

Network Provider Newsletter

Quarter 1 2022



Upcoming mandatory training

Optum is hosting a **mandatory** assessment training for all providers within the Optum Medicaid network. The training is offered virtually through Microsoft Teams on:

March 22nd 1:00 PM 2:30 PM

March 24th 10:00 AM to 11:30 AM

March 30th 3:00 PM to 4:30 PM

Please RSVP for any session by sending an email to the network team at saltlakecounty.networkbox@optum.com.

Please include the agency you work with, your full name, and your email.

Introducing.....

Please welcome John Forbes, Kaden Groves, and Hailey Conder to the Optum Medicaid SLCO and Tooele team!

- * Kaden Groves
Optum Finance & Accounting
Financial Analyst
- * John Forbes
Optum Behavioral Health Network Team
Provider Relations Advocate
- * Hailey Conder
Optum Behavioral Health Network Team
Senior Provider Service Representative



Secure email issues

We have recently been advised that providers are having issues accessing secured emails sent by the Optum Team. If you are experiencing issues accessing a secured email, please contact saltlakecounty.networkbox@optum.com.

Contact our Network Team

To submit a roster of network personnel and titles / responsibilities, request a copy of recent remittance advice OR if you have any questions, comments, or concerns, please contact the network team at saltlakecounty.networkbox@optum.com

Telehealth attestation

With the expected pending closure of the COVID emergency period, it is important that all providers verify that they have attested to providing tele-mental health services. This should be completed through a HIPAA compliant software.

To see if a provider or group has attested- please visit Provider Express and go to the **My Practice Info** section. Under the **virtual visits** tab, a provider or group can manage their tele-mental health status, which addresses are listed in the provider directory as virtual, and which providers in the group are attested to provide tele-mental health visits.



Provider attestation QAPI bulletin

A Quality Assurance and Performance Information (QAPI) bulletin was emailed to all our SLCo network providers on February 1st and again on February 17th.

It is required that all providers attest they have reviewed the bulletin and agree to follow the outlined requirements.

If you have not already done so, you will be receiving a follow up email before March 16th. It is **REQUIRED** that all facilities attest to the bulletin **BEFORE** April 1st.



Did you know?



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"Books you can read anywhere at any time! Download them for later or read them right away. Books available for infants, toddlers, and preschoolers. A new book is added every month, so the fun never ends. There's always something to explore!"

The website is here:

<https://www.makewayforbooksapp.org/>