



# PROVIDER ALERT

July 1, 2022

**Alert Summary:** This alert contains several updates from the Optum Idaho Education and Training team.

Dear Optum Idaho Providers,

Thank you for all you and your colleagues do to support Optum Idaho members and their families. The Optum Idaho Education and Training team would like to share with you some updates and information regarding How to join the Network, Crisis Prevention Intervention (CPI) training, Relias courses and the new Spanish version of the Transition-Aged Youth (TAY) guide.

## **How To Join the Optum Idaho Network**

Please see our newest flyer titled *Optum Idaho How to Join Our Network*. It contains step-by-step instructions regarding the process for becoming an in-network provider.

Additionally, the Education team is currently in the process of developing an eLearning training for New Optum Network Providers. Please stay tuned for updates about this training curriculum. [Optum Idaho How to Join Our Network](#)

## **Crisis Prevention Institute (CPI) Enhancement and training updates:**

Optum Idaho offers Crisis Prevention Institute (CPI) Verbal Intervention training and certification at no cost to all in-network providers. These trainings are offered in a blended learning environment with on-demand training modules via Optum Idaho Relias Learning, prior to a live (webinar) certification.

The Education team is excited to announce that we have enhanced the CPI training by integrating trauma intervention components into the existing Verbal Intervention trainings starting in June 2022.

CPI certification is required for providers who provide Crisis Intervention services and are not independently licensed. Please remember that you are required to complete a two-hour CPI Refresher course every *two* years to keep your CPI certification up-to-date and to continue providing crisis intervention services to members.

Click here for additional information and registration links: [Provider Meetings & Trainings \(optumidaho.com\)](#)

## **Transition-Aged Youth guide (TAY)**

We are excited to announce that we now have a Spanish version of the Optum Idaho TAY guide available for providers and members. Just a reminder, the TAY guide is available on the Optum Idaho website, or a hard copy can be mailed. This guide has several helpful resources for members and their families to support them during the transition from youth to adult services.

The TAY Guide can be accessed on the Optum Idaho website or by clicking the link below.  
[Resources & Tools \(optumidaho.com\)](#)

To request hard copies of either TAY guide, please email: [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com).

### **Optum Idaho Relias Learning updates**

We are excited to let you know about some new interactive and engaging courses available through Relias training! These courses provide interactive scenario-based activities and offer the opportunity to earn continuing education units (CEUs)!

Click on the links below to access the courses, after logging into your Relias Account:

- [Crisis Management Across Health and Human Services](#)
- [In Session: Practicing Clinical Skills to Prevent Other-Directed Violence in Adults](#)
- [In Session: Practicing Clinical Skills to Prevent Other-Directed Violence in Children and Adolescents](#)
- [In Session: Practicing Clinical Skills to Prevent Suicide](#)
- [In Session: Practicing Clinical Skills to Prevent Suicide in Children and Adolescents](#)
- [In Session: Practicing Clinical Skills to Prevent Suicide in Older Adults](#)
- [In Session: Suicide Assessment and Interventions for Adults](#)

### **Provider Survey topics of interest**

YOU ASKED! WE HEARD! WE LISTENED!

We are happy to highlight and share with our providers some Relias courses that were identified as topics of interest in our 2021 Annual Provider Survey. Topics of interest include ethics, documentation, trauma-informed care/ACES and population-specific (LGBTQ, Native American, Older Adults).

Soon, we will be adding links to trainings for these topics to our Optum Idaho website, under the Provider Meetings and Trainings tab.

[Provider Meetings & Trainings \(optumidaho.com\)](#)

Thank you,

The Optum Idaho Education and Training team