



# Optum Idaho | Quarterly Report

OCTOBER 2015

## Impacting Rural Areas

At Optum Idaho, our goal is to help individuals, enrolled in the Idaho Behavioral Health Plan, have access to mental health and substance use disorder (SUDs) care services.

In some rural and frontier areas there may be barriers, lack of resources and access availability. We welcome partnership and collaborative discussions on addressing gaps highlighted in each Regional Behavioral Health Board plan.

Our goal is to ensure our communities, and members, have access to the right care at the right time from quality practitioners. At the end of this quarterly report, we have addressed a few gaps and needs and welcome commentary on ways to present this information to the boards in the future.

### Highlighting: Duck Valley

Duck Valley reached out to Optum to ensure tribal members receive the right care they need close to home. Optum’s Region 3 Field Care Coordinator (FCC) and Regional Network Manager met with Duck Valley and discussed telehealth, medication management, home visits and collaborating with other tribes on statewide initiatives. With great success, Duck Valley indicated that they will have access to telehealth and Medication Management services in the near future.



*Owyhee EMTs proudly display their MHFA certificates of completion*

Additionally, on July 30<sup>th</sup>- July 31<sup>st</sup> 2015, Optum’s Peer & Family Support Specialists conducted a successful Mental Health First Aid Training with 14 Duck Valley Indian Reservation community members. Participation included school staff, law enforcement, EMTs, retirees and community members.

Optum received positive reviews and Duck Valley requested additional trainings and educational opportunities.

## Optum Events and Trainings

### Community

- 7/30/15-7/31/15 Mental Health First Aid Training: Duck Valley Indian Reservation Owyhee, NV
- 9/10/15 InTouch Community Conversation Disruptive Behavior Disorder: Statewide
- 9/17/15-9/18/15 Mental Health First Aid Training: Challis, ID

### Provider

- 7/7/15, 7/8/15, 7/10/15 Provider Training (in person Boise, Pocatello, Lewiston) Clinical Model 2.1
- 7/15/15, 7/16/15 Provider Training (webinar) Clinical Model 2.1
- 7/29/15, 7/30/15, 7/31/15 Provider Training (webinar): 2015 Level of Care Guidelines
- 9/8/15, 9/9/15, 9/10/15 Provider Training (webinar): Approach to Treatment of Disruptive Behavior Disorder
- 9/29/15, 9/30/15, 10/1/15 Provider Training (webinar): Use of the General Organization Index Scale (GOI)

### COMING UP!

#### Provider

- 10/20/15 (2 sessions), 10/21/15 Provider Training (webinar) Recovery and Resiliency Principles

**REMINDER:** Relias Learning offers free CEUs/CMEs and much more! Visit [optumidaho.com](http://optumidaho.com) for more information



### Disruptive Behavior Disorder



*Dr. Sonis live in Boise, ID*

In partnership with Idaho Federation of Families and Idaho Parents Unlimited, Optum Idaho held the first InTouch Community Conversation for community members on September 10, 2015, with keynote speaker Dr. Bill Sonis, M.D. Dr. Sonis is an Optum Associate Medical Director and Child Psychiatrist and is certified by the American

Board of Medical Specialties as a pediatrician,

general psychiatrist and child and adolescent psychiatrist. He has been in practice for 41 years.

The purpose of this event was to bring awareness and education around the critical topic of disruptive behavior disorders in children and what treatment options are available for families. As part of the overall system transformation efforts in Idaho, it was also our goal to deliver the message that every person has a voice and parents and guardians in particular need to be aware of their options and expect answers from providers in what their child's diagnosis is and what treatments are available.

The event was live in Boise and was simulcast statewide to six additional regions in order to deliver the same message and engage in dialogue, at the same time, throughout the state. Optum Idaho leadership and staff were organized at the event locations and assisted with a moderated Q and A after the presentation. Throughout seven regions, nearly 100 people attended the event.

The event was well received and attendees were extremely appreciative for the opportunity to hear information on this important topic.

Several attendees also asked that Optum continue to provide more educational forums in the future. The recorded presentation is available on the Optum Idaho website at

[www.optumidaho.com](http://www.optumidaho.com).



