



## How to Launch a Targeted Care Coordination (TCC) Service



### What are the benefits of becoming a Targeted Care Coordinator?

Be a part of the transformation of healthcare toward person-focused, individualized care. As a Targeted Care Coordinator, you can help members improve their education and understanding by helping members navigate their journey to wellness and ensuring they understand their treatment plan. Communication between the Targeted Care Coordinator and member helps increase member adherence to their treatment plan. Targeted Care Coordinators can also help members have a clearer understanding of treatment options, expectations, feel empowered, and engaged in their treatment.

### What is TCC?

TCC is the process that assists youth and their family to locate, coordinate, facilitate, provide linkage, advocate for, and monitor the mental and physical health, social, educational, and other services as identified through a child and family teaming process that includes assessment and reassessment of needs and strengths. TCC occurs through face-to-face or telephonic contact and is not intended to be duplicative of any other service. The TCC services vary in intensity, frequency and duration in order to support the member's ability to access, coordinate and utilize services and social resources that support the member to reach the goals on their coordinated care plan. TCC can be delivered as a community-based service or in the outpatient clinic setting. Additionally, TCC can be provided to members transitioning out of an inpatient or residential treatment. Targeted Care Coordination can be provided up to 180 days prior to the member's discharge from the inpatient or residential facility. All treatment, care and support services must be provided in a context that is child-centered, family-focused, strengths-based, culturally competent and responsive to each child's psychosocial, developmental and treatment needs. TCC must be consistent with the Principles of Care and the Practice Model of the Idaho Youth Empowerment Services (YES) system of care.

For more information about TCC services, you can visit [optumidaho.com](http://optumidaho.com) where you will find the Level of Care Guidelines, the Provider Manual, YES Frequently Asked Questions and the TCC webpage. These resources can be found under "Additional Resources" and at the end of this document.

“ By providing TCC, you are being a part of a comprehensive system of care. It allows members to have one person to support them in organizing all of their services, identifying gaps and linking them to meet their needs. Without a Targeted Care Coordinator, you are not able to have child and family teams.”

Shawna TenEyck, LCSW  
Children's Support Services, Inc. – Idaho Falls, ID

### What are the qualifications for a targeted care coordinator provider?

A targeted care coordinator must have a minimum of a bachelor's degree in a human services field, completed the Optum Idaho TCC training and is practicing under Optum supervisory protocol or holds a bachelor's degree, has become a Certified Case Manager (CCM) through the Commission for Case Manager Certification ([ccmcertification.org](http://ccmcertification.org)) and completed the required Optum Idaho TCC training.

Another resource is the Provider Manual Appendix, which provides a quick view of mental health and substance use disorder (SUD) provider services and training requirements, based on licensure and provider types. This resource can be found under "Additional Resources" at the end of this document.

### What is Optum Idaho TCC training?

The TCC Training Plan contains the following steps:

1. **Optum Idaho Endorsement: General Foundation** – Training plan is 14.75 hours and contains nine courses focused on general behavioral health topics.
  - Assigning General Foundation training for individuals depends on their educational background.
    - » If an individual has a bachelor's degree in a health and human services (HHS) field, and does not have any additional license or certification in their field, they will need to take the General Foundation training plan.
    - » If the individual is a masters-level provider, certified case manager with the Commission for Case Manager Certification (CCMC) or a licensed clinician, they do not need to take the General Foundation training plan.
2. **Optum Idaho Endorsement: TCC** – This training plan is three-and-a-half hours and contains a course focused on the specific TCC service in Idaho and must be taken by all providers in order to obtain a TCC endorsement.
  - **Optum Supports and Services Manager (OSSM) Tutorial** (30 minutes) is an optional course available upon request in [Relias](#).

There is no charge for Targeted Care Coordination Training on Relias. The training must be completed & completion certificates must be in the employees' HR files before contacting your Provider Relations Advocate or the Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com). When the training is complete and you are ready to initiate the process of launching Targeted Care Coordination contact your Provider Relations Advocate or the Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com) to complete the process of offering this service.

### Endorsement training enrollment

Providers wishing to enroll as a targeted care coordinator in the Optum Network and start the endorsement training process, need to email the Optum Idaho Education inbox at [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com) with the subject line: "Targeted Care Coordination." In the body of the email, providers should include full name, Relias username, agency and their preferred email for ongoing communication. The Optum Idaho Education Team will then assign the training plan to the provider in their Relias account.

The following are additional TCC resources, which can be found within the TCC webpage or under "Additional Resources" at the end of this document:

- Targeted Care Coordination Toolkit
- CANS Appendix
- OSSM Instruction Manual
- Person-Centered Service Plan (PCSP) form in English and Spanish
- PCSP OSSM Consent Form
- OSSM Platform access
- Targeted Care Coordination agencies



### Child and Adolescent Needs and Strengths (CANS) certification

If the targeted care coordinator will be completing the CANS assessment they must also obtain their CANS Certification. As of Nov. 1, 2020, providers must attend a live training session offered by Idaho Department of Health and Welfare's Division of Behavioral Health in order to become certified to administer the CANS. These training sessions will be offered throughout the month to ensure adequate access. Individuals who have already been certified on the



CANS do not need to take the live training and may access the recertification exam via [praedfoundation.org](https://praedfoundation.org). However, any individual who wishes to participate in the live training may choose to do so.

Providers can register for CANS training through Idaho TCOM Institute website by clicking [here](#).

For questions regarding Relias or TCC training requirements, please contact the Optum Idaho Education inbox at [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com). For other questions, contact your provider relations advocate or the Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).

### Where can I find policies needed when adding a service?

When adding a new service, an agency will want to review the Optum Idaho Provider Manual, Idaho Medicaid Supplemental Clinical Criteria (Level of Care Guidelines) and the Optum Idaho TCC Audit tool that cover policies, procedures and requirements. Links to these resources can be found under "Additional Resources" at the end of this document. for requirements and process to launch a new service.

### What else can be considered?

When thinking about rolling out a new service, you may want to consider several things to see how it applies to your agency. The Optum Idaho provider fee schedule can be helpful in estimating profit points. See the instructions below to obtain a fee schedule.

1. What are the estimated costs for this service? This would include things like staffing, benefits, administrative and department overhead, rent, office supplies/equipment, etc.
2. Estimate utilization of services by your current caseload and the capacity to service new members. Agencies can use their data to make an estimation on potential utilization.
3. Review the data to determine if adding TCC is fiscally viable.
4. To obtain a fee schedule, contact your provider relations advocate or, if you are not an Optum Idaho network provider, please contact Optum Idaho's Provider Relations Advocates Team at [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).



## Additional Resources

**Idaho Medicaid Supplemental Clinical Criteria (Level of Care Guidelines)** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> [Level of Care Guidelines](#) >> links to Idaho Medicaid Supplemental Clinical Criteria

**Provider Manual** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> Network Provider Manual >> [Provider Manual](#)

**YES FAQs** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> FAQs >> [Youth Empowerment Services \(YES\)](#)

**Targeted Care Coordination webpage** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> [Targeted Care Coordination](#)

**Provider Manual Appendix** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> Network Provider Manual >> [Provider Manual Appendix](#)

**Audit Tools** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> Guidelines & Policies >> Network Provider Audit Tools >> 2021 Provider Audit Tools >> [Optum Idaho Targeted Care Coordination Tool](#)

**Relias** – Visit [optumidaho.com](http://optumidaho.com) >> For Network Providers >> Provider Meetings and Trainings >> [Relias Online Learning](#)

[optumidaho.com](http://optumidaho.com)

Optum Idaho Provider Services: **1-855-202-0983**

