



PROVIDER ALERT

Nonviolent Crisis Intervention Training

August 15, 2020

Alert Summary: Nonviolent Crisis Intervention certification is available at no cost to Optum network providers. Training dates and registration information is presented below.

Dear Provider,

Optum Idaho is offering Nonviolent Crisis Intervention training events through the Crisis Prevention Institute (CPI) throughout the rest of 2020 to support network providers who offer crisis services to Idaho Behavioral Health Plan members. Please review the below details and requirements of training and certification.

Who needs to attend Nonviolent Crisis Intervention training?

- If you are a **bachelor's level paraprofessional** and wish to provide Crisis Response and/or Crisis Intervention services in the Optum Idaho network, you must have certification in Nonviolent Crisis Intervention through CPI.
- If you are a **bachelor's level paraprofessional working in a Crisis Center**, you are required to have certification in CPI Nonviolent Crisis Intervention.
- If you are a **master's level clinician**, you are not required to obtain the CPI certification to bill for crisis services, but you may choose to become certified through Optum at no cost.

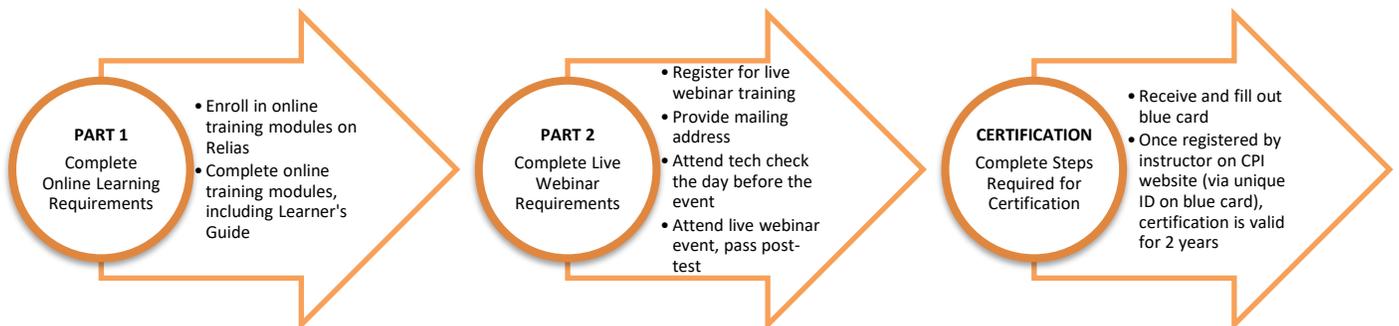
What does the training cost?

- In an effort to support you in providing crisis services, Optum offers CPI's Nonviolent Crisis Intervention training and certification at **no cost** to all in-network providers.

What are the steps to getting certified in Nonviolent Crisis Intervention?

There are three steps to the Nonviolent Crisis Intervention certification:

1. Complete the training modules via the Relias e-learning platform.
2. Attend the live webinar training *after* completing the modules.
3. Complete and submit the certification documents (i.e., blue card).



How can I access the training as a provider?

Part 1 of the training is now available on Relias. To access the online training:

- Log into [Relias](#) and follow the complete enrollment instructions available at [optumidaho.com](#) > For Network Providers > [Provider Meetings & Trainings](#) to enroll in the course titled “Crisis Prevention Institute (CPI): Nonviolent Crisis Intervention Foundation Course - Blended Learning”.
- Print and fill out a Learner’s Guide as you complete the online modules to prepare for the live webinar training.

Please note: You must complete the online learning modules prior to attending the live webinar training.

Part 2 of the training occurs via live webinar in light of COVID-19 restrictions and considerations. Part 2 consists of two mandatory components:

1. Live “Tech Check” session to test your computer’s readiness for the live webinar training
2. Live webinar training

To enroll in the live webinar training and a “Tech Check” session, please choose one of the below upcoming sessions and follow the complete enrollment instructions at [optumidaho.com](#) > For Network Providers > [Provider Meetings & Trainings](#)*.

Training	Time	Required Tech Check Session *
Session 1: CPI Nonviolent Crisis Intervention Training	October 8, 2020 9am – 1pm MDT	October 7, 2020 9am – 10am or 12pm – 1pm MDT
Session 2: CPI Nonviolent Crisis Intervention Training	December 10, 2020 12pm – 4pm MST	December 9, 2020 9am – 10am or 12pm – 1pm MST

*** Please note that you must register for and attend a Tech Check session the day before your training.** If you are not available for the required Tech Check, please do not register for the training. To ensure training integrity, any individual who does not attend a Tech Check session will be unenrolled from the training and invited to attend a training on a later date. No exceptions will be made.

Do not register directly with CPI. Providers who receive the training and certification directly from CPI cannot be reimbursed by Optum for certification costs. Providers who have already been certified directly through CPI are not required to re-take the course through Optum, though this training can be used to renew an existing certification. Please email optum.idaho.education@optum.com for any questions about CPI certification.

Thank you,
The Optum Idaho Team