*Twin Falls location*

### Community Events and Trainings

#### Attended, Contributed and/or Sponsored

#### Community Events:

9/12/15 9<sup>th</sup> Annual Recovery Day in Caldwell, ID

9/13/15-9/16/15 Idaho Juvenile Justice Association Conference in Idaho Falls, ID

9/16/15 Community Information and Resource Fair Nampa, ID

9/24/15-9/25/15 Behavioral Health Conference in Boise, ID

**COMING UP!**

#### Attending, Contributing and/or Sponsoring Community Events:

10/1/15-10/2/15 Idaho Annual Council for Exceptional Children Conference in Boise, ID

10/30/15-10/31/15 ID Partnership Conference on Human Services – Training Conference on Disabilities and Mental Health in Boise, ID

**MORE TO COME!**



## Community Agency Liaisons

### Getting to know your Liaison



The Community Agency Liaisons (or Community Liaisons) are responsible for building and maintaining relationships with stakeholders across the state such as; child-serving agencies, schools, social services agencies, staff of the Division of Behavioral Health (DBH), the problem-solving courts and other parts of the criminal justice system. The Community Liaison's focus is on interfacing the concerns of those agencies with Optum network capabilities and driving ongoing review of network adequacy and network development. The Community Liaisons partner with Optum Network Managers and Regional Field Care Coordinators to ensure that the network meets the needs of the IBHP membership.

Community Liaisons will engage the attendance of the field staff, such as; Regional Network Managers, Field Care Coordinators and the Audit team, when the agenda identifies an impact to their roles.

For questions or to request engagement, please contact your Community Liaison:

**Aaron Darpli**

[Aaron.Darpli@optum.com](mailto:Aaron.Darpli@optum.com)

(208)914-2239

Regions 1,2,3,4)

**Dionne Chatel**

[Dionne.Chatel@optum.com](mailto:Dionne.Chatel@optum.com)

(208)914-2240

(Regions 4, 5, 6, 7)

## Region 3 – Q2 2015 | By the Numbers

### *Idaho Behavioral Health Plan Members and Access to Care*

- **58,767** - Number of Unique Members living in Region 3 (21.54% of all Idaho members)
- **5,808** - Number of Unique Members who have accessed services from April 2015 to June 2015 (20.26% of all Idaho members that have accessed services)
- **12.07** - Mental health clinicians per 1000 members through June 2015 (Statewide: 17.05)
- **2.25** - Prescribers per 1000 members through June 2015 (Statewide: 3.17)
- **0.58** - Substance Abuse Groups per 1000 members through June 2015 (Statewide: 0.74)



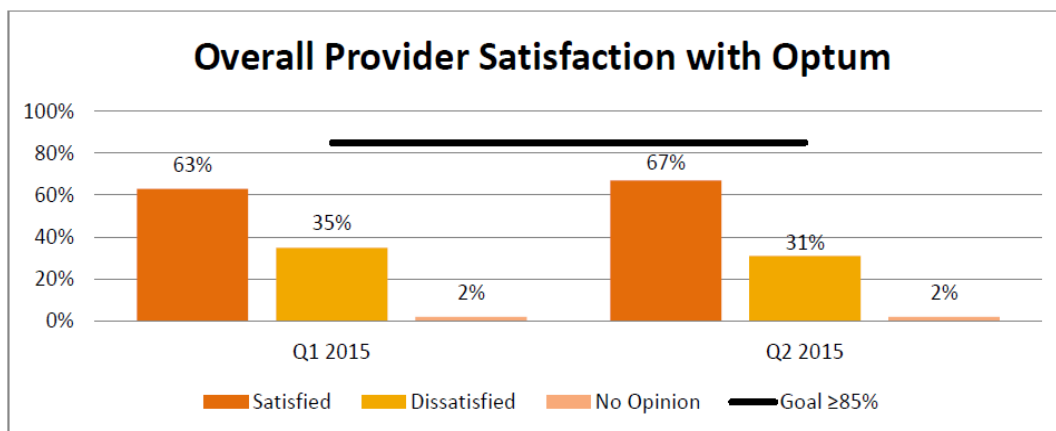
## Quarterly Comparison | Provider October 2015

### Provider Satisfaction Survey

Optum Idaho regularly conducts a provider satisfaction survey of providers delivering behavioral health services. The results of the survey are analyzed and action plans are developed to address opportunities for improvement.

