



PROVIDER ALERT

Targeted Care Coordination Endorsement

October 15, 2019

Alert Summary: This alert outlines the Optum Idaho Targeted Care Coordination Endorsement Training Plan and describes the steps providers need to take in order to obtain full endorsement. The following process is required for current and prospective providers of Targeted Care Coordination.

Dear Provider,

Thank you for your ongoing partnership as we continue to implement the Youth Empowerment Services (YES) System of Care. In light of the recently implemented Targeted Care Coordination (TCC) service, Optum Idaho's Education Team details below the requirements and steps needed to complete the Optum Idaho Targeted Care Coordination Endorsement.

General Requirements

- Providers of Targeted Care Coordination must have a Bachelor's degree or higher in a health or human services field and be operating within the Optum Idaho Network.
- Providers must complete the required training plan, detailed below, in order to receive the Optum Idaho Targeted Care Coordination Endorsement.

Training Plan

The Optum Idaho Targeted Care Coordination Endorsement Training Plan is available on-demand via the [Relias](#) e-learning platform and is free of cost to providers. The training plan consists of the following steps:

- 1. Optum Idaho Endorsement: General Foundation**
 - a. This training plan is 16.5 hours long and contains 10 courses focused on general behavioral health topics.
 - b. *Masters level providers and Certified Case Managers with the Commission for Case Manager Certification (CCMC) are exempt from this step.*
- 2. Optum Idaho Endorsement: Targeted Care Coordination**
 - a. This training plan is 4.5 hours long and contains 2 courses focused on the specific role of the Targeted Care Coordinator in Idaho.
 - i. Optum Idaho Targeted Care Coordination Toolkit Training
 - ii. Optum Idaho Targeted Care Coordination

Please note that if the prospective TCC will be completing CANS assessments, they must also obtain their CANS Certification which is accessed through praedfoundation.org. This is not a requirement for the TCC Endorsement.

Training Enrollment

Providers who wish to enroll as a Targeted Care Coordinator in the Optum Network and begin the training process should email the Optum Idaho Education inbox at optum.idaho.education@optum.com with the subject line "Targeted Care Coordination." In the body of the email, include your full name, Relias username, agency, and preferred email for ongoing communication. The Optum Idaho Education Team will then assign to you the appropriate training plan in your Relias account.

Upon Completion

After a provider has completed all training outlined above, their agency will update the provider's information on the Paraprofessional Registry, which can be accessed at providerexpress.com. TCCs will then request access to Optum Supports and Services Manager or OSSM (the platform used to submit person-centered service plans to Optum) where they will be asked to create and/or enter their Optum ID.

Details regarding this training are located on optumidaho.com > For Network Providers > Provider Trainings > Available On-Demand Trainings > Targeted Care Coordination.

As always, please reach out to Optum Idaho Education at optum.idaho.education@optum.com with any additional questions or concerns.

Thank you,
The Optum Idaho Team