



## **Crisis Prevention Institute (CPI): Verbal Intervention Training Foundation and Refresher**

Optum offers Crisis Prevention Institute's (CPI) Verbal Intervention training and certification at no cost to all in-network providers. This training is offered in a blended learning environment, with on-demand training modules, via the Relias e-learning platform prior to a live (webinar) certification. These courses are available now on Optum Idaho [Relias Learning](#). Bachelor's level paraprofessionals are required to have a CPI Verbal Crisis Intervention certification to bill crisis services (Crisis Intervention or Crisis Response) as of April 1, 2019.

### **Which Verbal Intervention class do I take?**

**Foundation Course** – This is a 4-hour course designed for providers who have never taken the CPI Nonviolent Crisis Intervention course.

**Refresher Course** – This is a 2-hour course designed as recertification for providers who are already CPI certified and previously took the Foundation course two years ago.

### **What are the steps to getting certified in Verbal Intervention?**

Providers who wish to become certified in Verbal Intervention should take the following steps:

1. Complete the online training modules via the Relias e-learning platform.
2. After completing the modules, attend the live training (currently taking place via live webinar).
3. After the webinar, complete the online exam found within the live webinar course section.

### **How can I access the training?**

**Accessing online training modules through Relias:** Follow the steps below to access the online training assigned to you:

1. **Log in** to Optum Idaho [Relias Learning](#).
2. **Click** the "Assignments" tab on the left-hand side of the screen.
3. **Scroll** down to Elective Courses.
4. **Search** for one of the following courses:
  - "Crisis Prevention Institute (CPI): Verbal Intervention **Foundation** Course - Blended Learning" (OICP101) **or**
  - "Crisis Prevention Institute (CPI): Verbal Intervention **Refresher** Course – Blended Learning" (1067552)
5. **Click** on "Take Now".
6. When you complete the course, **Print** and complete a Learner's Guide from the online modules to prepare for the live training.

**Please note: You must complete the online learning modules prior to attending the live webinar training.**

## Live Webinar Training

You will receive a link to the training  
from Optum Idaho Education with a Microsoft Teams link.

We recommend adding this link to your calendar for convenient access on the day of the webinar.

## Final Exam

The final exam is included in the Live Event training module in Relias and must be completed after attending the live webinar in order to complete your CPI Certification.

- Crisis Prevention Institute (CPI) Verbal Intervention **Foundation** Live Webinar Training (948361)  
**or**
- Crisis Prevention Institute (CPI) Verbal Intervention **Refresher** Live Webinar (1084432)

**NOTE:** Enrollment is limited to 30 participants per session for the **Foundation** course and 100 participants for the **Refresher** course. Providers are required to complete the prerequisite online training modules prior to the live webinar training. If the class is full for the date you have selected, you will be notified and asked to select a different date from the course schedule.

For questions, or to change your scheduled training, please contact the Optum Education & Training Team at [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com)

Best Regards,  
Optum Idaho Education and Training Team