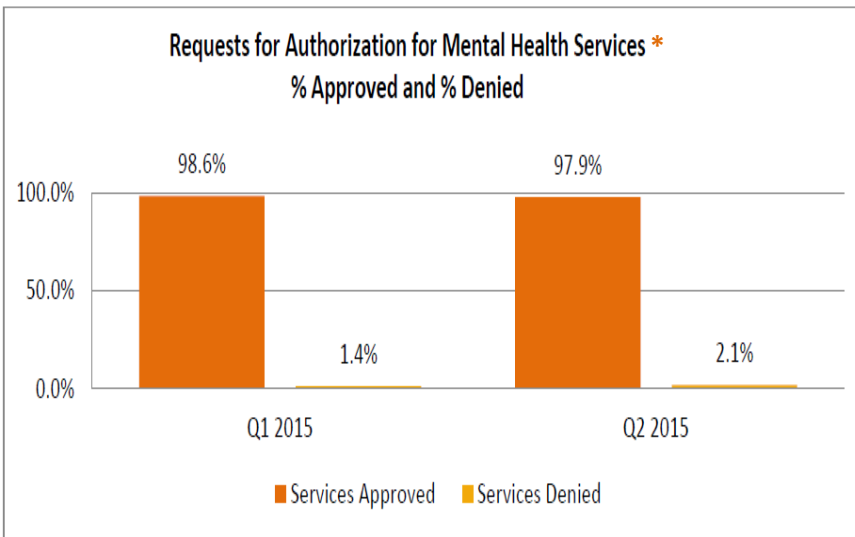
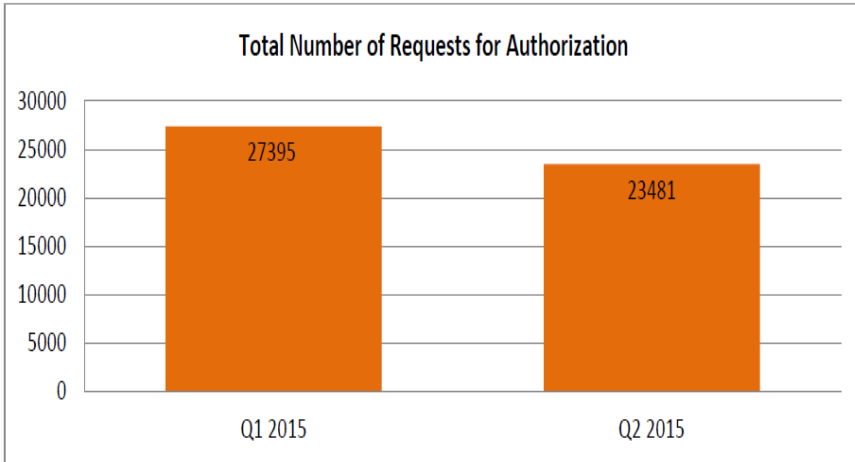
As outlined in the July 2015 quarterly report, Optum continues in its ongoing efforts to increase provider satisfaction.

On August 15, 2015, Optum implemented clinical initiatives designed to improve operational consistency and efficiency in clinical outcomes for members. With these changes as well as multiple other initiatives previously reported, we anticipate there will be an impact to the overall satisfaction from network providers for 2015 overall.



# Quarterly Comparison | Provider

## October 2015



*\*Authorizations for most treatment options fall into either no authorization required or an 'open' prior authorization where clinical review before the service is provided is not necessary*

### IN THE NUMBERS

**99.9%**

Percent of Optum Idaho members that have access to a provider within 45 miles

**4,139**

The number of provider calls into Optum Idaho in Q2 2015. This includes both the care management line and provider customer service

