



# PROVIDER ALERT

Jan. 15, 2022

**Alert Summary:** Optum Idaho recently published an updated Critical Incident e-learning course on Relias.

Dear Provider,

An updated Critical Incident e-learning course is available on Relias. The course is interactive and includes information regarding the 12 reportable Critical Incident categories and how to report a Critical Incident.

When a member experiences an event that meets criteria of a reportable Critical Incident category, network providers are contractually required to report the event and comply with the Critical Incident investigation in a timely manner.

The Optum Idaho Critical Incident Reporting Quick Reference Guide is included in the training and can also be accessed at <https://www.optumidaho.com/> > For Network Providers > Guidelines and Policies > Quick Reference Guides.

## **How can I access the trainings as a provider?**

- The e-Learning course is now available on Relias Learning. To access the online training:
  - Log into [Relias Learning](#).
  - Navigate to the "Assignments" tab on the left-hand side of the screen.
  - Click on the green "+ Browse Elective Courses" button close to the top of the screen.
  - Search for "Optum Idaho Critical Incident Overview and Reporting" and click to enroll.
  - The course will now appear under the 'Electives' section of the "Learning" tab of your Relias dashboard. Scroll down to find the course and click "Take Now."

Thank you,

The Optum Idaho Education and Training Team