



Alaska Case Management Services

Heather Brady, LPC
Director of Clinical Operations
Accompanied by:
Case Management Team
Tribal Liaison

January 11, 2023



Case Management Services Overview

- 1 Optum Case Management and the Team
- 2 Case Management Team - A Holistic Approach
- 3 Why Care Coordination and Advocacy Matters
- 4 Who Benefits from Case Management Services
- 6 Developing Peer Support Services
- 7 Navigating the Optum Alaska Website

Optum is Partnered with DBH



Optum is considered a Business Associate of the Division of Behavioral Health (DBH) in the Department of Health (DOH)

Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the DOH is a considered a covered entity

As a covered entity, all the agencies within DOH may contract with organizations to support them in the performance of their duties. These organizations are referred to under HIPAA as business associates

Optum is considered a business associate of the DBH in DOH. As a business associate, Optum is permitted to receive, use and disclose protected health information in order to do its contracted work, which is to conduct operational activities for the Division's Behavioral Health Program

This letter approved by DBH/DOH can be provided upon request

Optum Case Management and Liaison Team

Heather Brady, LPC
Director of Clinical Operations

Jessica Sagato
Senior Wellness Coordinator

Rahne Smith
Peer Support Specialist

Bonnie Hummel, RN
Behavior Health Care Navigator

Lance Johnson
Tribal Liaison

Julie Houghton, RN
Behavior Health Care Navigator

Vacant
Child Welfare Liaison

Sr. Wellness Coordinator (SWC)



The Sr. Wellness Coordinator works collaboratively with Optum Alaska Care Navigator's and Medicaid Providers to support participants as they transition between levels of care (typically from residential or inpatient to lower levels of care)



Assists participants to find and access resources, traditional and non-traditional, that will support their recovery and mental health rehabilitation

Behavior Health Care Navigator (BHCN)



Care Navigators are licensed clinicians that will typically initiate coordination services for individuals with the highest needs



Enroll participants in Optum Care Coordination



Conduct Screenings and Assessments



Develops goals and support participants as they take steps in their own recovery in the Optum Plan of Care



Refers participants to Alaska Medicaid Providers and community resources



Provides advocacy and support across every service level, engaging participant, family members, health care providers and community agencies

Peer Support Specialist (PSS)



Our PSS is a mental health professional with lived experience who provides education, support and encouragement to individuals in recovery



Teaches, models and practices life skills with participants, with respect for each participant's cultural identity/preferences



Builds relationships with participant's family whenever possible to strengthen natural supports



Collaborates with BH team to help prevent escalation of symptoms that lead to crisis



Makes connections and referrals to Peer Support Specialist's in the community with/for participants

Child Welfare Liaison



The Child Welfare Liaison engages with state agencies to support behavioral health service delivery to Alaska's children and families



The Child Welfare Liaison works with DBH, OCS, and Alaska Medicaid providers to support the complex needs of youth and families across the state



The Child Welfare Liaison is involved in all aspects of Optum Alaska clinical services, including Utilization Management, Care Management, Provider Relations

Tribal Liaison



The Tribal Liaison supports strong communications and effective working relationships among Optum Alaska, Tribal Health Organizations (THOs), tribal participants, and other stakeholders in Alaska's behavioral healthcare delivery system



Facilitates/participates in meetings, listening sessions, and dialogues with THOs focusing on 1115 waiver opportunities and needs



Works with THOs to navigate Optum's resources and operations, including staffing, training, educational information, and provider supports



Collaborates with other Optum personnel and THOs to identify, develop, and provide training and sharing opportunities impacting the delivery of services and consumer engagement

