

PROVIDER ALERT

Nonviolent Crisis Intervention Refresher Training

Dec. 15, 2020

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

Dear Provider,

To support network providers with existing Crisis Prevention Institute (CPI) Certification, Optum Idaho is offering Nonviolent Crisis Intervention Refresher training events every other month, starting in January throughout 2021. See Relias for specific dates and times. Please review the details below for requirements of training and certification.

Who needs to attend Nonviolent Crisis Intervention Refresher training?

- If you completed the Crisis Intervention Training two or more years ago, you will need to be recertified.

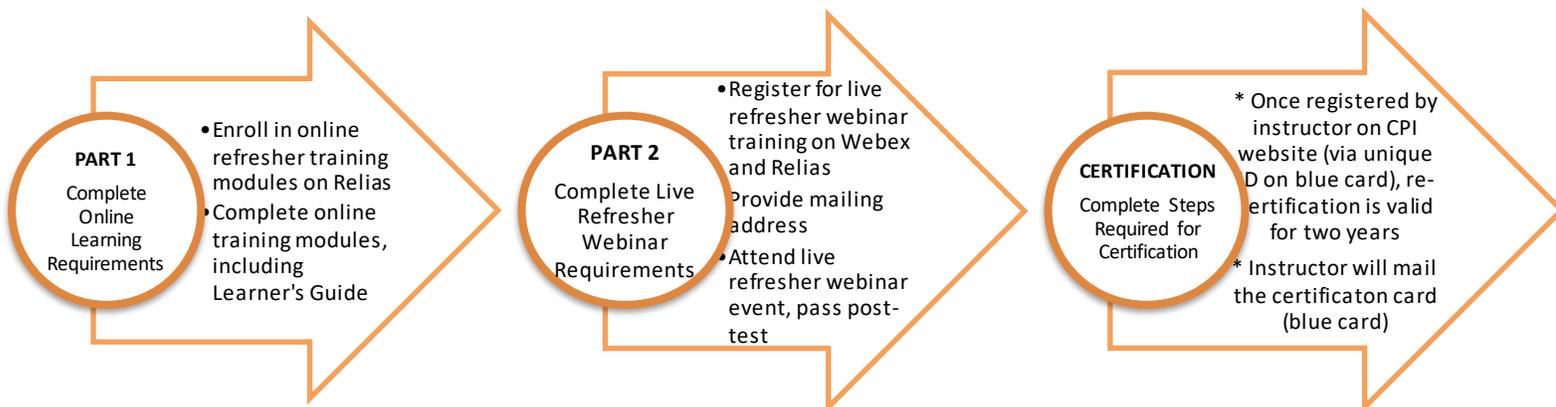
What does the training cost?

- Optum offers CPI's Nonviolent Crisis Intervention Refresher training and certification at **no cost** to all in-network providers.

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

There are three steps to the Nonviolent Crisis Intervention Refresher certification:

1. Complete the refresher training module via the Relias e-learning platform
2. Attend the live refresher webinar training *after* completing the Relias modules via Webex
3. Complete the refresher online exam after the live webinar



How can I access the training?

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 Refresher Course - Blended Learning".

- Print and fill out a Learner's Guide as you complete the online modules to prepare for the live CPI Refresher webinar training.

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

Part 2 of the training occurs via a LIVE webinar (due to COVID-19).

- Attendees must enroll in the webinar on [Relias](#) for the date and time chosen (available dates are provided every other month starting January 2021).
- A **WEBEX** link will be provided for the date of the webinar in Relias.
- You **MUST REGISTER** via **WEBEX** to insure your spot in the Webinar.
- Webinar capacity is limited to 100 attendees per session.

Please note the following:

- This training is a refresher course for providers with an existing CPI Certification only.
- For individuals not currently certified by CPI, please log in to Relias, and sign up for CPI: Nonviolent Crisis Intervention LIVE Webinar Training (948361)
- The webinar host will be online 30 minutes prior to the presentation to allow attendees to log in early and ensure that there are no technical issues accessing the training.
- Do not register directly with CPI. Providers who receive the training and certification directly from CPI cannot be reimbursed by Optum for certification costs.

Questions? Please email optum.idaho.education@optum.com.

Thank you,
The Optum Idaho Team