



PROVIDER ALERT

Strengthening Clinical Processes Updates to Clinical Documents April 21, 2017

Dear Provider:

Optum continuously strives to improve quality and reduce administrative burden. We will be implementing changes to the Utilization Management processes to help meet that goal. Please join us, as we discuss some important revisions.

Training will highlight:

- Clinical Model updates
- Level of Care Guideline updates
- Service Request Form upgrade and modifications
- Provider interface and notification
- Practice Management

The web-based training is available on the dates below, and we strongly encourage our network providers to join us by registering for one of the following sessions:

- **Monday, May 22**, 10:00 a.m. - 12:00 p.m. MT
- **Tuesday, May 23**, 10:00 a.m. - 12:00 p.m. MT
- **Wednesday, May 24**, 8:30 a.m. - 10:30 a.m. MT

Attendees must pre-register for the web-based trainings. To register, please visit: optumidaho.com > "Network Providers" > "Provider Trainings".

There are also in-person options available at the Idaho Department of Health and Welfare offices at these locations:

- **Monday, May 22**, 10:00 a.m. - 12:00 p.m. MT
 - Boise: 1720 Westgate Drive, Conference Room 131
 - Coeur d'Alene: 1120 Ironwood Drive, Large Conference Room 118
- **Tuesday, May 23**, 10:00 a.m. - 12:00 p.m. MT
 - Caldwell: 3402 Franklin Road, Sawtooth Room
 - Lewiston: 1118 F Street, 3rd Floor Conference Room
 - Pocatello: HDC Building, 421 Memorial Drive, Conference Room 210
 - Twin Falls: 823 Harrison Street, Dean Conference Room
- **Wednesday, May 24**, 8:30 a.m. - 10:30 a.m. MT
 - Idaho Falls: 150 Shoup Avenue, 2nd Floor Large Conference Room



The in-person sessions above are optional and will include the web-based training, as well as representatives from Optum Idaho and the Idaho Department of Health and Welfare attending in person to help answer questions. Light snacks will be provided.

To attend an in-person session, please RSVP by May 15th by emailing: **optum_idaho_network@optum.com**. Be sure to include your name and which location you plan to attend.

Thank you,

The Optum Idaho Team