

QUARTERLY report

Community Health Initiatives Grant Awarded!

The Grant will support the critical needs of children and adolescents with Serious Emotional Disturbance (SED) throughout the State of Idaho by funding a total of \$420,000 for provider engagement, training and support on evidence-based clinical interventions. As outlined in the Grant, \$120,000 has been set aside as a separate budget item to reimburse a select group of providers to receive training, case consultation, continued learning opportunities and access to provider collaboration during the duration of the project.

The St. Luke's project, "Transforming Idaho with Child and Adolescent Training in Evidence-Based Psychotherapies (CATIE)" is planned for two years (October 2016 – October 2018) and will support four evidence-based intervention training programs facilitated by nationally renowned faculty through The REACH Institute targeting mental health therapists who serve children and families supported by Idaho Medicaid health insurance in the first year. Additional training interventions will be offered in the second year in support of developing a 'train the trainer' model, and they will also develop an online training course. Up to 20 therapists per program will receive the six-month training intervention in the treatment of children with disruptive behavior disorders using the Coping Power program. The Coping Power program is a preventive, evidence-based intervention delivered to at-risk children and adolescents. Originally developed as a school-based program, Coping Power has since been adapted for delivery in community and mental health clinic settings. Coping Power is based on an empirical model of risk factors for substance use and delinquency and addresses key factors including social competence, self-regulation, and positive parental



Optum Idaho in partnership with the Idaho Department of Health and Welfare (DHW) is excited to announce that we have awarded our first Community Health Initiatives Grant (CHI) to St. Luke's Health System (SLHS) and The REACH Institute.

— continued

involvement. During year one SLHS will identify four clinicians as local trainer candidates, and they will be trained as trainers in year two. The trainers will also work with REACH to develop an online training course that they will pilot for clinicians who are either unable to attend a live course, or for clinicians who might need refreshers on skills learned. This pilot program will conclude in October of 2018.

In Touch Community Conversation –

Statewide viewing of Paper Tigers was a huge success!

Optum in collaboration with the Idaho Federation of Families, The Speedy Foundation and the Idaho Children’s Trust Fund hosted four statewide In Touch Community Conversations with a special screening of Paper Tigers followed by a panel discussion with local experts in each community.

Paper Tigers takes a look into the lives of six students at Lincoln Alternative High School in Walla Walla, WA. The documentary follows the students over the course of a school year, as the staff implements a new approach to discipline, one based on understanding and treatment rather than judgment and suspension. Paper Tigers is the story of how one school was able to make a dramatic change and how just one caring adult can help break the cycle of adversity in a young person’s life and help them excel.

Over 900 people viewed this documentary statewide, helping promote a movement to change the approach with children who have been affected by trauma, to continue the discussions to break down barriers and to move people to understand that mental health is critical to the health of our children, friends, family and community as a whole.

We look forward to continuing this conversation in the Spring of 2017 with another InTouch Community Conversation highlighting Resilience: The Biology of Stress and the Science of Hope. The one-hour documentary chronicles the promising beginnings of a national movement to prevent childhood trauma, treat toxic stress, and greatly improve the health of future generations. More information will be released as the program is developed.

Cultural Competency Training

In an effort to enhance patient centered care and improve the delivery of culturally appropriate health care, Optum staff along with our provider network recently attended a Cultural Competency training session designed to bring awareness, knowledge and skills about the importance of collaboration for a member’s treatment and recovery plans. The trainings seek to enhance an understanding of one’s own culture and bring an awareness and acknowledgment of differences.



Upcoming Events

2017 Idaho Counseling Association Conference

Riverside Hotel, Boise

January 25th through 28th

New Mileage Reimbursement

Optum encourages our provider network to offer in-home family and individual therapies when the clinician feels it would be beneficial. One of the concerns we have heard from our network is the lack of reimbursement for travel time. Starting in early 2017, Optum will offer a \$20 reimbursement per client for licensed clinicians when they provide a therapy session in a member's home.

This will be a separate billing per member, and is only for licensed clinicians providing the service and not available for other home based services, such as CBRS or Case Management.