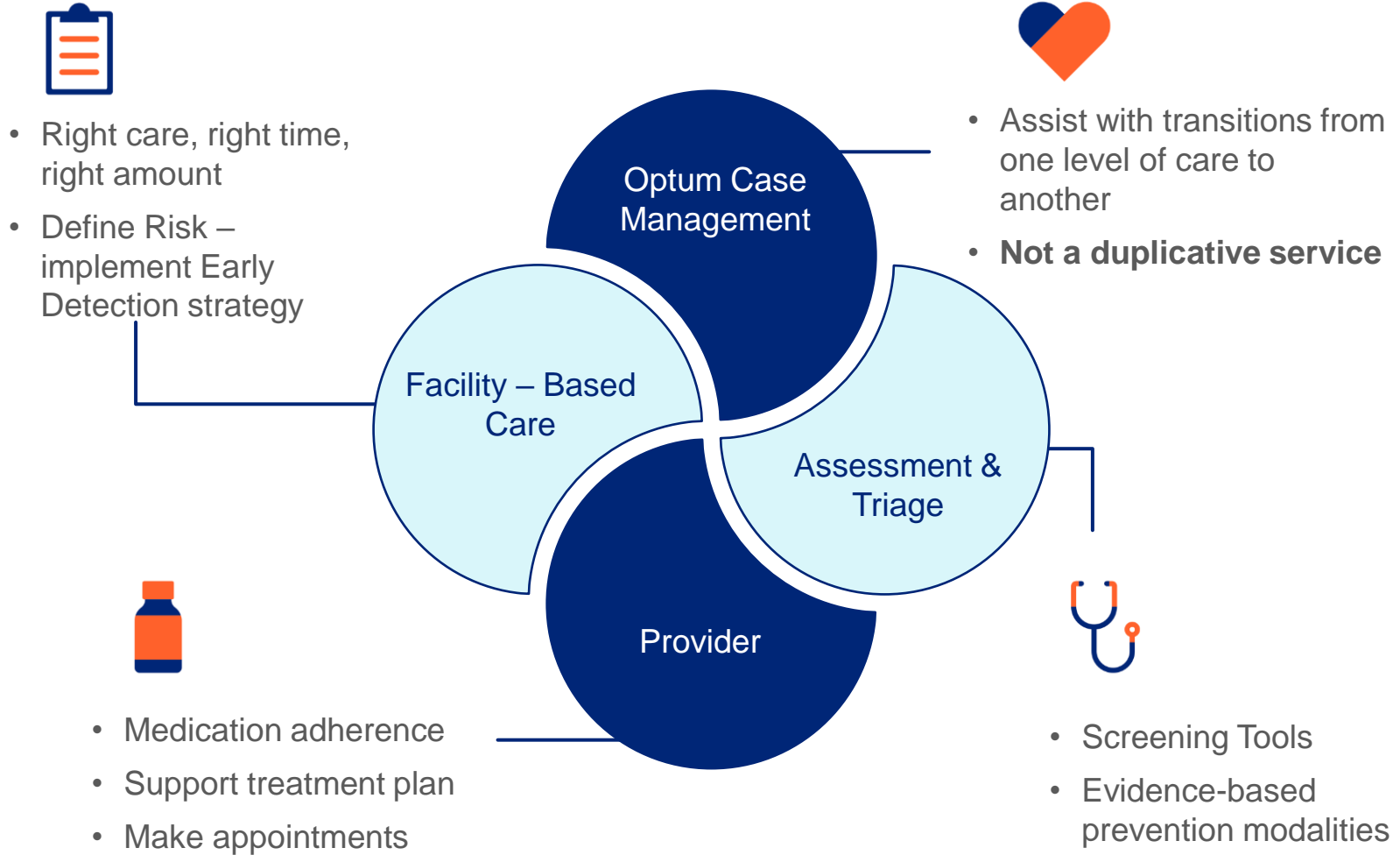


Works closely with the Department of Health's Division of Behavioral Health's Tribal Liaison to research THO concerns, respond to their regulatory queries, and collaborate with them on learning opportunities



Is charged with researching and analyzing ways to mitigate the demands of administrative burden on providers and consumers

