

Provider Press

News You Can Use

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Fall 2018

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We hope you find our publication of Provider Press helpful and insightful. On a quarterly basis, we will cover important updates, upcoming trainings, and topics of interest to our Provider network. Your network management staff are continuing to enhance communication opportunities. We welcome your feedback on information that is important to you to ensure we are providing you with relevant and timely information.

Provider Experience

As a part of our commitment to ensure you have the most current information, Provider Express now offers guided tours with easy to follow short videos. For more information on the guided tours available please visit: www.providerexpress.com.

Provider Express Quick Links

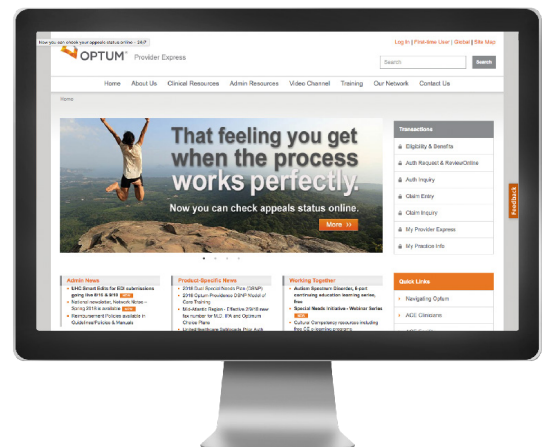
Provider Express Quick Links allow Providers easy access to commonly used information. Information that can be found under the Quick Links tab includes Forms, Claim Tips, and Clinician Tax ID Add/Update Form.

Navigating Optum

This page will simplify your business transactions by offering effective and efficient tools to support your care delivery and business operations. Providers can access practice information, claim entry and inquiry, and member eligibility and benefits information.

My Practice Information

Out-of-date or inaccurate information about your practice is a primary cause of delayed claim payments and prevents new clients from finding you. You can make changes to your address and or indicate your availability and much more.



Provider Express Eligibility

Did you know that you can see most eligibility, benefit information and deductibles online using Provider Express Secure Transactions? Provider Express uses the same resource for eligibility information as customer service agents use when you call.

Credentialing

Online credentialing submission is available on Provider Express. If you are currently in the process of credentialing with Optum, there is now a Provider Credentialing Status Toolbar to indicate where you are in the credentialing process. The progress of your online submission, currently available for most states, can be tracked as it moves along the approval process using the credentialing status toolbar. We created this feature based on your input.

Education Update

YES Navigation Series

The first Yes Navigation webinars were completed in June and are now available on Relias. Our first webinar included a review of the YES System of Care, along with new/updated services and supports that were made available July 1, 2018. YES Navigation training series has set ambitious goals for providers to have necessary information and resources to seamlessly implement into their practice. Shared knowledge of current and new services is meant to enhance the future of Idaho through care of our youth. Our next YES Navigation webinar series will be scheduled in September 2018. Additionally, in person regional workshops started in July to discuss the YES Navigation series and will continue on a quarterly basis.

Please join us for further conversation about the YES System of Care. Lunch will be served and a panel of Optum Clinical and Network subject matter experts will be on hand to answer questions. Continuing Education Units (CEUs) will be offered. Visit the [Provider Training](#) webpage on optumidaho.com to check dates and sign up for a workshop in your area.

Child and Adolescent Strengths and Needs Assessment (CANS)

The Praed Foundation developed the Child and Adolescent Needs and Strengths (CANS), which will be the approved assessment tool to measure child and family strengths and needs for children and adolescent Members up to 18 years of age within the State of Idaho. Beginning July 1, 2018, Network Providers who are CANS certified will be reimbursed by Optum for using the CANS assessment tool, along with the Comprehensive Diagnostic Assessment (CDA). It is critical that you transition to using the CANS, as it will be the required state assessment tool for all children and adolescents served under the Idaho Behavioral Health Plan as of July 1, 2019. Upon implementation, Optum Idaho will no longer reimburse for the Child and Adolescent Functional Assessment Scale (CAFAS), Preschool and Early Childhood Functional Assessment Scale (PECFAS), and Child and Adolescent Level of Care Utilization System (CALOCUS), and services for child and adolescent Members will not be reimbursed without a completed CANS within the ICANS platform.

In person regional workshops on CANS were completed in July with additional courses offered on data reporting, currently available on the [Provider Training](#) webpage. The Praed Foundation also offers on-demand training for Providers who may not have the flexibility to attend in-person training. General information about online CANS training and the Idaho CANS Mental Health 2.0 certification is located at www.praedfoundation.org. All Providers, regardless of initial certification, will need to obtain an online certification for an annual fee of \$12 and can do so at www.schoox.com.