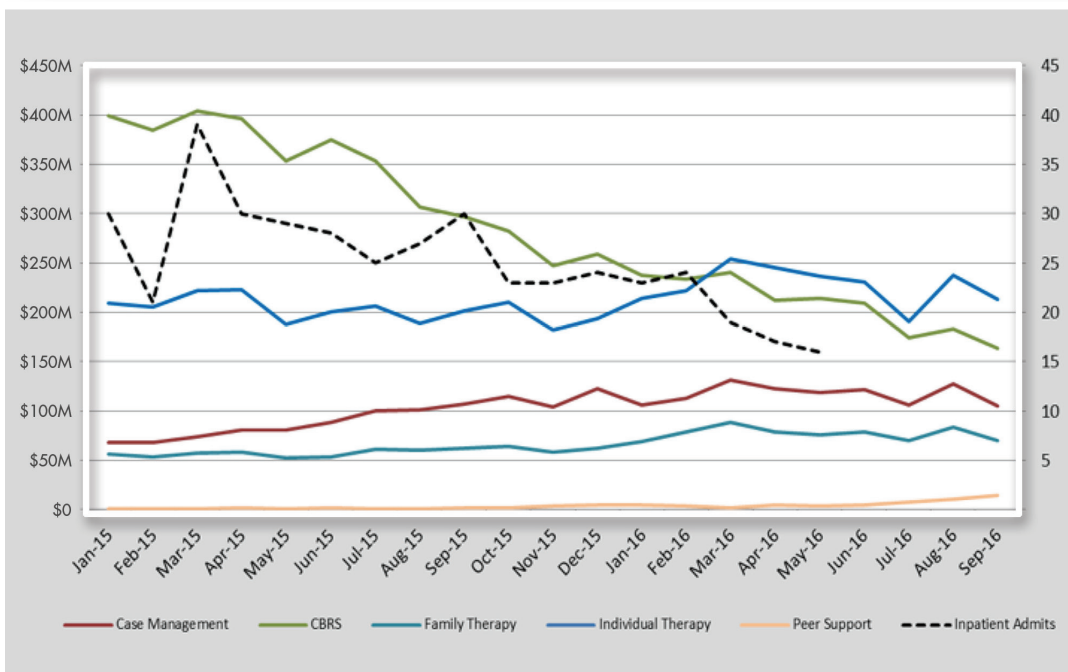
Additional information will be provided prior to the implementation of this option.

Provider Trainings

To review previous Provider Trainings, please go to OptumIdaho.com, click on Network Providers, Provider Trainings and Previous Training Presentations or click on the link below to view prior Provider Trainings. Please check back often to our website for upcoming trainings that will be offered in 2017. [Previous Training Presentations](#)

Region 6 Numbers: Claims Trends by Service Type

The graph below is a representation of your region's claims trend by service. Please note the time periods for the inpatient admittance information is through May 2016 and for the outpatient services administered by Optum through September 2016 which is the latest available information due to the claims processing run-out period.



Events

In our efforts to stay connected and involved with our communities in Idaho, we participate in community events throughout the state to help spread the awareness of mental health. Listed below are the Q3 and Q4 events we have participated in, including the statewide 2016 Recovery Month activities.

July 13th

State Hospital South 130th Anniversary, Blackfoot

July 21st

The Center for Hope Grand Opening, Idaho Falls

August 3rd and 4th

Idaho Association of School Administrators Conference, Boise

August 4th

Region 7 CIT Banquet, Idaho Falls

August 16th

Celebrate Youth, Rexburg

September 3rd

Faces of Recovery, Boise

September 16th

Recovery Fest, Pocatello
Hands Across the Bridge, Moscow

September 17th:

10th annual Recovery Day, Caldwell

September 24th:

Center for Hope 2nd Annual Celebration, Idaho Falls
Community Council of Idaho's 3rd Annual 2016 Wellness Fair, Caldwell

September 28th:

Trauma Informed Care presentation from the Region 7 Crisis Center, Idaho Falls

September 29th:

Celebrating life, Recovery and Native Wellness, Fort Hall

October 1st:

Moscow Recovery Event, Latah Fair Grounds, Moscow

October 15th

Idaho Federation of Families Awards Ceremony and Banquet
Holiday Inn 2970 W. Elder Street, Boise

NAMI March

Julia Davis Park in Boise

October 17th

Childhood Trauma presented by Dr. James Henry
Colonial Theatre 450 A St, Idaho Falls

October 29th

Out of the Darkness walk
Kleiner Park, Meridian

November 11th

Arts Showcase at the Arts Counsel Building
195 River Vista PL, Twin Falls



2016 Statewide Holiday Giving

In support of our strategic objective to improve and enhance relationships, Optum Idaho was actively engaged statewide this holiday season in raising our profile and making a difference in our communities. Collaborating with community partners, elected officials and media, we strive to make our communities better; one person, one family, one community at a time.