What is Optum Case Management



Case Management Team Holistic Approach

Provider CM Referral



Steps to our Process



Discharge Support

- Work with Facility and Staff
- Assist with Development of Practical Aftercare Plan
- Identify Medicaid Participants Needing Help before Mental or Physical Health Crisis, Substance Use, or Other Adverse Event



Care Coordination

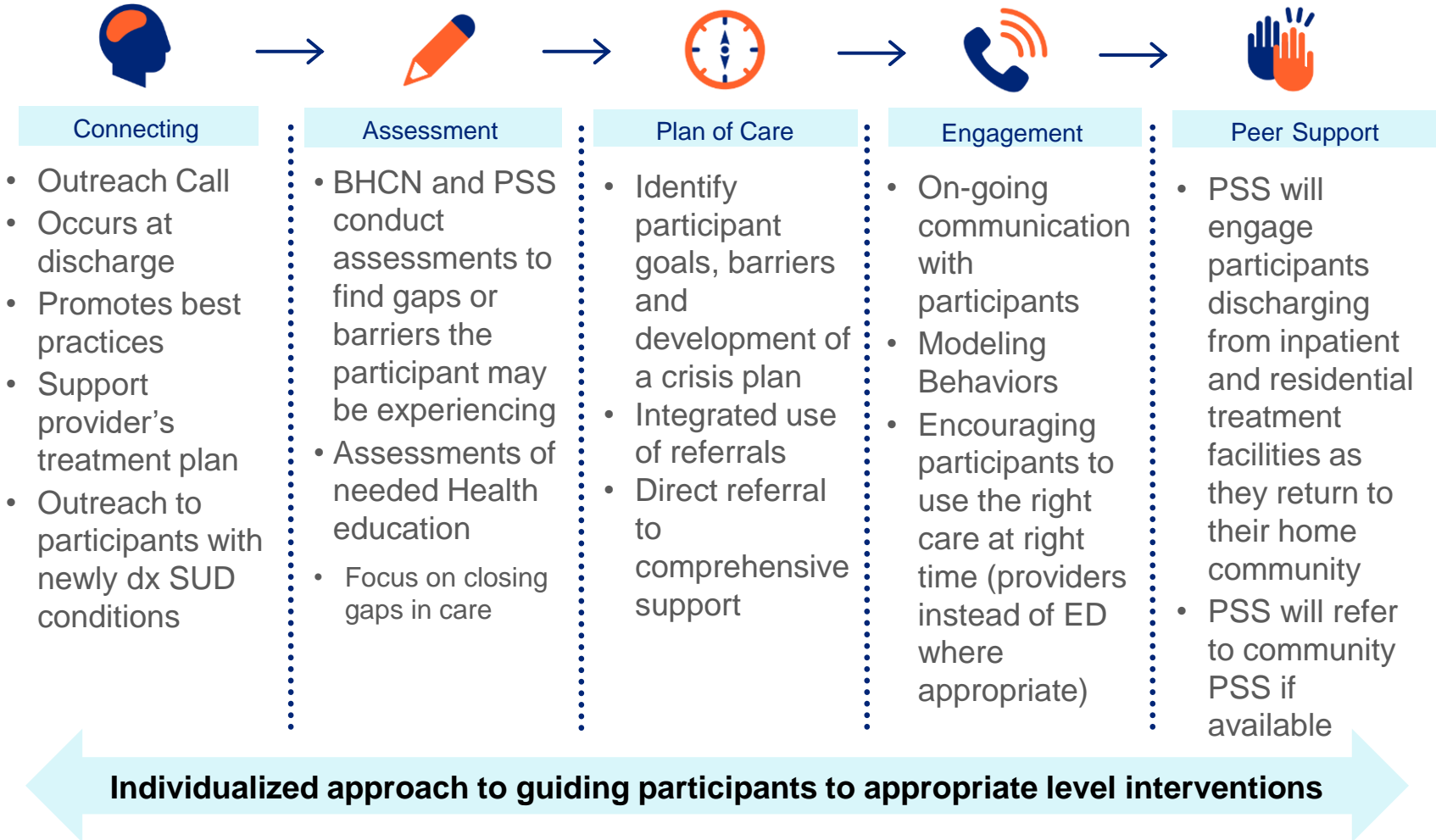
- Link to Additional Resources and Services
- Provide Stability for the Participant and/or Family Unit
- Direct Liaison between Optum BH and the Alaska Medicaid-enrolled Providers
- Work with Alaska Medicaid-enrolled Provider Services and Utilization Management to Identify Gaps in Resources/Services



