date and be on the lookout for additional information. In the meantime, feel free to email us with any questions at optumconference@optum.com.



TCC Training Updates

Have You Been Considering Offering Targeted Care Coordination (TCC)?

This fall, join us for a webinar on the revised TCC service, including updates to billing, guidelines, and reimbursement. Learn how previous provider challenges have been addressed and leave prepared to make an informed decision about offering TCC services, as they are today!

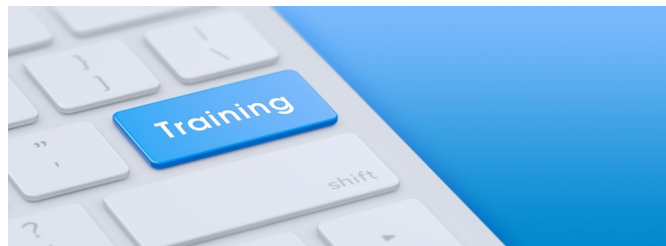
Watch for details to come in upcoming provider alerts.

Are You Endorsed as a Targeted Care Coordinator, but Haven't Yet Begun to Bill for the Service?

Join us this fall to hear from Optum staff and network providers about how you can get started with care coordination—everything from making decisions as to all the services and resources a person might need to submit your first Person-Centered Service Plan (PCSP).

In just one hour, you can begin to put your training and endorsement to good use in helping Idahoans who need your help the most!

Watch for details to come in upcoming provider alerts.



Are You a Targeted Care Coordinator Who is Ready to Enhance Your Skills in Care Coordination?

Like you, we want to make sure that you have a complete toolbox of resources and strategies at your fingertips when it comes to 1) navigating the behavioral health care system to ensure proper care for the member, and 2) developing and executing a shared plan of care among all of the member's providers who are involved in their care.

That's why we are developing a series of trainings in Applied/Advanced Targeted Care Coordination. The first installment of this series, Applied/Advanced Targeted Care Coordination 101: Interpersonal Collaboration and Teamwork, will be available in early 2021. Please stay tuned for access details, and please share with us anything that you would like to learn more about in your role as a TCC within the Optum Idaho provider network by reaching out to us at optum.idaho.education@optum.com! We'd love to hear from you.

As always, thank you for the work that you do.

Provider Relations Advocate Team

Below is a list of the Provider Relations Advocates (formerly known as Regional Network Managers) along with their contact information. For your convenience, a complete list of all of our regional contacts can be found on optumidaho.com > [Contact Us](#)



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