



PROVIDER ALERT

Optum Supports and Services Manager (OSSM)

December 1, 2019

Alert Summary: This alert details important reminders for Targeted Care Coordinators about OSSM assistance.

Dear Provider:

As a reminder, OSSM is the platform used for Targeted Care Coordinators (TCCs) to submit person-centered service plans (PCSPs) for review of compliance with the Code of Federal Regulations (CFR).

- If you are new to OSSM, please remember to follow the instructions in the email you will receive from Optum Provisioning the first time you try to log in to OSSM. In addition, please make sure you have completed the OSSM training in Relias and reviewed the OSSM Instruction Manual, with step-by-step screen shots, located on the website: optumidaho.com > For Network Providers > Targeted Care Coordination > [OSSM](#).
- If you have completed the required training for OSSM and continue to have issues/concerns accessing the OSSM software platform, please contact us by emailing optum.idaho.pcp@optum.com to schedule 1:1 time with a PCSP staff member who will be able to provide assistance.
- If you still have questions about OSSM, please contact us by calling 1-855-202-0983, option 1. Please have your name, email, Optum ID, browser type (Internet Explorer, Google Chrome), and computer type (PC, Mac) ready. If unable to answer your question, a PCSP team member will contact you within one business day to further assist.
- Effective October 23, 2019, OSSM Information Technology (IT) pushed out a fix allowing the TCC to add a member to their roster in OSSM from the C360 search (member eligibility). We are continuing to track all other issues identified to determine if there is a pattern and any additional need for OSSM IT to intervene.

Beginning in December, we will be holding monthly calls with TCCs for open-ended questions on OSSM. The dates are noted in the table below. Please register by going to the website at optumidaho.com > For Network Providers > Provider Meetings & Trainings > [Upcoming Meetings](#).

Meeting	Date	Time	Location
OSSM Monthly Call	Wednesday, December 4, 2019	1:00 p.m.- 2:00 p.m. MST	WebEx
	Monday, January 6, 2020	2:00 p.m. - 3:00 p.m.	WebEx
	Tuesday, February 4, 2020	11:00 a.m. - 12:00 p.m.	WebEx
	Thursday, March 5, 2020	10:00 a.m. - 11:00 a.m.	WebEx
	Tuesday, April 7, 2020	11:00 a.m. -12:00 p.m.	WebEx
	Tuesday, May 5, 2020	9:00 a.m. - 10:00 a.m.	WebEx

Thank you,
The Optum Idaho Team