

Provider Press

News You Can Use

Articles included:

Winter 2020

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

Additional detail can be found in the Provider Alerts listed on our [website](#) should you want more information on any of these topics.

Medicaid Expansion

As part of Medicaid Expansion, three new services were added to the Idaho Behavioral Health Plan (IBHP) on January 1, 2020: Recovery Coaching, Partial Hospitalization Program, and Crisis Center Services. Supporting documents (such as Provider Manual, Level of Care Guidelines, and Audit Tools) have been published on optumidaho.com.

Recovery Coaching

Providers serving peers in a peer based model when the member's primary diagnosis is Substance Use Disorder (SUD) are known as Recovery Coaches (RCs). The RC serves as a personal guide and mentor for participants in recovery, helping to remove barriers and obstacles, linking participants to services, supports, and the recovery community.

Following any episodes of drug or alcohol use or lapses in recovery, the RC works to achieve quick turnaround in re-engaging the individual in treatment and/or recovery support. An RC's engagement with a member is meant to support the member as they reduce substance use, the number and severity of relapse episodes and criminal justice involvement.

Provider qualifications for Recovery Coaches (RCs) are as follows:

- Certified Peer Recovery Coaches (CPRCs) are self-identified persons in recovery who have at least a high school diploma or GED, have 500 hours of paid or volunteer recovery support experience (including supervision hours), have completed 46 hours of edu-

Medicaid Expansion (cont'd)

cation/training related to the CPRC domains, and meet all other requirements established for certification by the Idaho Board of Alcohol/Drug Counselor Certification (IBADCC) <http://ibadcc.org/>.

- Provisional Certified Peer Recovery Coaches (PCPRCs) meet the same qualifications as CPRCs, but are working toward the 500 hours of experience requirement and passing the required exam.
- Certified Recovery Coaches (CRCs) are not self-identified persons in recovery, but they meet all of the other requirements for CPRC certification described above.
- Provisional Certified Recovery Coaches (PCRCs) meet the same qualifications as CRCs, but are working toward the 500 hours of experience requirement and passing the required exam.



Partial Hospitalization

Partial Hospitalization can be used to treat mental health conditions or substance use disorders, or both; i.e., co-occurring conditions. Partial Hospitalization is a facility-based, structured bundle of services for participants whose symptoms result in severe personal distress and/or significant psychosocial and environmental issues. Partial Hospitalization is appropriate for participants who are experiencing symptoms that can be addressed and managed in a level of care that is less intensive than psychiatric hospitalization but who require a higher level of care than routine outpatient or other intensive services.

Partial Hospitalization services may be provided by the following contracted professionals within the scope of their practice:

- Licensed physician; Advanced Practice Regis-

tered Nurse; Physician Assistant; Licensed Social Worker; Licensed Counselor; Licensed Psychologist, Psychologist Extender (Registered with the Idaho Bureau of Occupational Licenses); Registered Nurse.

Crisis Center Reimbursement

Optum Idaho will reimburse for Medicaid members served at Regional Crisis Centers. Crisis services include: behavioral health assessment, medical evaluation, treatment/crisis planning, case management/coordination, crisis services, peer support and/or recovery coaching, and referrals. Billing for crisis center services is an all-inclusive encounter code. Providers may not bill other services while a member is in a crisis center.

Additional information on billing, is available in the Provider Manual located at optumidaho.com > For Network Providers > Guidelines and Policies.

Transition Guide

Optum Idaho has also published a Transition Guide to aid providers as they serve members transitioning from services in a state-funded program to Medicaid funding due to Medicaid Expansion. This transition guide is available for providers at optumidaho.com > For Network Providers > Guidelines and Policies. The guide includes detailed information on member transitions, service crosswalks, formulary comparisons, and helpful links to aid providers that are continuing care for members that have become newly eligible under Medicaid Expansion.

YES Updates

Behavioral and Mental Health Services in Schools

On average, our youth spend 6-7 hours a day at school. In order to have optimal success, children need to come to school “ready to learn.” Readiness includes having adequate rest, proper nutrition, a safe environment and positive mental health. Recent research has indicated that within Idaho, 1 in 5 children have enough symptoms of behavioral health concerns that they could be diagnosed with a mental health disorder needing treatment. These children could be expected to have significant challenges in their efforts to learn in the classroom. The project to provide accessibility to services in the schools is directed at enhancing the likelihood of identification of need and the provision of on-site services to address behavioral health concerns.

The current effort to establish clinical resources in Idaho schools is one element of a broader national endeavor to create a safer, healthier environment for school children. In this model, activities that are tiered at Level 1 are provided to all children in the school and are developed in a school wide system of relating with others. For those children needing closer attention or more specific support, Tier 2 programs are provided to address their respective needs in a group format with other children having similar concerns. Finally, those children evidencing a need for clinical support are referred for Tier 3 services using evi-



denced-based interventions by licensed mental health clinicians who are working within the school setting.

