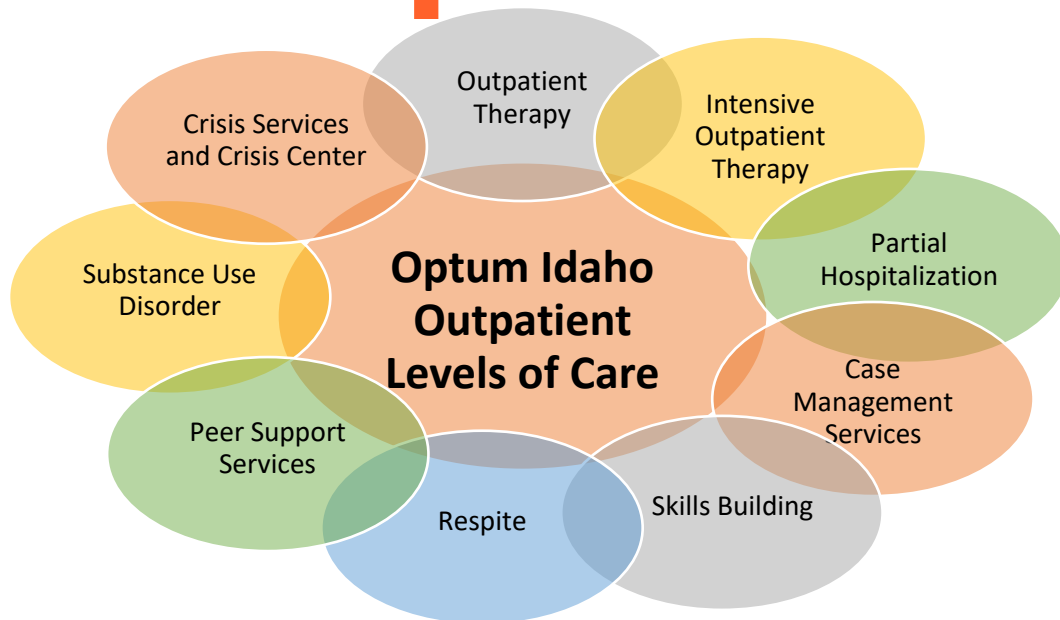


# Optum



## Relias Spotlight Series

May 2023

Hello Providers,

**What's New:** This month, we are going to talk about levels of care within a behavioral system, why they are important and highlight two new Optum Idaho trainings on Relias that focus on the Intensive Outpatient Programs (IOP) and Partial Hospitalization Programs (PHP) levels of care.

As a network provider you work with members to evaluate and decide on an appropriate level of care that can meet the members needs and help them achieve their goals and return to a sustainable level of functioning.

Within behavioral health there are essentially three levels of care: inpatient, residential and outpatient treatment. These are categorized by the intensity, complexity, structure and type of support provided within the treatment setting.

The Optum Idaho Behavioral Health Plan covers the outpatient level of care. Optum Idaho allows for expanded services within an outpatient setting to provide a robust continuum of care throughout Idaho, including intensive outpatient, partial hospitalization, medication assisted treatment, case management, targeted care coordination, skill building, skills training and development, peer support and respite.

**Hot off the Press:** Optum Idaho released two new level of care trainings that are available on Relias. The IOP and PHP levels of care are different from the traditional

outpatient treatment. They are delivered within increased hours per day/week versus one hour per week and combine a variety of services within the program to meet the member's needs. The new Optum Idaho trainings in Relias will explore the program requirements as a member moves through intake and assessment, safety and treatment planning, the delivery of therapeutic services and the discharge process. The interactive exercises will highlight and reinforce your knowledge and ability to apply the Optum Idaho requirements around IOP and PHP service delivery, documentation, staffing and supervision expectations.

**Why It Matters:** Treatment is not a one size fits all. It is important to know about the different levels of care and how they can benefit members so that a members receive the right service, at the right time, and at the right frequency. Members who enter treatment are uniquely different from their backgrounds, experiences, traumas and strengths. When treatment is member centered, strength based, individualized, and tailored to meet the members specific needs, it creates an inclusive approach in helping them achieve their overall wellness and recovery goals.

**Go Deeper:** If you would like more information and education around the topic of Optum Idaho Levels of Care, we encourage you can go to [www.optumidaho.com](http://www.optumidaho.com) and review the Optum Idaho Level of Care Guidelines and the Optum Idaho Provider Manual or log into [Relias](#) and search for the following modules:

Class	Course	CEU
Optum Idaho Intensive Outpatient Program (IOP)	1416295	2.5
Optum Idaho Partial Hospitalization Program (PHP)	1372100	3.0
Optum Idaho Targeted Care Coordination	844474	3.5
Optum Idaho Skills Building Webinar 5.17.18	OISkillsBuilding	1.0
Optum Idaho Skills Training and Development (STAD)	904898	6.0
Optum Idaho Conference 2021 Medication Assisted Treatment	1152594	1.0
CPI Verbal Intervention Trauma Blended Learning	1327741	2.0
Optum Idaho Quality of Care for Peer Support Services	989531	1.0
Optum Idaho Respite Care for Families of Youth with Serious Emotional Disturbance (SED)	592091	1.0

Thank you again for the work that you do each day with our members so Idaho can continue to improve access to behavioral health services. Optum is excited to offer these resources to you.

Sincerely,  
The Optum Education and Training Team