Aftercare Follow-Up

- Promote Least Restrictive Level of Care
- Encourage Participant Engagement with Aftercare Plan
- Assist with the Removal of Barriers
- Conduct Follow-Up Monitoring to Promote the Least Restrictive Level of Care
- Peer Support Services

Care Coordination and Advocacy Continuum



Why Care Coordination and Advocacy Matters



Objective: Improve efficiency in care, effectiveness of treatment, and health outcomes for those with severe and persistent mental health and /or substance use disorders resulting in lower health care costs

Participant experience: Buildout consistent support immediately after discharge, feel supported, relapse prevention, establish crisis plan, reconnect with community.

Telephonic communication: building rapport, trust, and confidence promoting a working relationship with the participant resulting in a decrease of barriers to wellness.

Provider Referrals: Benefits are bridging gaps in care, reinforce supports already in place, connect with other community services, and help with level of care changes.

Communication: effective collaboration between Care Navigators and Providers can lead to improved outcomes and help support the treatment plan.

And.....Improve Medication Management



Objective: Improve Medication Management and Adherence, Education, and Prescription Refills

Participant experience:

Understanding of prescribed medication, symptom control, safety, trust in providers, and knowing when to check-in

Telephonic communication:

Medication education, adverse reaction monitoring, promotion of medication adherence, symptom surveillance and education with participant

Provider Referrals: medication adherence promotes illness management, assist with home prescription continuation

Communication: build strong working relationships with Care Navigators and Provider staff to augment communication regarding medication changes and other support

Participants who Benefit from Case Management Services

Consider referring:



- Medicaid
- Behavioral health and/or Substance Use Disorder (SUD)
- Participants with newly diagnosed SUD
- Residential, Inpatient, or Emergency Department

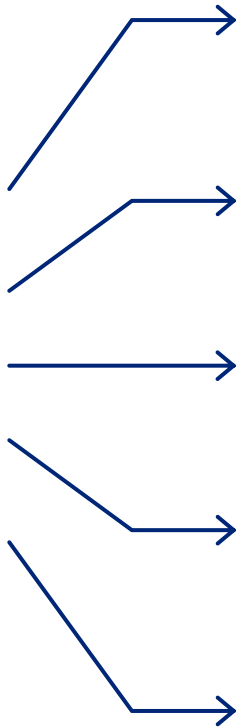


- Inpatient admission at any time in past
- BH admission in past 12 months
- Participant for whom timely follow up cannot be identified
- Recently discharged moderate to high level of care



- Low social support
- Participants frequently miss appointments
- Social determinants of health
- OCS and legal involvement

Additional Considerations



We are telephone-based. If a participant has access to a telephone, they can receive our services



Begin working with the participant after discharge
Collaborate with facility Discharge Planner, identify concerns, gaps in care, what has been beneficial and expedient for participant care



We support high-risk adolescents and their families by reducing any barriers and aid in connecting with community supports



We periodically send email “blasts” regarding our services to providers.