Optum Idaho partnered with the Boise School district school year 2018-2019 for the mental health in the schools pilot program. The summary for that pilot program is currently being written in order to guide next steps for mental health in the Boise School district. Mountain Home School district conducted an independent program for school year 2018-2019 and has expanded services for school year 2019-2020. Several other school districts in the state have implemented mental health in the schools.

Clinicians participating with local school districts will receive training specific to their role in a broader group of professionals addressing a child’s needs in the school setting. The clinical contribution and service is based upon a brief intervention model and is focused on assisting the child with therapy that might be individual,

group or family based. A comprehensive toolkit will be released in January to assist with the process of setting up an in-school program and provides the clinician, educator and parent with a sense of how such programs work.

If clinicians are interested in providing mental health services in the school setting they should talk with their local school district or principal to explore the possibility. They can also email Optum Idaho at Optum.Idaho.TASSP@optum.com.

Therapeutic After-School and Summer Programs (TASSP)

TASSP may be offered by various community based organizations and clinical provider agencies to meet the needs of children and youth with behavioral health needs within their area. These programs include qualified behavioral health professionals to work with each child on behavioral, emotional and psychosocial goals. The therapeutic components are

blended with activities that are creative, expressive and experiential in nature and can be experienced in a school, afterschool or recreational setting.

In a TASSP program, licensed clinical therapists provide individual, family and group counseling. Once it is time to practice skills, TASSP interventions may take place. TASSP expressive and experiential services may include, Art Therapy, Music Therapy, Equine Therapy, Play Therapy and others.

YES (cont'd)

In this collaborative program, healing begins by creating a trusting environment where the children feel safe to talk about their vulnerabilities. The professional staff guides every child to increase their coping strategies, improve parent-child relationships, and increase children's resiliency and self-esteem.

Please talk to your schools and community partners to determine what after school and summer programs already exist. Additionally, Optum Idaho created the following email address to provide assistance to providers, members, partners, schools, etc. regarding TASSP programs: Optum.idaho.TASSP@optum.com

Intensive Home and Community Based Services (IHCBS) update

IHCBS programs provide intensive services for members presenting with severe behavioral needs who are at risk for out-of-home placement or hospitalization. In response to provider feedback (to review options to make this service more expansive), Optum has made some updates. The IHCBS level of care guidelines now state that the "delivery of services can be centered on, *but not limited to*, one of the following therapeutic approaches: Functional Family Therapy (FFT), Multidimensional Family Therapy (MDFT), or Multi-Systemic Therapy (MST)." This will allow for providers to implement other IHCBS programs.

As of January 1, 2020, Optum added "other" to the service request form and fee schedule for IHCBS to

allow for additional Evidence-Based Practices (EBPs) that are IHCBS programs. Providers interested in offering additional EBPs through their agency must provide information on how the program serves the needs of high risk members and helps prevent out-of-home placement. Clinical documentation should support the number of units requested and length of stay for the program. All IHCBS are authorized per 15 minute increments and require prior authorization.

Providers can request services via the online service request form located here: www.optumidaho.com > For Network Providers > Forms

The request form and/or relevant additional clinical documentation can be sent via fax or secure email:

- Fax: 1-855-708-9282
 - Email: optum_idaho_IHCBS_DT@optum.com
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Optum Support and Services Manager (OSSM)

As a reminder, this is the platform used by Targeted Care Coordinators (TCCs) to submit person-centered service plans (PCSPs) of YES members to Optum. For step-by-step details on this process, the OSSM Instruction Manual can be found at optumidaho.com > For Network Providers > Targeted Care Coordination > [OSSM](#).

In an effort to support our TCCs as they are coming up to speed with this new tool, we implemented a series of monthly calls beginning in December to address any open-ended questions on OSSM. The dates for future calls are noted below. If you are interested in attending, please click on the specified dates below or register on our website at optumidaho.com > For Network Providers > Provider Meetings & Trainings > [Upcoming Meetings](#):

[Monday, January 6, 2020, 2:00 p.m. - 3:00 p.m. MST](#)

[Tuesday, February 4, 2020, 11:00 a.m. - 12:00 p.m. MST](#)

[Thursday, March 5, 2020, 10:00 a.m. - 11:00 a.m. MST](#)

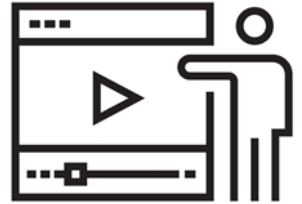
[Tuesday, April 7, 2020, 11:00 a.m. -12:00 p.m. MST](#)

[Tuesday, May 5, 2020, 9:00 a.m. - 10:00 a.m. MST](#)

EDUCATION AND TRAINING

Relias Spotlight Series

Each month, beginning in January, we will highlight a behavioral health topic area and invite you to explore a list of relevant courses on Relias, completely for free and at your leisure. We hope that you will take this opportunity to expand your knowledge of best practices and strategies to effectively support clients in your practice! Check your inbox regularly for each month's spotlight.



