

Provider Press

News You Can Use

Articles included:

Summer 2019

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We hope you find our publication of Provider Press helpful and insightful. As Optum continues to work with providers and Members across the state to develop a new children's mental health care system, our efforts remain focused on:

- *monitoring utilization of services*
- *quality outcomes and improvement*
- *additional workforce development*
- *community and stakeholder engagement*

to better serve Idaho's youth and adolescents to meet their behavioral health needs. Additional detail can be found in the Provider Alerts listed on our website should you want more information on any of these topics.

Education Updates

Targeted Care Coordination

Targeted Care Coordination (TCC) assists youth and their families with locating and coordinating care. Targeted Care Coordinators facilitate the child and family teaming process, advocate for Members and families, and monitor the progress of the youth involved. This service can be provided by bachelor's level professionals and above, within the Optum Idaho network, who receive the Optum Idaho Targeted Care Coordination Endorsement.

Since announcing the service to the provider network in April, 2019, 184 individual providers have enrolled in the TCC Training Program. Optum continues to work to address barriers and opportunities for service improvements to encourage more network providers to become TCCs throughout the state.

Optum Supports and Services Manager

The Optum Supports and Services Manager (OSSM) is the on-line platform for Targeted Care Coordinators to communicate with Child and Family Team (CFT) members, track CFT meeting attendance, and develop and submit person-centered service plans (PCSPs) to Optum. The OSSM tutorial is now available on the Relias e-learning platform. In case you missed the recent OSSM training, an on-demand recording is also available on Relias.

Services Update

Behavior Modification and Consultation

Behavioral Modification and Consultation (BMC) benefits for children and youth have been added to the existing Idaho Behavioral Health Plan (IBHP) services, leveraging the expertise of the National Clinical and Optum Idaho Network ABA teams. BMC is the design, implementation, and evaluation of social and other environmental modifications to produce meaningful changes in human behavior. These interventions are based on scientific research and the use of direct observation, measurement, and functional analysis. Behavioral strategies are used to teach the Member alternative skills to manage targeted behaviors across various environments.

Credentialed Behavior Modification providers may provide this service at any time or setting appropriate to meet the Member's needs, including home, school, and community. This service does require prior authorization.

Agencies that offer Behavior Modification and Consultation must be credentialed in the Optum Behavior Modification sub-specialty network. To join this network, contact J.T. Van Ryswyk, Specialty Network Manager at joshua.vanryswyk@optum.com.

Fee Schedule Updates

Below are some of the key highlights from the fee schedule updates that were recently communicated via Provider Alerts. Several new codes were added for the new services, as well as for the modifications to existing services. Complete details can be found on the website at www.optumidaho.com

- Case Management, which was previously billed under T1017, is now billed under T1016.

- Targeted Care Coordination is now billed under T1017.

- H0031 HN, which was previously used for Functional Assessment Tools aside from the CANS (Such as a WHODAS) is now used to bill for CANS Updates by Targeted Care Coordinators.

- H1011 is now to be used for Functional Assessment Tools that are not the CANS (such as a WHODAS).

Provider Alert Delivery Update

In an effort to streamline communications, **beginning August 15th, Provider Alerts will be sent on the 15th and 30th of each month** (excluding holidays and weekends). We will do our best to ensure that there are very few exceptions to this and hope that you will find this regular cadence of delivery to be helpful.

Youth Support

Youth Support is now part of the Idaho Behavioral Health plan services and exists under the umbrella of Peer Support Services. Youth Support services assist youths in understanding their role when accessing services, becoming informed consumers of services and self-advocacy. Youth Support may include, but is not limited to, mentoring, advocating, and educating through Youth Support activities individually or in groups. Youth Support training has been developed with the help of EnRoute, LLC, an agency with an extensive history working with youth and family support training in Oregon, Washington, Nebraska, and several other states. In order to provide the service, a provider is required to have a minimum of a High School Diploma or equivalent along with current Peer Support Certification and completion of the Optum Youth Support endorsement training.

