Optum

Network Provider Newsletter
Quarter 3, 2024

Effective 10/01/24
➢ Provider Connect NX replacement claim functionality will be available.
➢ Paper claims will **no longer be accepted** from in network providers.

📅 Training calendar

Provider Connect NX
- Provider Connect NX training is now available as a video download. If your provider group does not already have access to this material, please contact network.
- PCNX / MFA open office hours are available on the **1st and 3rd Tuesday of every month from 12-1 PM MT**. Contact network for link.
    - PCNX open office hours – To help within the actual PCNX system including how to navigate, errors you are experiencing when navigating, etc.
    - MFA open office hours – To assist with any log in issues.

Reminder: PCNX passwords must be updated every 45 days.
PCNX does email providers to indicate the need to change passwords, however it is recommended providers set a reminder to log in to their account every month if they are not doing so already.

OQ®-Y-OQ®
Registration for OQ®-Y-OQ® trainings can be located in the [October training calendar](#) on both Optum SLCo and TCo websites.

Beginner trainings:	**Advanced training:**
October 3rd at 12:00 PM - 1:30 PM	October 7th 12:00 PM - 1:30 PM
October 8th at 11:30 AM - 12:30 PM	

Clinical Skills: Treatment Planning
Registration for the quarterly interactive treatment planning trainings can be located in the [November training calendar](#) on both Optum SLCo and TCo websites.

SUD focused trainings	**MH Youth focused training**
November 5th at 9:00 AM – 10:30 AM	November 13th at 12:00 PM – 1:30 PM
November 6th at 11:00 AM – 12:30 PM	

Quality corner

Mental Health Event Records (MHER) requirements
MHERs capture numerous unique data elements related to member care and are contractually required by OSUMH.

This information should be collected by the provider, regardless of if the member is being seen face-to-face or via telehealth. Currently, responses to all questions are required for submission in PCNX. All Mental Health services must have a MHER completed in PCNX upon admission then updated every 90 days thereafter and at discharge.

Mental Health Data definitions can be found at [Mental Health Data Definitions - OSUMH](). Further instructions for data entry can be found at [MHER Provider Training]() or at [optumhealthslco.com]() or [tooele.optum.com]() under Provider Training Documents.

Salt Lake County specific requirements

Admission guidelines
Guidelines prioritizing admission for new clients seeking mental health and substance use disorder treatment have been added to the July 2024 Salt Lake County Provider Manual for Medicaid Services. These are specific requirements for admission, including those for programs that provide SUD treatment for women and their dependent children. The requirements for evaluating the use of medication-assisted treatment (MAT) for all clients who are opioid, alcohol, or tobacco dependent, and the requirement to screen clients for the risk of opioid and/or opiate use are also included. Providers must offer information and education regarding the use of Naloxone rescue kits (including where and how the kit can be obtained) if the client is found to be at risk for use or misuse of opioids/opiates.

Please be sure to review and implement these admission guidelines as soon as possible. You can locate the updates on pages 11-14 in the [Salt Lake County Provider Manual for Medicaid Services]().