



Network Provider Newsletter Quarter 4 2022



Training Calendar

PCONN training

ProviderConnect training is offered on the 4th Tuesday of every month. If you would like to attend, please RSVP at saltlakecounty.networkbox@optum.com

Monthly training calendars can also be found under "Provider training information" at:
[Optum SLCo - For Network Providers](#)
[Optum TCo - For Network Providers](#)

Provider Manual updates

There have been several updates throughout the provider manuals for both Salt Lake and Tooele Counties.

Please review the entire manual to be sure you are in alignment with these changes.

New sections added -

- Members transitioning to Medicaid from another payor source
- Pending or Potential Litigation (SLCo only)
- Third Party Liability
- Crime Reparations Funds

Updated versions of the manuals have been added to the websites and can be found in the "Manuals, Guidelines and Policies" drop down at the following links:

[Optum SLCo - For Network Providers](#)
[Optum TCo - For Network Providers](#)



Remember to check Medicaid eligibility monthly to ensure claims are being submitted to the appropriate payer source.

Resiliency and Recovery CPSS Training

Optum is a State of Utah Certified Trainer.

Meet our Trainers

Our trainers have a wealth of knowledge with lived experience in many facets of recovery.

Robyn Emery

Robyn is a Certified Family and Peer Support Specialist with 16-years of working experience. She has extensive experience working with her family members assisting and supporting them through their personal struggles and navigating their road to recovery. She has experience working with families to assist and support them in caring for their children who struggle with mental health disorders.

Lisa Hancock

Lisa is a Certified Peer Support Specialist with 8 years of working experience. Lisa is a person in long-term recovery from substance use and mental health disorders and has been living a life of recovery since September 29, 2011. She has experience working with the SMI population, individuals with SUD, and those involved in the criminal justice system including specialty courts.