**4,782 Providers**

**556 Agencies**

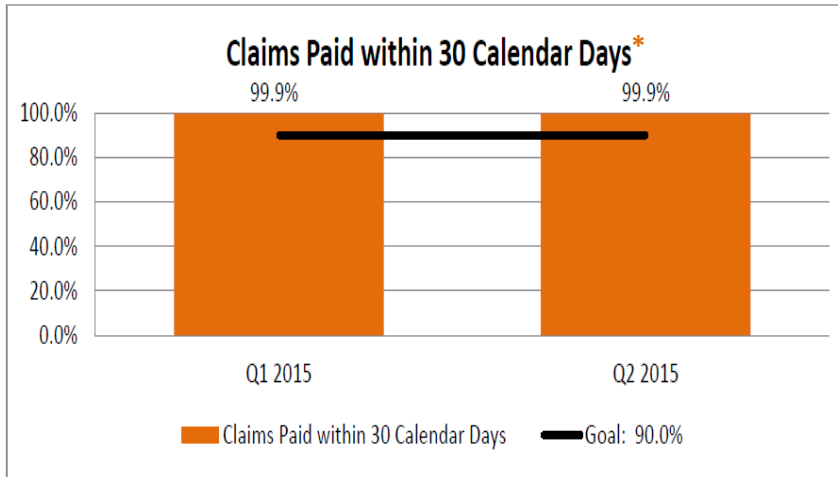
The number of provider agencies and individual clinicians in the Optum Idaho network

**1,122**

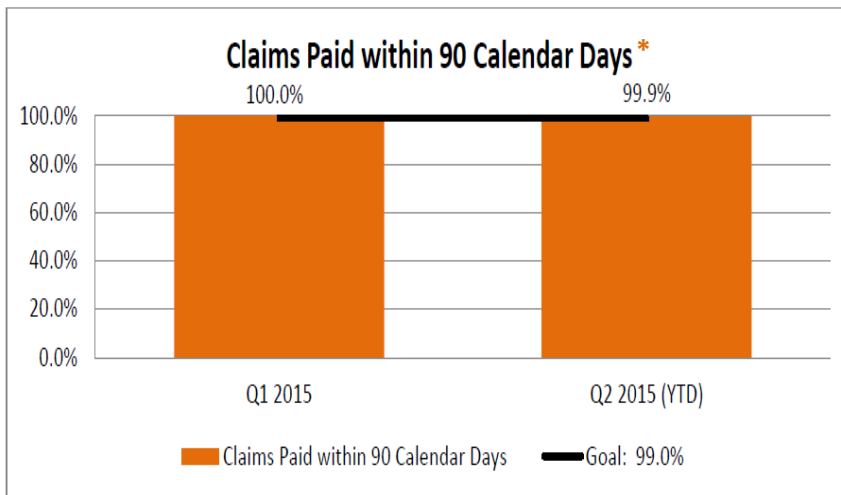
The number of member calls in Q2 2015

# Quarterly Comparison | Member and Provider

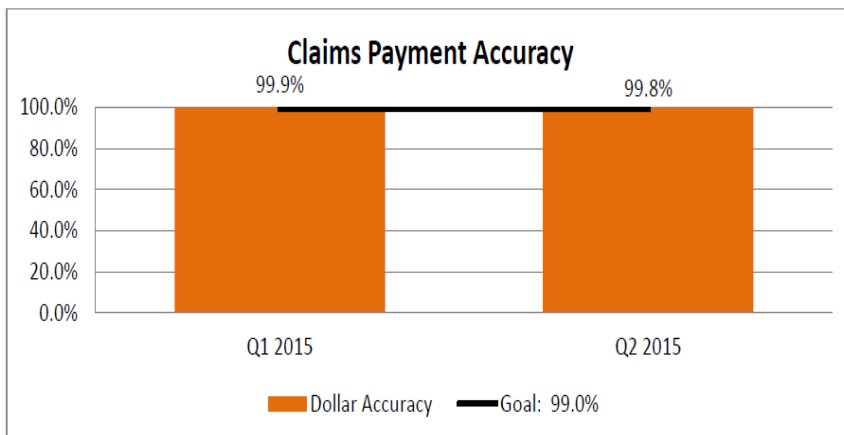
October 2015



\*Claims that do not require additional documentation upon receipt



\*Claims that do not require additional documentation upon receipt



## Top 5 Reasons Members Call Optum

### 40%\* Clinical Intervention

(e.g., Clinical care/clinical care options)

### 24%\* Benefit Inquiry

(e.g., Services available/types of practitioners)

### 17%\* Follow Up

(e.g., Optum Clinical Services/UM follow up)

### 6%\* File a complaint

(e.g., About filing a complaint)

### 3%\* Information & Referral

(e.g., Other services/directory referral)

## Q1 2015 Member Satisfaction Survey

### Member Comment

"I am thankful for the help I receive because I cannot do it on my own. Your help helps me live and be as independent as I possibly can...." - anonymous

# Regional Behavioral Health Board

## 2015 Gaps and Needs Summary Analysis

Optum Idaho is dedicated to working with the Regional Behavioral Health Boards to collaboratively address gaps and needs in the scope of the Idaho Behavioral Health Plan that were submitted to the State Planning Council. Below, we highlight 3 identified regional service needs and gaps.

