

## How to Launch an Optum Idaho Service

### I am interested in launching a service that is not currently offered by my agency. How do I start?

1. Get a description of the service. You can find the description in the Provider Manual at Optum Idaho's website, [optumidaho.com](https://optumidaho.com).
2. Search for the desired service within the Provider Manual. The table of contents has the services listed and includes page numbers on where to find the service information.
3. Once the service is found, go to the description in the Provider Manual. This can be helpful in gaining an understanding of the service and its requirements.
4. You will want to contact your Provider Relations Advocate or the Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com) for requirements and the process to launch a new service.

### Where are the Staff Qualifications & Training Requirements located?

Within the Provider Manual, under "Provider Qualifications," you will find required certifications, trainings, license types, etc. for the staff providing the specific service in question.

Another resource is the Provider Manual Appendix, which provides a quick view of Mental Health and SUD Provider services and training requirements based on licensure and provider types. These resources can be found under "Additional Resources" and at the end of this document.

- Some services may require certifications or trainings from an entity that is not managed by Optum Idaho. Please contact those entities for information regarding their training cost and any other requirements set by them.
- Some services may require trainings provided by Optum Idaho staff and/or Optum Idaho Relias Learning.
- Optum Idaho Relias Learning is an online learning management system that is accessible anytime, anywhere. Optum Idaho Relias Learning offers some required service-specific endorsement trainings as well as continuing education units (CEUs) on various behavioral health topics.

For questions regarding Relias requirements please contact the Optum Idaho Education inbox at [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com). For other questions, contact your Provider Relations Advocate or the Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).



## What else should be considered?

When thinking about rolling out a new service you may want to look at the following and see how it applies to your agency. The Optum Idaho provider fee schedule can be helpful in estimating profit points. See the instructions below to obtain a fee schedule.

1. What are the estimated costs for this service?
  - a. This would include things such as staffing, benefits, administrative and department overhead, rent, office supplies/equipment, etc.
2. Estimate utilization of services by your current caseload and the capacity to service new members.
  - a. Agencies can use gathered data to make an estimation on potential utilization.
3. Review the data to determine if adding this level of care is fiscally viable.
4. To obtain a fee schedule, contact your Provider Relations Advocate; or, if you are not a Optum Idaho Network Provider, please contact Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).

## Additional Resources

**Provider Manual** – Visit [optumidaho.com](https://optumidaho.com) » For Network Providers » Guidelines & Policies » Network Provider Manual » **Provider Manual**

**Provider Manual Appendix** – Visit [optumidaho.com](https://optumidaho.com) » For Network Providers » Guidelines & Policies » Network Provider Manual » **Provider Manual Appendix**

**Audit Tools** – Visit [optumidaho.com](https://optumidaho.com) » For Network Providers » Guidelines & Policies » Network Provider Audit Tools » 2021 Provider Audit Tools » **Optum Idaho Targeted Care Coordination Tool**

**Idaho Medicaid Supplemental Clinical Criteria (Level of Care Guidelines)** – Visit [optumidaho.com](https://optumidaho.com) » For Network Providers » Guidelines & Policies » **Level of Care Guidelines** » links to Idaho Medicaid Supplemental Clinical Criteria



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Optum Idaho Provider Services: **1-855-202-0983**