



Network Provider Newsletter Quarters 2 & 3 2023



Training Calendar

PCONN training

Provider Connect training is offered on the 4th Tuesday of every month.

This training is a great opportunity to receive a refresher of how to navigate Provider Connect.

If you would like to attend, please RSVP at saltlakecounty.networkbox@optum.com and state if you are a current or new Provider Connect user.

- July 25th at 10:00 AM MST
- August 22nd 10:00 AM MST
- September 26th 10:00 AM MST

Annual IT Ops Training

Please reach out to the network team if you were unable to attend the Annual Billing training hosted on June 20th, June 22nd or June 28th.

REMINDERS



PRISM Reminder

If any PRISM questions arise, please use this page as your starting point to answer any questions that you have. [PRISM - Medicaid: Utah Department of Health and Human Services - Integrated Healthcare](#)



Eligibility Check's

As a friendly reminder, Providers are required to check member eligibility on a monthly basis using the Medicaid Eligibility look up tool. This requirement is listed in the Optum Provider Manual for Medicaid Services under the "Eligibility Inquiry" section.



PCONN

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 to your account, please email the network box.

Availability?

If your practice currently has appointment availability, please email the network box if you would like us to share that information with our Care Advocacy team.



Provider Highlight- Lumos Youth Counseling

The Latin word for LIGHT is LUMOS. The mission at Lumos Youth Counseling is to shed LIGHT within each client on the path to recovery and happiness from the turmoil of adverse mental health issues. Lumos provides Day Treatment and Intensive Outpatient programming for youth ages 11-17.

Lumos Youth Counseling is dedicated to serving children with the following issues:
Pregnant Teens • Autism • Anxiety • LGBTQ+ • Depression • Suicidal ideation • Mood disorders • Personality Disorders • Family Dysfunction

Please reach out to our program specialist to see if we can help in any way.

Help@lumosheals.com

Phone: 385-342-2808



Quality corner

Per the Medicaid regulatory requirements and Optum's provider contracts, all providers are required to conduct monthly LEIE/SAM searches for all their employees to make sure they are not debarred, suspended, or otherwise excluded and maintain this documentation to show the searches were conducted.

- Providers are required to complete their LEIE/SAM searches on a MONTHLY basis and keep ALL documentation of the searches, even when there are no results. Attached are the updated instructions on how to complete this and who providers are required to search. Providers will no longer be required to send in monthly attestations if there are no matches.
- Providers are required to send notice to Optum within 30 days if there are any MATCHES while completing their searches. Please send results to slcoquality@optum.com.
- All providers will need to send in the new attached attestation by AUGUST 31ST, 2023 and then send them in ANNUALLY by AUGUST 31ST of every year following using this new template. UNLESS there is a MATCH during your monthly searches, then the provider is required to send in proof within 30 days of discovery as well as send in an attestation annually.
- Optum will be monitoring all providers and may request you to provide proof of the searches at any time. We will expect you to show us screenshots of the search showing no match for specific months.