



# PROVIDER ALERT

## Trainings for Clinical Model Improvements

May 28, 2014

At Optum, one of our goals is to collaborate with providers to lead to better member outcomes. One way that we ensure that the right care is being delivered to members is through our care management process.

We appreciate the feedback that we have received from providers regarding our care management process. This collaboration with providers has allowed us to implement key initiatives that will help reduce the administrative burden for providers.

Optum will be offering the following trainings to providers to help educate providers on the changes to our Clinical Model, Care Management processes and how to best use the system. ***It is highly recommended that all providers in the Optum network attend one of the trainings.*** We will be offering the trainings in-person as well as via webinar.

### In-Person Training Sessions:

- **Tuesday, June 3rd:** Pocatello, ID: 9:00 a.m. - 11:00 a.m. MST and 1:00 p.m. - 3:00 p.m. MST  
**Idaho State University (Salmon River Suites) 921 S 8th Ave, Pocatello, ID 83201 208- 282-0211**
- **Thursday, June 5th:** Boise, ID: 9:00 a.m. - 11:00 a.m. MST and 1:00 p.m. - 3:00 p.m. MST  
**Oxford Suites Boise 1426 S. Entertainment Avenue Boise, ID 83709 866-257-5990**
- **Tuesday, June 10th:** Coeur d'Alene, ID: 8:30 a.m. - 10:30 a.m. PST and 11:30 a.m. - 1:30 p.m. PST,  
**The Coeur d Alene 115 S. 2<sup>nd</sup> Street Coeur d Alene, ID 83814 855-999-7998**

### Webinar Training Sessions:

- **Wednesday, June 4th:** 1:00 p.m. - 3:00 p.m. MST
- **Wednesday, June 11th:** 1:00 p.m. - 3:00 p.m. MST
- **Thursday, June 12th:** 9:00 a.m. - 11:00 a.m. MST and 1:00 p.m. - 3:00 p.m. MST

**Attendees must pre-register for trainings. To register, please visit [www.OptumIdaho.com/providers](http://www.OptumIdaho.com/providers).**

We will continue to partner with providers to create improvements to the prior authorization process.

United Behavioral Health, operating under the brand Optum