A breakdown of the events and media coverage follows:

In **Regions 1 and 2** a \$5,000 check was presented to the newly opened North Central Idaho Food Bank in Lewiston, resulting in 20,000 meals for people in the region. We also supplied the Food Bank with 3,000 flyers with Tips for Healthy Holidays. The flyers will be included in the food baskets that are given to the most frontier areas of North Idaho. Optum's Karen Kopf presented the check on Tuesday, December 6 to Chico McKinney.

In **Regions 3, 4 and 5**, Optum participated in KTVB's 7Cares Idaho Shares Day in Twin Falls and Boise. This day of giving was created several years ago by the television station and has grown to a large community event that supports 10 organizations, including the Idaho Food Bank and the Boise Rescue Mission.

Optum donated \$10,000 in addition to hosting food drives with employees and providers and then matching what was collected. A donation of scarves, hats and gloves were given as part of Optum's effort to keep people warm. The \$10,000 donation, qualified Optum as a "Company that Cares" and provided an opportunity to take part in several public events including:

Friday, November 25 - KTVB broadcasted live during the City of Boise's Christmas Tree Lighting in downtown Boise. Hundreds of people attended the event and thousands more were able to watch it on KTVB and KTVB.com. The live broadcast included an interview with Optum's Dr. Ron Larsen, who spoke about how excited we were to partner with KTVB and continue Optum's mission to serve our members and give back to the communities where we live and work.

Thursday, December 8 - KTVB was at the Optum offices to broadcast live during the News at Noon. Branded in Optum sweatshirts and Santa hats, the team loaded donations and provided an active background for three live interviews with KTVB's Jim Duthie and Optum's executive director Georganne Benjamin.



Donation to North Central Idaho Food Bank



Live broadcast at the Boise Tree Lighting Celebration for 7Cares Idaho Shares



Live Broadcast at the Optum Office for 7Cares Idaho Shares



Optum Staff volunteering at the phone bank for 7Cares Idaho Shares

— continued

Friday, December 9 - Optum employees volunteered for the phone bank at KTVB. During the hour long News at Noon, the volunteers took donations over the phone, wearing Optum branded sweatshirts and Santa hats.

Saturday, December 10 - All the events led up to the 7Cares Idaho Shares day. We presented the \$10,000 check, canned food and hats/scarves/gloves on live TV in Boise and Twin Falls. Lieutenant Governor Brad Little had an opportunity to speak with Optum employees and joined us for a photo during the event. At the Twin Falls location, the Optum team, along with Senator Lee Heider, and network providers presented the donation during the live broadcast.

<https://rongray.sharefile.com/d-sbf6f7558b1649bfb>
<https://rongray.sharefile.com/d-sfe490d7087a461aa>

In addition to the 7Cares Idaho Shares donation, **Region 5** donated \$2,500 to the South Central Community Action Partnership, "60 Hours to Fight Hunger Turkey Drive" on November 18. Cindy and our providers presented the donation on KMVT live during the 6 p.m. newscast.

In **Regions 6 and 7** the employees traveled over 900 miles to the most rural areas of eastern Idaho to present 10 individual checks for \$500 each to food banks/pantries. The donations totaled \$5,000 and will serve members in Salmon, Challis, Driggs, St. Anthony, Malad, MacKay, Preston, Soda Springs, Montpelier, and Pocatello. In addition, each of the food banks were given copies of the *Tips for Healthy Holidays* flyer to be included with the food baskets that will be given out during the holiday season.

Optum Idaho employees took an active role in helping make the \$22,500 in donations possible. Our efforts were recognized by local media, elected officials and community leaders throughout the state.



7Cares Idaho Shares day in Twin Falls, Idaho



7Cares Idaho Shares day in Boise, Idaho



Donation to the S. Central Community Action Partnership



Donation to the Upper Valley Food Pantry in Saint Anthony, ID.



OptumIdaho.com, 855-202-0973

© 2017 Optum, Inc. All rights reserved.