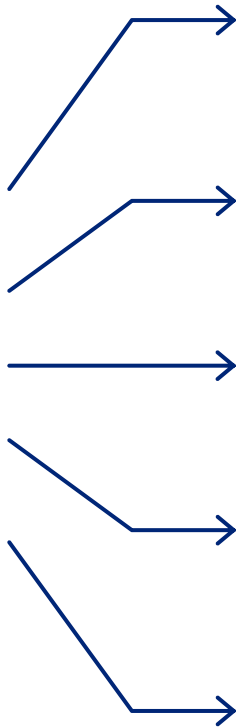


Optum Case Management services are only available for Medicaid participants



**Agencies
working
together**

Additional Considerations



With consent from the participant, we can assist family members with locating resources after discharge



Length of engagement is not time based but determined by the goals set by the participant



Connect participants with community-based case management services where available. We can provide intense telephonic case management services until connected within their own community



Assist with some non-clinical resources important to wellness such as food pantries, clothing closets, parenting classes, and more



We specifically identify state approved Medicaid providers.



**Agencies
working
together**

Peer Support Professional

“A Peer Support Professional is someone with lived experience with recovery from a mental health condition or substance use disorder.”



How Can Peer Support Services Help Your Agency



Peer supports advance recovery and add value to behavioral health systems







Peer Support Role

- 1 Advocating for people in recovery
- 2 Sharing resources and building skills
- 3 Building community and relationships
- 4 Mentoring and setting goals
- 5 Providing services and/or training
- 6 Developing resources
- 7 Educating the public and policymakers
- 8 Develop the WRAP Plan

How to become a Peer Specialist

Peer Support Training and Education

-  Peer support has been identified as an evidence-based practice
-  Training and experience is required in order to work in the field
-  It is common for each state to have different paths to becoming certified
-  Alaska currently has two paths to certification

Types of PSS Certifications



Each program has 4 levels to certification with practicum hour requirements, along with work, and education requirements varying by respective level

Traditional Peer Support Professional Program

Traditional Peer Support Associate (entry level)

Traditional Peer Support Professional 1,2,3

Peer Support Professional Program

Peer Support Associate (entry level)

Peer Support Professional 1,2,3

Traditional Peer Support Professional

**How
is the
Role
Different?**



A Traditional Peer Support Associate (TPSA) can be a family member caring for a person experiencing mental health or substance use issues.



