

# Provider Press

News You Can Use

Articles included:

Summer 2017

- Clinical Updates
- New Service Request Form Process
- Training Strategy
- Mileage Reimbursement
- Process for Submitting Concerns
- Relias Online Learning
- Recovery and Resiliency
- Network Management Staff

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

## Clinical Updates

We have many exciting clinical updates to share with you that became effective July 1, 2017. A training webinar was held in May to brief providers on changes to the Clinical Model, Level of Care Guidelines, and Peer-to-Peer process. The training also included an introduction to the new Service Request Form process, and information on Practice Management.

Key points include:

- Optum now provides a web-based service request form per service, for those requiring prior authorization. Each form contains questions which align with the Level of Care Guidelines for that particular service. You may access the new forms by going to:
  - [optumidaho.com](http://optumidaho.com) > For Network Providers > Forms > Screening Tools
  - [providerexpress.com](http://providerexpress.com) > Quick Links > Forms > Optum Forms - Clinical
- Requests for CBRS and Partial Care completed by non-licensed clinicians will need to be sent to either the diagnosing or supervising clinician for attestation. For the month of July, providers may use either the old or new process, to give you an opportunity to learn the new process. As of August 1, the old forms will no longer be accepted.
- A Peer-to-Peer conversation may be requested by the provider after an Adverse Benefit Determination (ABD) has been made by a medical director, to help the provider better understand the basis of the determination and decide if they want to file an appeal. The provider's copy of the Adverse Benefit Determination letter will include instructions on how to request a Peer-to-Peer conversation.

- As of July 1, 2017, if a member is currently receiving Family Support Services, their available units refreshed to 208 units for the remainder of the year. Beginning January 1, 2018, Family Support Services will transition to a calendar year authorization of 208 units for a 12 month period.
- As a reminder when codes H0006 and T1017 are used for Case Management, the member must be present, so that they may participate in achieving the case management goals. This is not a change. However, we continue to receive questions on this issue and want to reiterate the requirement to clear up any confusion.

Additional information can be found at [optumidaho.com](http://optumidaho.com) > For Network Providers > Alerts & Announcements. If you have additional questions, please contact the Clinical team at 1-855-202-0983, option “1” or “Clinical”.

## Training Strategy

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Optum will be focusing on developing new training in the coming year. Kate Wallace LeBar, LPC, clinical project manager with Optum and a doctoral student at Idaho State University Counseling Education and Research is developing a comprehensive training strategy to provide resources for the Provider Network to further the improvement of the behavioral health system in Idaho. If you have any suggestions for this strategy or feedback on training needs, please email Kate at [kate.wallace.lebar@optum.com](mailto:kate.wallace.lebar@optum.com). Stay tuned for announcements!

## Introduction to New Relias Curriculum Experience and Optum Health Education eLearning Portal

We are excited to announce some upcoming enhancements to our online learning portals. A comprehensive education strategy is currently being developed to better serve all network providers and their administrative staff.

Webinar trainings that included an introduction to Relias and OptumHealth Education were held on July 25 and July 27. If you would like to view the trainings, please go to [OptumIdaho.com](http://OptumIdaho.com) > For Network Providers > Relias and OptumHealth Education.

If you have any questions about the online learning portals, please email Doni Otremba at [doni.otremba@optum.com](mailto:doni.otremba@optum.com).

# Mileage Reimbursement

Optum was excited to roll out a billing code for mileage reimbursement when a clinician deems it beneficial to the member's treatment to receive in-home therapy. The code can be used with family and individual psychotherapy. The services must be provided in a setting that is safe, confidential, and appropriate to the member's needs from a qualified clinician. The Psychotherapy provided must be an Evidence Based Practice (EBP) when used in combination with the mileage reimbursement. The need and appropriateness of providing in-home treatment must be documented in the clinical chart code.

CPT Add on Code	Description	Allowable Codes	Rate
T2002	Transportation reimbursement for in-home services to allowable individual / family therapy billing codes	90832, 90833, 90834, 90836, 90837, 90838, 90847	\$20 / visit

## Process for Submitting Concerns

### What is a complaint?

A complaint is an expression of dissatisfaction (other than an appeal) submitted by a member, a member's authorized representative or a provider (on behalf of a member, acting as the member's authorized representative) that cannot be resolved through a standard inquiry to Optum. In addition, a provider may file a complaint on their own, regarding an issue unrelated to a specific member.

