



PROVIDER ALERT

Nonviolent Crisis Intervention Training

January 1, 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 in-person Nonviolent Crisis Intervention training events through the Crisis Prevention Institute (CPI) to support network providers who offer crisis services to Idaho Behavioral Health Plan members.

Who needs to attend Nonviolent Crisis Intervention training?

- If you are a **bachelor's level paraprofessional** and wish to bill for Crisis Response and/or Crisis Intervention services, 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 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 nevertheless 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?

- Nonviolent Crisis Intervention training is offered in a blended learning format, which means that there are two parts to the training: 1) training modules to be completed via the Relias e-learning platform, followed by 2) in-person training and certification.
- Participants must complete the online learning modules prior to attending the in-person certification. Participants must bring a printed and completed Learner's Guide from the online modules when attending the in-person course.

How can I access the training as a provider?

- Part (1) of the training is available now on Relias. To access the online training:
 1. Log into Relias by visiting optumidaho.com > For Network Providers > Relias and OptumHealth Education
 2. Once in Relias, navigate to the "Assignments" tab on the left-hand side of the screen
 3. Click on the green "+ Browse Elective Courses" button close to the top of the screen
 4. Search for the course titled: Crisis Prevention Institute (CPI): Nonviolent Crisis Intervention Foundation Course - Blended Learning

Part (2) is completed in-person. Please see the table below for upcoming training dates/locations near you.

Training	Date	Time	Location
CPI Nonviolent Crisis Intervention	January 24, 2020	9 am – 1 pm MST	Pocatello
	January 27, 2020	9 am – 1 pm MST	Boise
	February 6, 2020	9 am – 1 pm MST	Twin Falls
	February 11, 2020	12 pm – 4 pm PST	Coeur d'Alene

To enroll in one of the above in-person certification trainings, please go to optumidaho.com > For Network Providers > [Provider Meetings & Trainings](#)*.

*** 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 <mailto:optum.idaho.education@optum.com> for any questions about CPI certification.

Thank you,
The Optum Idaho Team