Honor the knowledge, culture, and traditions of elders

Advocate for people of the community

Demonstrate Integrity

Serve as a Positive Role Model

Be a Motivational Speaker

Provide Suicide Prevention and Crisis Management

Identify as a Village Resource Person

Support Peers with Mental Illness and Substance Use DO

Be knowledgeable about cultural humility

Influence behavior through traditional methods and values

In Summary, How We Can Help



**Understanding
Medicaid Coverage**



**Keep Track
of
Medications**



**Scheduling
Appointments
With a Provider**



**Identify Goals
and
Formulate Plan**



Treatment Options

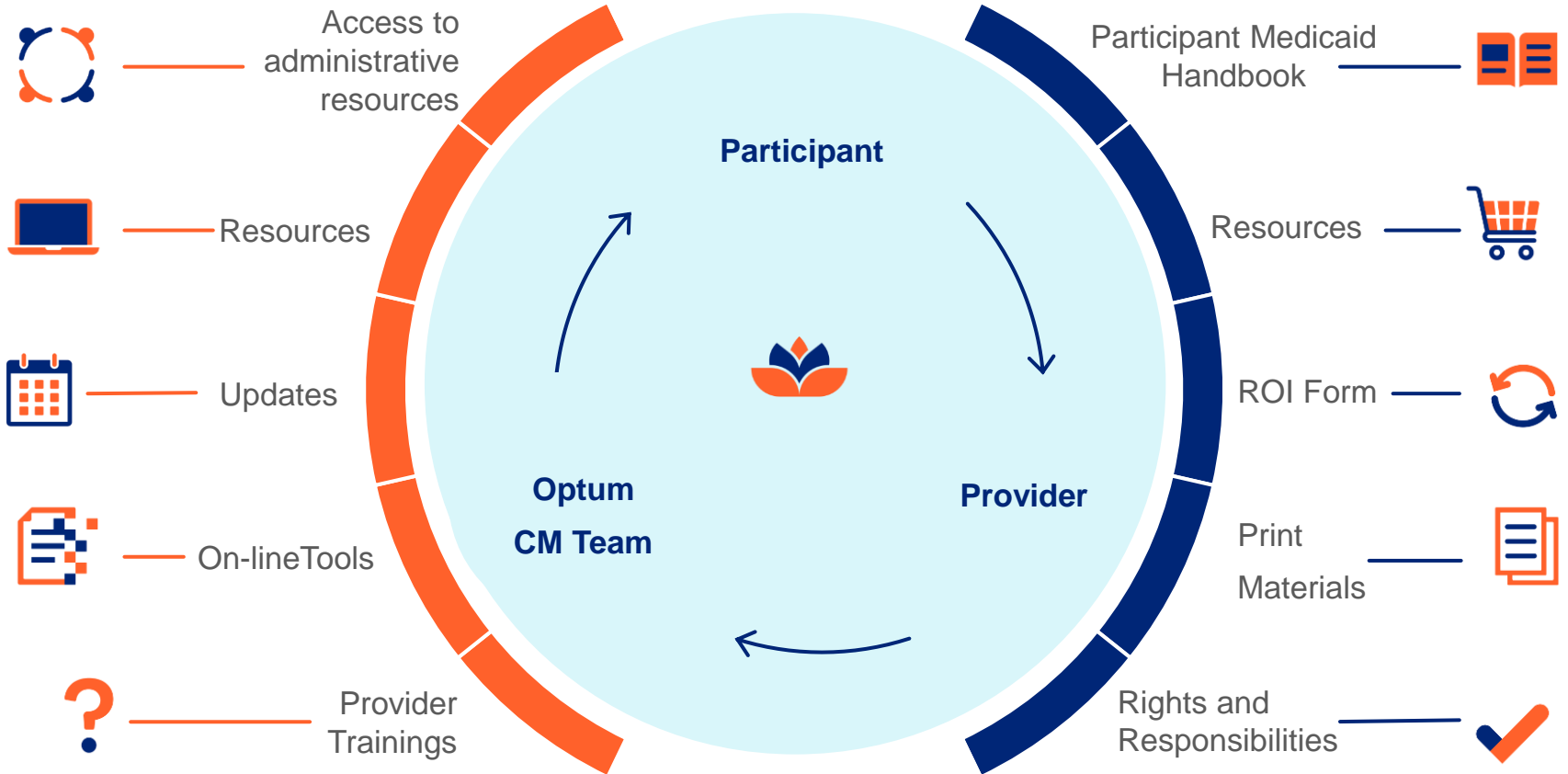


**Develop Coping
Strategies**

Navigating Website Tools for Participants and Providers:

Providers

Participants



Optum Alaska Home Page – Quick Links

<https://alaska.optum.com>



Optum | Alaska

Search

Home For Participants For Alaska Medicaid Providers For Community Partners About Us Contact Us

Alaska - Optum Provider Portal

PARTICIPANT QUICK LINKS

- ▶ Resources & Tools [↗](#)
- ▶ Participant Newsletter [↗](#)

PROVIDER QUICK LINKS

- ▶ Sign up for Alerts [↗](#)
- ▶ Provider Express [↗](#)
- ▶ Provider Billing Services [↗](#)
- ▶ Service Authorizations [↗](#)

EXTERNAL OPTUM SITES

- ▶ Find a Provider [↗](#)
- ▶ Live & Work Well [↗](#)
- ▶ Supports and Services Manager [↗](#)

Stay informed on COVID-19

Check the CDC website for COVID-19 updates at [cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov) [↗](#)

Check the DOH website for COVID-19 updates at coronavirus.alaska.gov [↗](#)
Check the current Telehealth guidance at <https://content.govdelivery.com/accounts/AKDHSS/bulletins/2825545> [↗](#)

