



PROVIDER ALERT

YES System of Care – Crisis Services YES Program & IBHP Enhancement

February 4, 2019

Dear Providers,

On April 1, 2019, Optum Idaho will implement changes to crisis services in the Idaho Behavioral Health Plan. These services will now have certification requirements, updated Level of Care Guidelines, and updated information in the Optum Idaho Provider Manual. These changes comply with the YES Principles of Care and Practice Model, which provide the framework for a strengths-based, family-centered system of care in Idaho.

Updated Requirements for Bachelor's Level Paraprofessionals

Effective April 1, 2019, Bachelor's level paraprofessionals certified in Nonviolent Crisis Intervention through the Crisis Prevention Institute (CPI) will be allowed to bill for Crisis Response and Crisis Intervention services. The certification is a new requirement for Bachelor's level paraprofessionals effective April 1, 2019. Master's Level Clinicians are not required to obtain the CPI certification to bill for crisis services, although they will have the option to become certified through Optum at no cost.

CPI Nonviolent Crisis Intervention Training

Optum will offer CPI's Nonviolent Crisis Intervention training and certification at no cost to all in-network providers throughout 2019. This training is offered in a blended learning format, with the training modules completed on-demand via the **Relias e-learning platform** prior to an in-person certification. The course is available now on Relias.

To access the online training:

1. **Log into Relias here**
2. Navigate to the "Assignments" tab on the left hand side of the screen
3. Click on the green "+ Browse Elective Courses" button close to the top of the screen
4. Search for the course titled: Crisis Prevention Institute (CPI): Nonviolent Crisis Intervention Foundation Course- Blended Learning

Participants must complete the online modules before the in-person certification. The deadline for Bachelor's level paraprofessionals to complete the online modules and the in-person certification is April 1, 2019.

To enroll in the in-person certification offered through Optum, please go to **optumidaho.com** > For Network Providers > Provider Trainings to find a training available near you. **Do not register directly with CPI. Providers who receive the training and certification directly from CPI cannot be reimbursed by Optum for certification costs.** Providers who have already been certified directly through CPI are not required to re-take the course through Optum, though this training can be used to renew an existing certification. Please email **optum.idaho.yes@optum.com** for any questions about CPI certification.

Billing and Fee Schedule

Effective April 1, 2019, up to two providers will be allowed to offer face-to-face Crisis Intervention. With this change, one or two providers can bill for the time to de-escalate a member in crisis face-to-face. As a reminder, any Bachelor's level paraprofessional responding to a crisis must be CPI trained and certified. **Optum Idaho will increase the rates for Crisis services effective April 1, 2019.** Please see the table on the next page for a summary of the upcoming changes to the fee schedule.



Code	Description	Unit	MD	PHD	Master's	APRN	Bachelor's
H0030	Crisis Response	per encounter	\$45.01	\$33.68	\$30.16	\$30.16	\$21.11
H2011	Crisis Intervention	per 15 min	\$43.46	\$32.52	\$29.12	\$29.12	\$19.08

The updated Level of Care Guidelines will be published on March 1, 2019 to reflect all changes to these services. The updated Provider Manual will be published on April 1, 2019.

Thank you,

The Optum Idaho Team