



Network Provider Newsletter Quarter 4, 2023

To contact Network regarding any of these items, email saltlakecounty.networkbox@optum.com



Training Calendar

PCONN training

Provider Connect training is offered on the 4th Tuesday of every month and is a great opportunity to receive a refresher of how to navigate Provider Connect.

If you would like to attend, please email Network and state if you are a current or new Provider Connect user.

- November 28th at 10:00 AM MST
- December training is cancelled.
- January 23rd at 10:00 AM MST

Mandatory Clinical Training: Clinical Discharge Planning and Discharge Summary

The Optum mandatory provider training for clinicians will be held via Teams as listed below. If you have not registered for one of the training times, please email Network for further instructions.

- November 15th from 2:00 PM to 3:30PM
- November 16th from 9:00 AM to 10:30 AM

REMINDERS

Provider Connect

Please ensure that you are logging into Provider Connect every 45 days to avoid being locked out of your account. If you are currently unable to access your account, please email Network.

Specialties and Demographic updates needed!

Please scan the QR code to submit your clinic's specialty and demographic information. Please note each clinic only needs fill out this form once. If you have any questions regarding if your clinic has already completed the questionnaire, please reach out to the Network team via email.



New Sentinel Event Form available on websites!

To assist in ease of reporting, the Optum Sentinel Event Form template is now available on the [Optum Salt Lake](#) and [Tooele County](#) websites. This form is encrypted and will require a password to open. The password is SE. If you have any questions, please email Quality at slcoquality@optum.com or toeelereviews@optum.com.

Quality corner

Use the OQ[®]/Y-OQ[®] to help measure progress for treatment plans and for reviews!

Consider using the overall score as the baseline. Set the target to achieve a decrease by one RCI (Reliable Change Index) using the replacement skill/behavior the person is using to improve their condition.

- On your treatment plan reviews, discuss the change in the score since the last review.
 - Was there a statistically significant change to meet the criteria for improvement by one RCI or more?
 - What does the person you are treating think about the information you shared from the Clinician Report?
 - How does the information gleaned from the questionnaire align with what you are seeing in treatment?
 - What color is the alert and what subscales or specific items are driving that alert?
 - Which critical items are highlighted? Is a risk assessment warranted? Is the person suicidal? Is a same day safety plan needed?
- Document how you will incorporate the answers to the questions above into treatment planning.

Thanks for your participation in the OQ[®] Trainings this Fall. Watch your email for invites to the Spring 2024 series.

Medicaid Unwinding Toolkit

As an Optum Salt Lake County provider you may have individuals who are affected by the Medicaid Unwinding Project. These members may have received a letter from the Division of Workforce Services (DWS) indicating their review date and containing a review form.

If the member has not already submitted this paperwork, helping them complete the DWS review paperwork is the best place to start. If the member has not received the paperwork or if they are no longer Medicaid eligible, Optum has provided an Unwinding Toolkit as a resource to help you. You can find this information at optumhealthslco.com/content/ops-optslcty/salt-lake-county/en/provider-county-staff.html.

The toolkit includes:

- Unwinding Provider FAQs
- Letter templates to send required information to members (English and Spanish)
- Directions for reading the Unwinding reports sent by Optum
- Presentation materials from the Medicaid Unwinding Provider training (11.1.23)
- Link to the Medicaid Unwinding Provider training (11.1.23) video replay
- Utah Resource links

If you would like to go directly to the video replay of the Medicaid Unwinding Provider training, please [CLICK HERE](#).

If you have any questions or are unable to help members in applying for benefits, feel free to reach out to Lisa Hancock on our Care Coordination Team at: 801-982-3222 or via email at: lisa.hancock@optum.com.

For additional questions, you can email the Network Team.