



# PROVIDER ALERT

## New Training Opportunities and Information for Peer Services

September 1, 2020

**Alert Summary:** This alert provides additional Youth Support training dates, details on new training opportunities on supervising Peer Services and Quality of Care, as well as information on a revision to the Provider Manual for Youth Support provided in groups.

Dear Provider,

Below is some Peer Services training information:

### 1) Youth Support Providers:

As previously communicated on [June 15](#) and [July 1](#), Optum Idaho is continuing the Youth Support (YS) endorsement training in 2020. Due to the demand of the first training, we have arranged for an additional live webinar training later this year. That session is planned for the mornings of October 27<sup>th</sup>-30<sup>th</sup>. Participants would need to attend all four days, plus a required hour-long technology check on October 23<sup>rd</sup>. If this is of interest, please [click here](#) to complete the YS training enrollment form.

### 2) Peer Services Supervisors:

Optum Idaho is working with our partners to create a training specifically geared toward supervisors of all Peer Services, to include Peer Support, Family Support, Youth Support, and Recovery Coaching. This training is currently under development, with the trainers incorporating feedback heard from Youth Support providers in training last month. These modules will be available on-demand in Relias and are approximately two hours in length combined. Topics include:

- Overview of the role
- Appropriate referrals
- Essential supervisory skills, functions, and challenges
- Agency readiness

This training is designed for supervisors of any Peer Service. If you currently supervise support service providers or are thinking of doing so in the future, we encourage you to complete this training to help stay aligned with your staff on recovery-oriented approaches. We will let you know when it is ready for enrollment.

### 3) Quality of Care for Peer Services

The Optum Idaho clinical and quality auditing teams have developed a Quality of Care training focused on topics such as:

- Service appropriateness
- Strength and resiliency factors
- Recovery plans
- Documentation
- Authorizations/service request forms

This third training is geared toward providers and supervisors of all Peer Services. It can be taken at any time in Relias and takes approximately two hours. If interested, please follow the enrollment instructions at [optumidaho.com](http://optumidaho.com) > For Network Providers > [Provider Meetings & Trainings](#).

In addition, we wanted to let you know about an update coming to the Provider Manual regarding Youth Support provided in a group setting, which includes these new guidelines:

- Youth Support groups will consist of four or more participants.
- Youth Support group facilitator to member ratios are not to exceed one facilitator for every fifteen participants.
- Recommended ratio is one facilitator for four to nine participants. This group size may differ from that of other services because a Youth Support group is not therapeutic in nature. Optum is looking into additional guidance around this topic.

Thank you,

The Optum Idaho Team