



PROVIDER ALERT

NEW FORM AVAILABLE FOR FIELD CARE COORDINATION REFERRALS

February 12, 2015

Dear Provider:

In November 2014, Optum announced a key addition to our care coordination model with the introduction of field care coordination. Field care coordination is a program where a behavioral health clinician, known as a Field Care Coordinator (FCC), is available to help facilitate between providers, members and community resources, ensuring members are accessing the most beneficial services to enable their recovery. The FCC's clinical background and experience with regional resources can provide consultative support for the provider's efforts in managing complex care questions.

In order to engage in field care coordination services, Optum Idaho has developed a referral form "Optum Idaho Field Care Coordination Referral Form" available on the www.OptumIdaho.com portal. Go to "Providers" tab and submenu "Provider Forms". Once the form is completed it can be emailed to: optum.idaho.fcc@optum.com or faxed to: **(888) 891-1232**.

This form will allow FCCs to initiate contact to work with members and their providers ensuring they are accessing the most beneficial services in the community.

If you need assistance in accessing care coordination on behalf of a member, please contact your Regional FCC as detailed below:

Region	Field Care Coordinator	Phone number	Email
1 & 2	Jeff Williams	(208) 914-2285	jeff.k.williams@optum.com
3	Darren Bushee	(208) 914-2283	darren.bushee@optum.com
4	Tracy Roe	(208) 914-2287	tracy.roe@optum.com
5	Cindy Shotswell	(208) 914-2288	cindy.shotswell@optum.com
6	Wendy Nelson	(208) 914-2286	wendy.nelson@optum.com
7	Spencer Webb	(208) 914-2284	spencer.webb@optum.com

Thank you,
Optum Idaho Care Coordination Team