### Interpreters/Translators

Impacted Regions: 3, 4, 5

**Gap/Need:** Lack of training and availability of service

Language Interpretation Services (sign language or oral interpretation) is reimbursable in the Optum Network. Our providers are responsible to coordinate for direct services for an eligible member. The provider can then bill Optum using T1013 and be reimbursed at the current fee schedule rate.

If a provider cannot adequately serve a member, they should provide appropriate referrals to other practitioners. The provider would need to communicate that at the time of patient intake and refer accordingly. For additional provider related questions, please contact your Regional Network Manager (855-202-0983).

### Data Collection and Data Sharing Issues

Impacted Region: 7

**Gaps/Need:** There is a need for a database that would allow multiple agencies to share information on persons with mental illness in order to provide better response and ongoing care.

The sharing of personal information to help with a member's care is a highly sensitive and critical area of importance. There are standards and procedures that need to be in place to ensure this type of information is shared appropriately and confidently.

The Idaho Health Data Exchange (IHDE) offers a portal for limited sharing of electronic health information among providers, systems, hospitals and labs. Should a provider choose to sign up, they can benefit from efficiency, connectivity, accessibility and quality. For more information, please visit: <http://idahohde.org>

As referenced in Optum's Provider Manual, *to facilitate effective communication among all treatment professionals involved in a Member's care, Optum Idaho requires network providers to coordinate services with the Member's primary care physician (PCP).*

*Some Members may refuse to allow for release of this information. This decision must be noted in the clinical record after reviewing the potential risks and benefits of this decision. Optum, as well as accrediting organizations, expect you to make a "good faith" effort at communicating with other behavioral health clinicians or facilities and any medical care professionals who are treating the Member as part of an overall approach to coordinating care.*

Additionally, Relias Learning offers free classes on integrated care:

- A First Look at Integrating Care: Policy
- A First Look at Integrating Care: Practice
- Coordinating Primary Care Needs of Clients for Paraprofessionals
- Enhancing Communication with Medical Providers and Medical Terminology
- Comorbid Mental and Physical Conditions: Preparing for New Treatment Expectations
- HIPAA for Healthcare Professionals: How To Avoid Disciplinary and Malpractice Actions

For more information visit [optumidaho.com](http://optumidaho.com)

## Peer Support and Recovery Coaches

Impacted Region: 7

**Gap/Need:** Region would benefit from a broader availability of peer support and recovery coaches. All agencies need to have access to peer support and recovery coaches. Need to expand use of Peer support and Recovery coaches in the community to probation and parole.

Optum continues to collaborate with the State on benefit options. Currently, benefit determinations are made by the State but Optum does provide value-added benefits that are outside of contracted benefits. Under value-added services, Optum does cover peer support. A peer support specialist is a key part of a larger treatment plan for a member, overseen by a licensed clinician. A peer support specialist is someone who has a lived experience and is currently in recovery. Peer Support Specialists go through a certification process and studies show that they can improve a member's ability to understand their role in recovery.

As of September 1, 2015, the certification process for Certified Peer Specialists is now being done by the Division of Behavioral Health. More information can be located on the Department of Health and Welfare's website:

<http://healthandwelfare.idaho.gov/Medical/MentalHealth/PeerSpecialistsFamilySupportPartners>

Training to be a Peer Support Specialist is currently conducted by JANNUS, Inc. Training locations in 2015 include- Boise, Idaho Falls and Coeur d'Alene. Training schedule, additional trainings, applicant guidelines and more information can be located at: <http://consumerandfamilyaffairs.org/peer-specialist-training>.

To learn more about Peer Support training, contact Stephanie Hoffman ([HoffmanS@dhw.idaho.gov](mailto:HoffmanS@dhw.idaho.gov)).