

Network Provider Newsletter

Quarter 2 2022



Upcoming training

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 and state if you are a current Provider Connect user or if you are wanting to attend for the first time.

Upcoming Provider Connect trainings:

May 24th at 10 AM

June 28th at 10 AM

Mandatory IT Ops Critical Billing Updates Training

Mandatory for Billing Personnel.

The last 30 minutes will feature Amanda Cummins from OQ/ YOQ, optional for clinical staff.

Agenda:

- Telehealth Changes
- Authorization Group Changes
- New Blanket Authorization Numbers for FY2023
- Provider Connect – Updates, Reminders, & Training Schedule
- TPL Enhanced Claim Review
- Certified Peer Support and Certified Care Managers (Network)
- Unique Claims Submitter Identifier/Patient Control Numbers Requirement
- OQ/YOQ Tips and Tricks

Please plan on attending **one** of the sessions below that will be held via Teams:

Thursday June 2nd 10-11 PM

Tuesday June 7th 2 -3 PM

Wednesday June 15th Noon-1 PM



Please RSVP for any of these sessions by sending an email to the network team at saltlakecounty.networkbox@optum.com

Please include the agency you work with, your full name, and your email.

Rosters: how to, how often, tips and tricks

To ensure the timely processing and payment of submitted claims, it is imperative that Provider Rosters are being updated any time a new provider has joined or left the practice.

To submit a roster update, please fill out our provider roster update form with the provider information and submit the form to saltlakecounty.networkbox@optum.com

Tips and tricks of Roster updates:

The Optum network team will send you back a copy of the Provider Roster with any notes regarding providers eligibility to be added to the roster. The most common reason a provider cannot be added to a provider roster is Medicaid registration not being active at time of roster submission. It is important to keep track of any and all providers that have not been added to your roster due to issues as **Network providers are responsible for following up on Medicaid registration.**

Roster updates are to be completed **prior** to a provider rendering services to a Optum Medicaid Member due to the requirement of a provider being registered in Medicaid. If services are rendered prior to the provider being added to the roster, **the services will be denied.**



Provider Planning Note for

Fiscal Year 2023

The following change is effective for dates of service on or after 7/1/2022

Optum will modify our CPT and HCPC codes for dates of service on or after 7/1/2022.

Optum will retire the “GT” modifier on all CPT and HCPCs and eliminate the Telehealth authorization groups. Telehealth will only be distinguished using one of the two location/POS codes:

02-Telehealth NOT Provided in the Patient’s Home **or** 10-Telehealth Provided in Patient’s Home.

Thank you!

We would like to thank all our providers that attended our Mandatory Assessment training in March. We appreciate all of the providers that went above and beyond in having the majority of their staff in attendance. This allowed us to have a record-breaking attendance count!



Telehealth reminders:

Reminder to attest:

To ensure that your practice will be listed as a telehealth provider in our online provider directory, please visit Provider Express in the **My Practice Info** section. Go to the **virtual visits** tab, and attest that your locations are providing telemental health services.

Telehealth place of service

CMS adds an additional **Location/Place of Service (POS)** code

*** Effective 4/1/2022 for Dates of Service on or after 4/1/2022**

CMS has added a second telehealth Location/Place of Service (POS) code of “10-Telehealth Provided in Patient’s Home” with the following definition:

The location where health services and health related services are provided or received, through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.



Provider highlight

Child and Family Empowerment Services Agency

Child and Family Empowerment Services agency now includes facilitating a culturally responsive therapy group called Kaimana Intervention. The Kaimana Intervention is based on the research of Leilani (Lani) Taholo, PhD, LCSW. Her research identified culturally nuanced gaps within traditional Western culture and multicultural counseling within the field of mental health. Within Kaimana Intervention, a paradigm shift is presented that centralizes relationship-based frameworks for approaching and relating with Pacific Islander communities for effective emotional well-being treatment. The premise of Kaimana Intervention is to know its cultural healing parts from which to claim their own cultural ways of healing. The Kaimana Intervention group may work hand in hand with individuals who are currently attending individual therapy to address their specific conflict or trauma. This may include interventions such as Eye Movement Desensitization Reprocessing (EMDR), TF-CBT, Cognitive Processing Therapy, Trauma Recovery & Empowerment Model (TREM), Mind and Body Bridging, and so forth.

Certifications required for Case Managers and Peer Support Specialists

As a reminder, effective January 2022, Case managers and Peer Support Specialists must be certified to provide case management or peer support billable services. To verify that your case manager or Peer support specialist is certified we will be using the Utah Department of Human services website. If the certification is not available on the website, we will request a physical copy of the certification be submitted.



Did you know?

988 services



Effective July 2022, The National Suicide Prevention Lifeline will be adopting an easy three-digit dialing number of 988. The 988 services will be available for free for those experiencing a mental health, substance abuse or suicidal crisis. The number will be available for call, text and chat by July 16th, 2022. Until then, you can reach the Lifeline at 1-800-273-8255.