Youth Support endorsement training for Providers is composed of three ½ hour virtual modules that are required prior to a 1-day in-person training session. The 1-day in-person Youth Support training sessions are hosted at three locations:

Idaho Falls – Hilton Garden Inn Idaho Falls - July 30
Coeur d’Alene – Best Western Plus - August 15
Boise – Hilton Garden Inn - August 21

Community/Agency training is being offered at three locations to inform both community members and providers about the benefits of Youth Support:

Idaho Falls – Hilton Garden Inn Idaho Falls - July 29
Coeur d’Alene – Best Western Plus - Aug 14
Boise – Hilton Garden Inn Boise - August 20

More training sessions will be scheduled, as needed. To register for the trainings, please go to our website at www.optumidaho.com.

Day Treatment

Day Treatment is a structured program available to children and youth exhibiting severe needs that can be addressed and managed in a level of care that is less intensive than inpatient psychiatric hospitalization, partial hospitalization or residential treatment, but requires a higher level of care than intensive or routine outpatient services. These services require prior authorization.

Particulars about Day Treatment:

- May include skills building, medication management, group, individual and family therapy.
- Offered 4-5 days per week (minimum of 20 hours per week) and may include after hours and weekends.
- A minimum of 3 hours per day and maximum of 5 hours per day.
- Providers will ensure consistent coordination and communication with other agencies working with the child/youth, including coordination with the schools.

Intensive Home and Community Based Services

Intensive Home and Community Based Services (IHCBS) are programs for children and youth who have severe needs. These services are used to increase stability and help prevent out of home placements and include specialized treatments. IHCBS are provided by qualified professionals who are certified and credentialed in the specialized intensive treatment interventions. These services require prior authorization.

IHCBS could include the following interventions:

- **Functional Family Therapy (FFT)** is a prevention/intervention program for youth who have demonstrated a range of maladaptive, acting out behaviors and related syndromes.

- **Multidimensional Family Therapy (MDFT)** is an integrated, comprehensive, family-centered treatment for youth. MDFT simultaneously addresses substance use, delinquency, antisocial and aggressive behaviors, mental health symptoms, and school problems.

- **Multisystemic Therapy (MST)** is an intensive family and community-based treatment that addresses the multiple causes of serious behavioral health needs of children and youth.

Optum continues to review opportunities for additional Evidence Informed (EI) and Evidence Based Practices (EBPs) within the Intensive Home & Community Based Services (IHCBS) program. Providers interested in offering additional EI and EBPs that are intensive home and community based programs, should contact their Optum Idaho Regional Network Manager.

Therapeutic After-School and Summer Programs

Therapeutic After-School and Summer Programs may be offered by various community organizations to meet the needs of children and youth in their area. These programs include qualified behavioral health professionals to work with each child on behavioral goals in a recreational or after school setting.

Medicaid payable services can be reimbursed, which include:

- All psychotherapy codes (Individual, Group, Family)
- Youth Support
- Skills Building
- SUDs Counseling (Group & Individual)
- Family Psychoeducation
- Family Support
- Comprehensive Diagnostic Assessment
- CANS

Welcome Diane!



Please join us in welcoming **Diane Miller** as the new **Provider Relations Director**.

Diane, a Licensed Clinical Social Worker, comes to Optum with many years of managed care experience. She has worked both in the provider community as well as for several managed care companies, including United Behavioral Health in Iowa.

Additionally, Diane comes with great experience and exposure to Idaho Medicaid through her work with the Ada County Drug Court and the Idaho Department of Health and Welfare. In all of those capacities she has demonstrated strong experience and expertise in Provider Relations and Clinical Management.

In addition to her Clinical Social Work licensure, she holds several other certifications in the areas of Healthcare Quality, Case Management and Integrated Primary Care Programs.

We are thrilled Diane has joined the Optum family.