



PROVIDER ALERT

Program Reminders for Targeted Care Coordination (TCC)

April 15, 2021

Alert Summary: This alert details important reminders regarding the Targeted Care Coordination program.

This alert does not contain any new requirements; rather, it provides reminders specific to the YES Principles of Care, the CANS, the CFT, and the PCSP.

Dear Provider,

We appreciate your participation in the TCC program. TCC aims to improve access to necessary services and create collaboration between youths' and families' formal and informal support systems. As you provide TCC services, please:

- Adhere to the YES Principles of Care regarding the family and youth's voice and choice. Prioritize their preferences in all stages of care. For more information regarding the YES Principles of Care, please refer to the Provider Manual located at optumidaho.com > For Network Providers > Guidelines & Policies > [Provider Manual](#).
 - Per the Code of Federal Regulations (CFR), Child and Family Team (CFT) meetings must occur in a convenient and comfortable location and at a time chosen by the family. The youth and family lead the process as much as possible.
 - Link the youth and family to a primary master's level clinician if one is not already established. This clinician needs to be present as a member of the CFT. The family should be given options and choice of agency and provider.
- Follow up with the youth and family at least every 30 days to monitor the youth's status. This does not have to be a meeting and should be driven by the family's preference, e.g. a brief phone call. The TCC may also follow up with other CFT members to check on assigned action items from previous CFT meetings. If contact attempts with the youth, family member/guardian or other CFT members are unsuccessful, please document attempts made and any plan to re-establish contact. For more information regarding responsibilities of the TCC, please refer to optumidaho.com > For Network Providers > Targeted Care Coordination > [Targeted Care Coordination Toolkit](#).
- Regularly monitor the youth's needs. CFT meetings are used to review services, progress toward goals and objectives identified on the member's person-centered service plan (PCSP), and to review/discuss CANS assessment results. Updated CANS results may indicate that there is a need to modify the youth's PCSP.
 - CANS updates must be completed at least every 90 days (or more frequently based on the youth's needs, the request of the family or whenever there is a change in condition). The provider completing the CANS must be working and familiar with the youth and family. It is best practice to coordinate with all the youth's behavioral health providers in order to avoid multiple providers developing a CANS at the same time. The youth's team should collaborate to identify what works best for the youth and the youth's family.
- Create and update the PCSP at least annually (or more frequently if the youth/family requests it or whenever clinically indicated, such as by a change in the CANS).
 - Services may begin while the PCSP is being developed. The Targeted Care Coordinator should encourage all providers working with the member to participate in the CFT, for which all Optum network providers may bill. Additional information can be found in the Provider Manual under Child

and Family Team (CFT) Interdisciplinary Team Meeting.

For additional resources regarding Youth Empowerment Services (YES), please visit youthempowermentservices.idaho.gov/.

Thank you again for your participation in the TCC program. Please feel free to contact us with any TCC or PCSP related questions you may have at optum.idaho.pcsp@optum.com.

Thank you,
The Optum Idaho Team