Training Hours Report

To obtain this report, login to Relias as "Supervisor" & go to:

Reports > Module Enrollments and Completions > Filter by Hierarchy > Filter by Courses > Module Search Filters (for all modules leave all filters at default setting) > Filter By User Attributes (for all users leave all filters at default setting) > Report Output (sort by all users or Individual) > Completion Date (choose past month, past year, previous year, etc.) > Run or Save and Run report . [Click here](#) for additional "How To" instructions.

Youth Support Community of Practice (CoP)

The Youth Support Community of Practice (CoP) is an online community and gathering place to participate in discussions, share insights, ask questions, address challenges, share progress, and engage in ongoing learning around Youth Support while connecting with other Youth Support providers. Sessions will take place once a month. Come every month or come whenever you can – you decide. For more information and to register, please visit optumidaho.com > For Network Providers > [Provider Meetings & Trainings](#).

CANS CORNER

One child, One CANS, One plan



The Child and Adolescent Needs and Strengths (CANS) assessment tool and Child and Family Team (CFT) Level of Care Guidelines (LOCG) have been removed since there is no admission, continued stay or discharge criteria for members to access a CANS or CFT. All children are **required** to have a CANS to support treatment planning and to make recommendations for an array of services based on the severity and complexity of their symptoms and needs.

ICANS User Group Call– This call is led by the automation Help Desk and is attended by staff from both provider and state agencies. Updates are provided on ICANS functionality and training along with discussions on ICANS technical support. This WebEx takes place on the third Thursday of each month. [Click here to register](#). For additional questions, the ICANS Frequently Asked Questions (FAQ) is located [here](#).

LOGG Updates

Listed below is a summary of recent updates made to the Level of Care Guidelines. Additional details can be found on optumidaho.com > For Network Providers > [Alerts & Announcements](#).

LOCUS, CASII & ECSII

The Level of Care Utilization System (LOCUS), the Child and Adolescent Service Intensity Instrument (CASII) and the Early Childhood Service Intensity Instrument (ECSII) are nationally recognized tools that the Optum Idaho Utilization Management (UM) Team uses when evaluating clinical criteria decisions and determining medical necessity for ONLY Mental Health Intensive Outpatient Program (IOP) and the Mental Health Partial Hospitalization Program (PHP).

Providers are not expected to use these tools, but are welcome to review the training and guidance being provided to the Optum UM team if they would like to understand the process and tools for utilization management. For additional information, please visit [Provider Express](#) > Clinical Resources > Guidelines and Policies > Adoption of LOCUS CASII ECSII.

Effective dates:

IOP Adults - 12/14/19

IOP Children and Adolescents -1/31/2020

PHP Adults - 1/1/2020

PHP Children and Adolescents - 1/31/2020

For all other services, providers will continue to utilize the Optum Idaho LOGGs which are posted on the [Optum Idaho website](#) and [Provider Express](#).

Child and Adolescent Needs and Strengths (CANS) and Child and Family Team (CFT) LOGGs

have been removed since there is no admission, continued stay or discharge criteria for members to access a CANS or CFT.

All children are required to have a CANS to support treatment planning and to make recommendations for

an array of services based on the severity and complexity of their symptoms and needs.

Optum Idaho UM Team utilizes the information providers submit to request services from the Comprehensive Diagnostic Assessment (CDA), CANS and other relevant information to make clinical criteria decisions.

Behavioral Health Outpatient LOGGs

Comprehensive Diagnostic Assessment (CDA) to include ASAM criteria, functional assessment tool, and treatment planning.

Extended Office visit LOGGs

These will follow Optum national policy. Learn more on [Provider Express](#) > Clinical resources > Guidelines > Supplemental Clinical Criteria > Extended Outpatient Psychotherapy.

Skills Building/CBRS LOGGs

These contain adult, children and adolescent criteria.

Testing Services

Psychological and Neuropsychological Testing will use Optum's National Testing Guidelines. Some service-specific LOGGs were revised for clarification. However, the core criteria to access services were not changed. Additional details can be found on [Provider Express](#) > Clinical Resources > Guidelines > Psych Testing > Psych Neuro Testing.

Intensive Home and Community Based Services (IHCBS): LOGG Updated definition to allow for additional evidence based practices for IHCBS programs.

New LOGGs effective 1/1/2020: Recovery Coaching, Partial Hospitalization and Crisis Centers

Regional Network Management Team

Below is a list of the Regional Network Managers along with their contact information. For your convenience, a complete list of all of our regional contacts can be found on optumidaho.com > [Contact Us](#)

