



Network Provider Newsletter Quarter 1, 2024

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



Training Calendar

PCONN training

Provider Connect training is offered on the 3rd 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.

- February 20th at 10:00AM – 12:30 PM MST
- March 19th at 10:00AM – 12:30 PM MST

Reminders

Medicaid is always the payer of last resort.

Provider Enrollment Contracts Auto-closure

Per the November 2023 Medicaid Information Bulletin, Section 23-76, starting January 2024 Medicaid will restart the Provider Enrollment auto-closure process that was previously waived as part of the Public Health Emergency.



We would like to remind all providers to verify their Medicaid Provider enrollment through the PRISM portal. A lapse in Medicaid registration will likely result in recoupment of payments.

Medicaid Unwinding Toolkit

As an Optum 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 on our websites at [SLCo MCD Unwinding](#) or [TCo MCD Unwinding](#).

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.

Quality Corner


Beginning 1/1/2024, the state will no longer be direct mailing a member handbook to Medicaid eligible members. With that change, it is even more important that providers offer new members a copy of the handbook. Providers can also assist members in locating the online version on the “For Medicaid Members” page under the “Member Handbook” tab on the Optum websites ([SLCo Members](#) or [TCo Members](#)). A printed copy can be requested by calling 1-877-370-8953 (SLCo) or 1-800-640-5349 (TCo).

Additionally, we are updating the member acknowledgement form to include this information. We have added the Optum Notice of Privacy Practices (NPP) to the list of sections that are required to be pointed out to the member. The NPP document can be found on the sites linked above.

The revised Member Acknowledgement Form is attached to this email and can be found on the “For Network Providers” page, under the “Member Materials” tab on the Optum websites ([SLCo Providers](#) or [TCo Providers](#)).

For Salt Lake County providers only

Following an audit by SLCo DBHS, we have updated the Provider Manual for Medicaid Services to address their findings. Below are the updated items for Mental Health and SUD providers:

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- Timely access: If a member cannot be seen within the designated timeframe, *DBHS has requested documentation be added to the clinical record to include the reason the member was seen outside the timely access standard* (pg. 19).
 - Treatment documentation: Documentation will reflect that discharge planning is an ongoing process *and this information will be included in the treatment plan section of the clinical record* (pg. 41).
 - Treatment plan: *The treatment plan will be strengths-based as requested by DBHS* (pg. 45).

If you have any questions regarding these changes, please email the QAPI department at SLCOquality@optum.com or Tooelereviews@optum.com.