



PROVIDER ALERT

Case Management Qualifications

November 10, 2015

Dear Provider:

This is a joint communication from the Idaho Department of Health and Welfare's Division of Medicaid and Optum Idaho. We would like to clarify the required qualifications for Case Managers in the Idaho Behavioral Health Plan (IBHP) Provider Network. Case Managers within the IBHP Network must hold a minimum of a Bachelor Level Degree and be supervised by a Masters Level Clinician. This requirement is consistent with Optum's Supervisory Protocol Addendum as part of the Provider contract agreement in rendering services within the Optum Network.

We acknowledge the Idaho State Plan indicates Case Managers must hold at least a Bachelor's degree and Certification or Licensing in their field and meet requirements of Idaho Department of Health and Welfare (IDHW) or its Contractor. As a result, IBHP Network Providers should continue to operate under Optum's Supervisory Protocol as the Managed Care Organization overseeing benefits on behalf of IDHW.

Optum recommends providers review the Supervisory Protocol contract addendum to be sure that you are carefully meeting all requirements including: 1) Minimum of Bachelor degree practicing under the supervision of an independently licensed practitioner, and 2) Both the supervisor and the paraprofessional are practicing within scope of training and education. It is advised that providers document paraprofessionals' and licensed supervisors' training that is relevant to evidence compliance with supervisory protocol.

Certification for Case Management is encouraged and may assist in bringing clarity to the role of Case Managers as well as ensuring our members are receiving the best possible service within your program. We appreciate your continued service. If you have any questions regarding Supervisory Protocol please contact your Regional Network Manager.