



PROVIDER ALERT

Oct. 15, 2022

Alert Summary: This alert announces the New Network Provider Orientation training and other updates from the Education and Training team.

Dear Optum Idaho Providers,

Have you heard the good news from the Education and Training team? In July we started developing a New Network Providers Orientation (NNPO) eLearning, and we completed it way ahead of schedule!

The NNPO training is packed with links and lingo to get you started if you are a brand-new provider or if you just need a refresher on certain topics. This resource was developed with you, our providers, in mind to help learn and navigate the provider requirements within the Optum Idaho Behavioral Health Plan.

This training is broken into 11 chapters. If you are new to the network, we encourage you to review and participate in all chapters; however, if you are already an in-network provider and you need to reference a particular topic, you can review the chapter that covers a specific topic. Each chapter and section indicates the length of time it will take to review the content. We know your time is valuable and wanted to ensure that if you just need to reference a specific topic you do not have to review the entire section.

Here are the topics in the NNPO training:

- Chapter 1: Optum Idaho History
- Chapter 2: Credentialing
- Chapter 3: Audits
- Chapter 4: Contractual Expectations
- Chapter 5: Supervisory Protocol
- Chapter 6: Navigating the Provider Manual
- Chapter 7: Websites and Resources
- Chapter 8: Communication and Notifications
- Chapter 9: Claims
- Chapter 10: Youth Empowerment Services (YES)
- Chapter 11: Complaint Process

[Crisis Prevention Institute's \(CPI\) Verbal Intervention Trauma Specialty training schedule 2023](#) 2023 is right around the corner! The Education and Training team set the CPI schedule for next year.

All trainings will occur on the second Tuesday (Refresher) or Wednesday of the month. All training will begin at 9 a.m.

Date 2023	Time	Course
Jan. 11	9 a.m. - 1 p.m. (MT)	CPI Foundation
Feb. 7	9 a.m. - 11 a.m. (MT)	CPI Refresher
Feb. 8	9 a.m. - 1 p.m. (MT)	CPI Foundation
March 8	9 a.m. - 1 p.m. (MT)	CPI Foundation
April 12	9 a.m. - 1 p.m. (MT)	CPI Foundation
May 9	9- a.m. - 11 a.m. (MT)	CPI Refresher
May 10	9 a.m. - 1 p.m. (MT)	CPI Foundation
June 14	9 a.m. - 1 p.m. (MT)	CPI Foundation
July 12	9 a.m. - 1 p.m. (MT)	CPI Foundation
Aug. 8	9 a.m. - 11 a.m. (MT)	CPI Refresher
Aug. 9	9 a.m. - 1 p.m. (MT)	CPI Foundation
Sept. 13	9 a.m. - 1 p.m. (MT)	CPI Foundation
Oct. 11	9 a.m. - 1 p.m. (MT)	CPI Foundation
Nov. 7	9 a.m. - 11 a.m. (MT)	CPI Refresher
Nov. 8	9 a.m. - 1 p.m. (MT)	CPI Foundation
Dec. 13	9 a.m. - 1 p.m. (MT)	CPI Foundation

Sign up at Optum Idaho >> For Network Providers >>Provider Meetings and Trainings >> Crisis Prevention Institute (CPI) Verbal Intervention Trauma Training. Or click [Provider Meetings & Training](#).

You asked! We heard! We listened!

We are happy to also highlight and share with our providers some Relias courses that were identified as topics of interest in our 2021 Annual Provider Survey. Trainings on Trauma-Informed Care can now be found on the Optum Idaho Education and Training website.

Optum Idaho>>For Network Providers >>Provider Meetings and Trainings >> Trauma Informed Trainings.

The Optum Idaho Critical Incident training was recently updated and is now available in Relias.

But wait, there is more! The Transition-Aged Youth guide (TAY) was presented in July, and it was a huge success. Information is below on how to obtain a copy. The TAY guide - in English or Spanish - can be accessed on the Optum Idaho website -- For Members>> Resource and Tools or by clicking the link- [Resources & Tools \(optumidaho.com\)](#).

To request hard copies of either TAY guide, please email: optum.idaho.education@optum.com.

Thank you,

The Optum Idaho Education and Training team