Evidence Based Practice (EBP) Library

Optum Idaho proudly announces the availability of the new Evidence Based Practice (EBP) library which launched on July 1, 2018 and is now available on the [Optum Idaho](#) webpage. The EBP library serves to promote evidence-based practices (EBPs) and the use of scientifically established behavioral health interventions. Utilizing these EBPs within the targeted youth demographic will increase the expertise needed to provide effective interventions to youth receiving services. Optum Idaho is not mandating use of specific evidence-based practices, but providing a clearinghouse of resources for Providers to access based on their specific need and clinical judgement.

This list identifies General EBPs that can be utilized for a variety of treatment needs. It also identifies EBPs for common diagnostic categories: Trauma, ADHD, Disruptive Behavior, Depression, and Anxiety. These resources include free, low-cost, and higher-cost resources. Links are provided for each resource to increase ease of access. Resources include relevant modules available through our e-learning system, [Relias](#), that can increase skills and knowledge base for working with specific populations. Additionally there are a

Integrated Behavioral Health

As part of our commitment to bringing new services to our fellow Idahoans, Optum embarked on a project to bring Integrated Behavioral Health services into our network. Integrated Behavioral Health services is a synergistic model where behavioral health clinicians are embedded in medical clinics to assist members experiencing psychological stressors that have been caused by or exacerbated by primary medical issues. As part of our process to bring these services into our network, Optum in association with the Idaho Integrated Behavioral Health Network provided essential trainings on integrated care. Every region of the state is in continuous preparation for this very specialized behavioral health service becoming more available. We began working with our Federally Qualified Health Clinics to pilot the use of these services and the associated billing codes within our network. Starting in May, 2018, reimbursement of the Health and Behavior Assessment and Intervention (HBAI) Codes became available for qualifying medical clinics. These initiatives are providing an integrated approach to behavioral health and medical services to deserving Idaho Medicaid members. Access to these services is expanding as more behavioral health clinicians and medical clinics are expanding their knowledge, scope, and ability to provide care in an innovative environment. For additional information please contact your Regional Network Manager.

variety of delivery methods (webinars, DVDs, books, etc.) are available in an effort to meet the educational needs of Providers. If you are having difficulty loading a specific course, please try again in a different browser.

Please review the [Provider Training](#) page to get more information on live webinars and in-person training opportunities hosted by Optum Idaho throughout the year. For additional information on EBPs, visit the Evidence Based Practices

Resource Center at www.samhsa.gov/ebp-resource-center. If you have further questions about educational offerings or resources, please contact us at optum.idaho.education@optum.com.

Person Centered Planning Overview

Our Optum team is excited to be in collaboration with Idaho Department of Health and Welfare's Division of Medicaid, Division of Behavioral Health (DBH) and Family and Children Services (FACs) on Person Centered Planning. Optum reviews completed plans sent by the DBH for compliance to the Code of Federal Regulations (CFR).

The Person Centered Planning process takes place in a Child and Family Team (CFT) meeting facilitated by a clinician with DBH and FACs, who will initiate the process. The CFT meeting includes the youth, their family, and providers or individuals the youth/family believes may be helpful in developing and implementing a care plan that will assist them in achieving their treatment goals.

The person centered plan is updated by the DBH facilitator and Child and Family Team:

- At least annually
- When the Child and Adolescent Needs and Strengths (CANS) assessment indicates

YES Updates

On July 1, 2018 Optum implemented new services and enhanced a few existing services. Respite (part of the 1915(i) State Plan Amendment) and the Child and Adolescent Needs and Strengths (CANS) Functional assessment were added as new services

a change is needed to the Person Centered Plan

- When the member/family requests it

Optum's approval of Person Centered Plans for CFR is not an authorization of service, and those services requiring prior authorization will still need a Service Request Form.

Providers' treatment plans should align with the Comprehensive Diagnostic Assessment, Child and Adolescent Needs and Strengths (CANS) assessment, and Person Centered Plan once they are completed.

If you have any questions, please contact: YouthEmpowermentServices.idaho.gov, contact your Optum Idaho Network Manager, or send an email to the Optum YES email box: optum.idaho.yes@optum.com.

available to all Network Providers who met specific training and credentialing guidelines. Community-Based Rehabilitation Services was updated to Skills Building/CBRS and now requires a teaming approach between a clinician and paraprofessional. Optum added two codes

to the fee schedule, Case Consultation and Child and Family Team (CFT) Interdisciplinary Team Meeting, to compensate providers for their time spent to support the guidance outlined in the Principles of Care and Practice Model.

To support these service implementations, Optum Idaho offered web-based and in-person trainings throughout the state. We want to thank those who attended Part I of the YES Navigation Series, which included service-specific trainings for Respite, CANS, and Skills Building/CBRS . If you have missed a recent training or need more information on the services listed above, please consult the optumidaho.com website. You will find trainings under the For Network Providers tab under Provider Trainings. For questions or information about training opportunities, please email optum.idaho.education@optum.com.

Optum Idaho will implement two services on October 1, 2018, Crisis Response and Family Psychoeducation.

Crisis Response services are provided by an agency with a licensed clinician telephonically for members in crisis. These services provide immediate dependable responses in order to promote safety and stability for an individual in crisis. Crisis responders resolve crises telephonically or arrange for immediate crisis intervention outreach.

