The Optum Idaho Paraprofessional Registry

A how-to guide
Welcome to the Paraprofessional Registry ‘how-to’ guide!

The purpose of the Paraprofessional Registry is to maintain a current listing of the paraprofessional staff in your agency who provide direct services to Medicaid Members under Optum’s Supervisory Protocol (not including administrative staff). This includes:

i. Non-credentialed Master’s level providers (with a licensable degree)
ii. Non-credentialed practitioners with a Bachelor’s degree or the minimum relevant licensure or certification available for the service they are providing (e.g., CPRP certified CBRS worker, Peer Support specialist, CADC, TCC, etc.)

As it allows for the billing of paraprofessional services, it is important to complete relevant information and keep it up-to-date.

TASK #1
LOG IN TO THE PARAPROFESSIONAL REGISTRY

Step 1: Access the Paraprofessional Registry online in one of two ways.

a. Go to https://optumpeeraccess.se cure.force.com/IdahoParaprofessional/

or


To log in, enter your TIN # and the email address associated with your agency/group.
TASK #2
COMPLETE YOUR AGENCY/ GROUP NAME AND LOCATION DETAILS

Step 1: Enter or confirm your Agency / Group Name under ‘Agency Information’
Step 2: Enter or confirm your agency location details under ‘Agency Practice Location(s)’

TASK #3
ADD A NEW AGENCY LOCATION

Step 1: If needed, add a new agency location by clicking on ‘Add Another Location’

Note: The page will refresh with an added row, allowing you to enter information for your new agency location.
TASK #4
INPUT A PARAPROFESSIONAL RECORD

A. Enter the paraprofessional’s basic information

Step 1: Enter the paraprofessional staff person’s First and Last Name.
Step 2. Enter the paraprofessional staff person’s email address.
Step 3. Enter the paraprofessional staff person’s date of birth.
   Note: Be sure to enter the date of birth in the format M/DD/YYYY.
Step 4. Enter the paraprofessional staff person’s Job Function.
   To do so, highlight the appropriate job function and click on the right arrow to move the job function into the “Chosen” section.
   Note: If you accidentally added a role that you wish to remove, simply highlight the role in the “Chosen” section and click on the left arrow to move it back into the Job Functions list.

B. Enter the paraprofessional’s Certification/Endorsement Details

Step 1: Enter the paraprofessional staff person’s hire date.
Step 2. Enter the paraprofessional staff person’s job status.
   Note: When a paraprofessional staff member leaves the agency, you can change this status to “Inactive”.
Step 3. Enter the paraprofessional’s certification issue date.
   Note: Use the format M/DD/YYYY.
   Note: When a certification is due for renewal, the system will automatically generate and send a reminder email to the paraprofessional staff person, supervisor, and Optum.
Step 4. Enter the paraprofessional staff person’s date of inactivation.
   Note: Use the format M/DD/YYYY.

Note: The paraprofessional staff person’s Certification/Endorsement information prepopulates based on the Job Function selected.
TASK #5
ENTER WORK ADDRESS/ SUPERVISOR DETAILS

A. ENTER THE PARAPROFESSIONAL STAFF PERSON’S LOCATION DETAILS

Step 1: Select to indicate whether the paraprofessional staff person’s Agency/ Group Location(s) is the same as their work location

Note: This dropdown menu prepopulates with the location address information for all locations you have entered for the agency in TASK #3. Either select the location from the dropdown menu or if the location is different, continue to Step 2 to manually enter the address information.

Step 2: Enter the paraprofessional staff person’s work location and contact details.

i. Paraprofessional Work Address
ii. Work Address City
iii. Work Address State
iv. Work Address Zip
v. Work Address County
vi. Phone #

B. ENTER THE PARAPROFESSIONAL STAFF PERSON’S SUPERVISORY DETAILS

Step 1: Enter Supervisory details for the paraprofessional staff person

i. Supervisor First Name
ii. Supervisor Last Name
iii. Supervisor Licensure
iv. Supervisor Email
v. Supervisor NPI

C. ADD ADDITIONAL LOCATIONS FOR THE PARAPROFESSIONAL STAFF PERSON, IF NECESSARY
Step 1: If the paraprofessional staff person works at multiple locations, click on “Add another location” to add additional location details

**FINAL TASK:**
ACKNOWLEDGE AND SUBMIT

Step 1: Check the box to “attest that all information above is true and accurate to the best of your knowledge AND that you wish to request authorization/notification online”
Step 2. Type your full name in the “Attesting Individual’s Name (Submitter)” box
Step 3. Click “Submit”
Have I successfully entered all required identification information into the Paraprofessional Registry?

Paraprofessional Registry task completion checklist

<table>
<thead>
<tr>
<th>TASK</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log in to the Paraprofessional Registry</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Complete agency/ group name and location details</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Add a new agency location, if necessary</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Input a paraprofessional record</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Check all information for accuracy</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Acknowledge and submit</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Make a note in my calendar to update the registry any time I:</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>a. Have a new paraprofessional hire</td>
<td></td>
</tr>
<tr>
<td>b. Paraprofessional’s certifications have been updated</td>
<td></td>
</tr>
</tbody>
</table>
Do I Need to Update the Paraprofessional Registry?

**Decision Flow Chart**

**As an agency owner or supervisor, I am wondering if/when I need to update the Paraprofessional Registry**

**Do I have a new hire?**
*If YES, proceed to step 2a, if NO, proceed to step 3*

**Step 2a: Add the paraprofessional’s basic information to the registry**

**Step 3: Have my paraprofessional’s certifications been updated?**
*If YES, proceed to step 4, if NO, proceed to finish*

**Step 4: Update the paraprofessional registry with the paraprofessional’s updated certification information**

**Step 2b: Add the paraprofessional’s certification information to the registry**

**Finish**