



# PROVIDER ALERT

## COVID-19 Support Resources

August 15, 2020

**Alert Summary:** This provider alert is to inform the provider network of available supports through the IDHW Division of Behavioral Health for Frontline Workers and any Idahoan impacted by COVID-19

Dear Provider,

Optum is pleased to share with the Optum Network excellent resources for the providers and Idahoans in need of support related to COVID-19. These resources are made available through the Idaho Department of Health & Welfare (IDHW) Division of Behavioral Health. Here is a summary of the two programs:

- COVID Help Now Line is available for all Idahoans experiencing concerns due to COVID-19. The flyer is attached.
- Coronavirus Counseling Assistance for Frontline Workers Program available services for all frontline workers who do not have access to behavioral health services. The flyer is attached.
  - Here are the types of services that are available:
    - Screening and Benefit Navigation: a toll-free hotline offering access to benefit navigators to assist the callers with securing resources to address behavioral health concerns.
    - 5-Session Professional Assistance Program: A program for individuals who do not have access to behavioral health services for whatever reason.

Please share these resources with your staff and any other stakeholders available for each program.

Thank you,  
The Optum Idaho Team