Family Psychoeducation is an evidence-based model of practice in which clients, clinicians/facilitators, and family members work together in a structured format on life issues that affect symptoms. Family Psychoeducation and training allows Providers to educate the family and youth about the youth's mental health needs and strengths. In addition, the family and youth learn ways to manage the youths medications and mental health so they can function better at

home, at school, and in the community.

Optum Idaho is working to develop additional YES services that will be implemented in 2019. Please continue to look for communications from Optum Idaho in the form of trainings, Provider Alerts, and emails as these services continue to move forward. We thank you for your partnership as we work together to build a more robust system of care for our youth in Idaho. If you have any questions about YES, please email optum.idaho.yes@optum.com



Optum's Chief Medical Officer



Amy Edwards, MD serves as the Chief Medical Officer and Medical Director for Optum Idaho. Dr. Edwards started her career working as an inpatient and consultation liaison Psychiatrist in Fairbanks, Alaska as well as the Medical Director of an inpatient, outpatient and consultation liaison program in Yakima, Washington. She settled in Boise 7 years ago where she built the outpatient program for St. Luke's Psychiatric Wellness as well as started her own private practice out of North End Psychiatry. Dr. Edwards earned an undergraduate B.S. in Biological Psychiatry from the University of Michigan, Medical Degree from the University of Michigan Medical School, and completed her Psychiatry Residency at the University of Michigan Medical School.

Get to know the Network Management Staff

Please join us in welcoming Michelle Barker, and Manuel Tamez to the Network Management Team.



Michelle Barker serves as the Regional Network Manager for Regions 3 & 4, joining Optum in April of 2018. She is a lifelong Idahoan, growing up in Northern Idaho, and has lived in Boise for eight years. Michelle has worked in the behavioral healthcare system for over 5 years and is passionate about building strong provider relationships and assisting them to navigate the behavioral healthcare system to better serve our communities. Michelle received an undergraduate degree from the University of Idaho and Master's in Business Administration with a concentration in Health Care Management from Western Governors University.



Manuel Tamez joins the Provider Network Team as the Network Associate. Manuel joined Optum Idaho in March of 2018 as the Senior Provider Customer Care Representative. He has worked in the health care field since 2015 in a number of capacities to include claims resolution. Manuel is originally from Oregon and relocated from California to Idaho in 2008. Manuel received his Associate's in Criminal Justice from the University of Phoenix.



Zack Stahl serves as a Provider Network Advocate. He supports the needs of the Network as YES services are implemented. Zack has worked with Optum since September, 2015 where his career began near his hometown of Portland, Oregon, transferring to the Optum Idaho team in February, 2018. Zack received his associate degree in General Studies from Clark College in Vancouver, Washington.



Brooke Bennett joined Optum in February, 2018 as the Senior Provider Network Lead where she is responsible for managing network operations, facilitating new implementation projects, and serving as the customer liaison. During her time with the United States Air Force, Brooke began her journey in the behavioral health care industry and has worked in a multitude of clinical settings. She received her undergraduate degree from Colorado Technical University and is currently working towards her Master of Business Administration with a concentration in Health Care Management from Colorado Technical University.



Brenda Valle serves as the Regional Manager for Regions 6 & 7. Brenda has worked with Optum since March 2009 where her career began in New Mexico, transferring to Idaho in September 2013. Brenda has worked in a number of programs focused on community-based solutions serving refugees populations, fostering Native American children and meeting the clinical needs of geriatric populations. Brenda received her undergraduate degree from Utah State University and a Masters of Social Work from University of Utah.



Bevin Modrak serves as the Regional Network Manager for Regions 4 & 5. Bevin joined Optum in October of 2013 as the Clinical Program Manager. Bevin has a long career serving the people of Idaho in a number of areas for over 19 years: child protection, adoption, adult mental health, and Medicaid. Bevin received his Bachelor's in Psychology from Washington State University in 1988 and returned to complete his Master's in Counseling in 1991.



Karen Kopf serves as the Regional Network Manager for Regions 1 & 2. Karen joined Optum in June of 2013 and has lived in her region for 22 years. She has worked in the behavioral healthcare system in a number of capacities from education, to advocacy to system change. Karen earned an undergraduate degree from George Washington University, Washington, D.C.



Sharon Burke serves as the Medicaid Network Director, joining Optum in November 2016. Sharon has worked in the Behavioral Health Care System in Idaho in a number of capacities including her work at the Idaho Supreme Court, Idaho Department of Juvenile Corrections and Office of Drug Policy. She is passionate about creating effective and efficient systems for providers who offer vital services to those in need in our state. Sharon received an undergraduate degree from the University of Idaho and Masters of Public Administration from Boise State University.

Optum communicates with the Provider Network via fax and email distribution. If you would like to be added to the email distribution list, please send your contact information to optum_idaho_network@optum.com.