



PROVIDER ALERT

Updated Targeted Care Coordination (TCC) Endorsement Requirements Sept. 1, 2021

Alert Summary: There are updates to Targeted Care Coordination (TCC) endorsement requirements. This alert details the updated TCC endorsement requirements on Relias Learning, the updated TCC Toolkit document and the Quick Reference for Targeted Care Coordinators document.

This alert does not contain any new requirements; rather, it provides information regarding updated TCC endorsement requirements.

Dear Provider,

Thank you for your ongoing partnership as we continue to implement the Youth Empowerment Services (YES) system of care. We appreciate your participation in the TCC Program. Recently, Optum Idaho updated the TCC endorsement requirements by removing the Optum Idaho Targeted Care Coordination Toolkit Training video. The Targeted Care Coordination Toolkit Training video was retired from the TCC endorsement requirements because the content included in the video is also included in the Optum Idaho Targeted Care Coordination e-learning modules. The updated Optum Idaho TCC endorsement requirements are listed below.

(1) TCC Endorsement requirements on [Relias Learning](#)

- a. **Requirements:** Providers must have a bachelor's degree or higher in a human services field and be operating under supervisory protocol within the Optum Idaho Network. Providers must also complete the required training plan to receive the Optum Idaho Targeted Care Coordination Endorsement.
- b. **The updated training consists of the following:**
 - i. **Optum Idaho Endorsement: General Foundation:** this training plan is 14.75 hours and contains nine courses focused on general behavioral health topics
 - ii. **Optum Idaho Endorsement: Targeted Care Coordination:** this training plan is 3.5 hours and contains courses specific to TCC service in Idaho

Note: The Optum Supports and Services Manager (OSSM) Tutorial (.5 hours) is an optional course available upon request on Relias Learning.

- c. **Enrolling in the TCC Endorsement:**
 - i. Providers who wish to enroll as a Targeted Care Coordinator in the Optum Network and begin the training process should email the Optum Idaho Education inbox at optum.idaho.education@optum.com with the subject line "Targeted Care Coordination." In the body of the email, include your full name, Relias username, agency and preferred email for ongoing communication.
 - ii. The Optum Idaho Education Team will then assign to you the appropriate training plan in your Relias account.

(2) Updated Targeted Care Coordination Toolkit document

- a. The Targeted Care Coordination Toolkit document has been redesigned and updated and will continue to be available on the Optum Idaho website at <https://www.optumidaho.com/> >> For Network Providers >> Targeted Care Coordination.

(3) Quick Reference for Targeted Care Coordinators document

- a. This document is a supplement to the Targeted Care Coordination Toolkit and acts as a quick reference regarding what actions Targeted Care Coordinators need to complete. This document is available on the Optum Idaho website at <https://www.optumidaho.com/> >> For Network Providers >> Targeted Care Coordination.

As always, please reach out to Optum Idaho Education at optum.idaho.education@optum.com with any questions or concerns.

Thank you,
The Optum Idaho Education and Training Team