### How are complaints classified by Optum?

Concerns regarding Optum Idaho's administration of the

plan are classified as Quality of Service Complaints, while concerns about the services received by a member from a provider in Optum's network are considered Quality of Care Complaints.

### What should I do if I have a complaint?

Those who wish to file a complaint related to Optum may do so by phone (informing staff that the purpose of the call is to register a complaint). Any Optum Idaho employee can accept a complaint and is trained to properly send it to the correct person. Complaints may also be sent by email, by fax, or by mail.



#### Phone:

Optum Idaho Customer Support Services or Provider Services at **1-855-202-0983** weekdays from 8:00 a.m. to 6:00 p.m. MT

#### Mail:

You may also send your complaint in writing to Optum Idaho  
205 East Watertower  
St. Meridian, ID  
83642

#### Email:

[optum.idaho.complaints@optum.com](mailto:optum.idaho.complaints@optum.com)

#### Fax:

1-877-220-7330

# Intensive Outpatient Program (IOP)

As part of our commitment to enhance the health and wellbeing of Idaho's Behavioral Health Care system we are working to implement an Intensive Outpatient Program (IOP) for adults and children/adolescents with Mental Health and Substance Use Disorder needs. Providers interested in being considered for the first phase completed a Readiness Assessment in March. Eleven providers were identified, with representation in each region to assist with design and refinement of the system. Plans to implement the program statewide will be developed in the coming months.

## Recovery: Progress and the Paradigm Shift

Recovery for an individual hinges on hope, and it is the necessary impetus for recovery. In order to be successful, each person's recovery must be full of hope, individualized, and self-directed. As unique as a fingerprint, recovery necessitates specific wants, needs, desires, diagnoses, experiences, and myriad other factors in order to be successful.

Recovery itself is harder to define, because it looks different for every person. However, all successful recovery shares a few of the same principles. It is a lifelong process; more of an ongoing journey than a destination. Recovery is not about being cured of an illness, although some consumers report it helps improve the quality of one's life. It is about working to live a self-directed life, progressing toward personal goals, and learning how to get back up after every stumble.

As with many things, the paradigm of how we support those in recovery is ever-changing. Looking back over the last century of behavioral health, the progress that's been made is truly remarkable. Yesterday's shackles and standardized isolation have been (thankfully) replaced with self-empowerment and support groups.

This paradigm continues to shift today, in what we believe is for the better. As we continue to move ahead, we must continually reframe our minds, thoughts, ideas, words, and actions toward a progressive paradigm of recovery. Here is a snapshot of several of the paradigm shifts we continue to work on as we transition from yesterday to tomorrow:



# Get to know the Network Management Staff



Karen Kopf serves as the Regional Network Manager for Regions 1 & 2. Karen joined Optum in June of 2013 and has lived in her region for 22 years. She has worked in the behavioral healthcare system in a number of capacities from education to advocacy to system change. Karen earned a bachelor's degree from George Washington University.

Mary Jeffries serves as the Regional Network Manager for Regions 3 & 4. Mary began her healthcare career after graduating from Robert Morris College with a certificate in Medical Assisting. She worked for specialty offices where she assisted in the clinical and administrative arena. Mary attended George Fox University where she earned her Bachelor of Arts in Management and Organizational Leadership.



Bevin Modrak serves as the Regional Network Manager for Regions 4 & 5. Bevin joined Optum in October of 2013 as the Clinical Program Manager. Bevin has a long career serving the people of Idaho in a number of areas for over 19 years: child protection, adoption, adult mental health, and Medicaid. Bevin received his bachelor's degree in psychology and his master's degree in counseling from Washington State University.

Brenda Valle serves as the Regional Network Manager for Regions 6 & 7. Brenda has worked with Optum since March 2009 where her career began in New Mexico, transferring to Idaho in September 2013. Brenda has worked in a number of programs focused on community-based solutions serving refugees populations, fostering Native American children and meeting the clinical needs of geriatric populations. Brenda received her bachelor's degree from Utah State University and a Master of Social Work from the University of Utah.



Sharon Burke serves as the Medicaid Network Director, joining Optum in November 2016. Sharon has worked in the Behavioral Health Care System in Idaho in a number of capacities including her work at the Idaho Supreme Court, Idaho Department of Juvenile Corrections and Office of Drug Policy. She is passionate about creating effective and efficient systems for providers who offer vital services to those in need in our state. Sharon received a bachelor's degree from the University of Idaho and a Master of Public Administration from Boise State University.

Optum communicates with the Provider Network via fax and email distribution. If you would like to be added to the email distribution list, please send your contact information to [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).