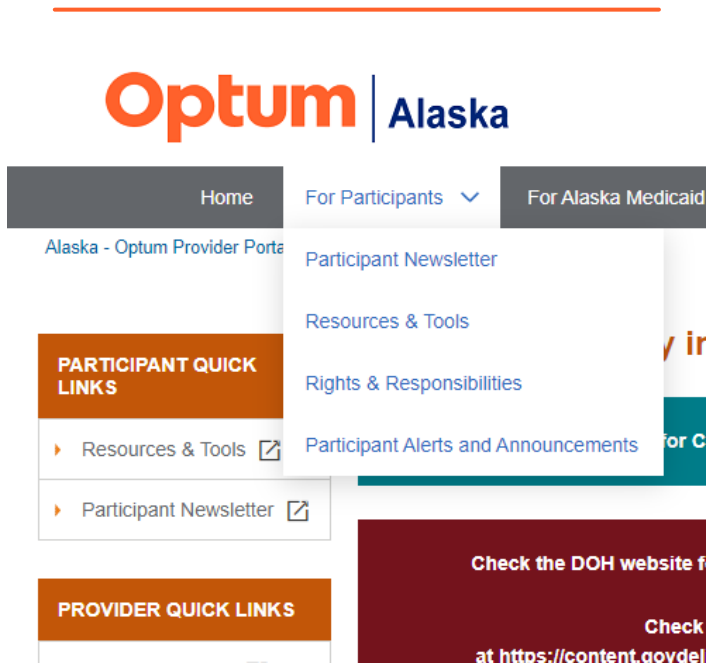


Check the COVID-19 Mental Health Resource Hub to help individuals and providers address their mental health needs at <https://psychhub.com/covid-19/> [↗](#)



Navigation Bar Overview

<https://alaska.optum.com>



[Participant Newsletter](#)

[Resources & Tools](#)


[Rights & Responsibilities](#)

[Participant Alerts and Announcements](#)

For Participants

<https://alaska.optum.com/>

The landing page of the participant area includes information on Case Management, covered Alaska Medicaid Behavioral Health Services and important external links.

For Participants 

Participant Newsletter

Resources & Tools

Rights & Responsibilities

Participant Alerts and Announcements



The Participant Newsletter page with past Newsletters



The Resources and Tools page includes PDF links to the Participant Handbook and Print Materials

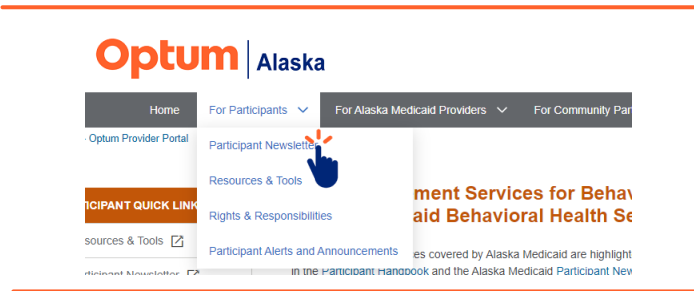


The Patient Rights and Responsibilities page includes important information for Alaska Medicaid Participants regarding the choices they have when seeking care



Alerts and Announcements

For Participants



[Participant Handbook](#)

[Case Management Brochure](#)

[Community Information Sheet](#)

[Rack Card](#)



Inside This Issue

Introduction:
Live and Work Well - A Helpful Resource

Coping with
Mental Illness
and Addiction

Peer Support
Corner

Upcoming Events

Make a
Connection

Hotlines

October 2022
Issue 4

Alaska Medicaid Newsletter

Important information for you as an Alaska Medicaid Participant

Introduction: Live and Work Well - A Helpful Resource

Mental health is important to overall health and wellbeing. It is important to know that there is help nearby to support you and your loved ones.

On the [Live and Work Well \(LAWW\)](#) website, you can access a variety of resources including:

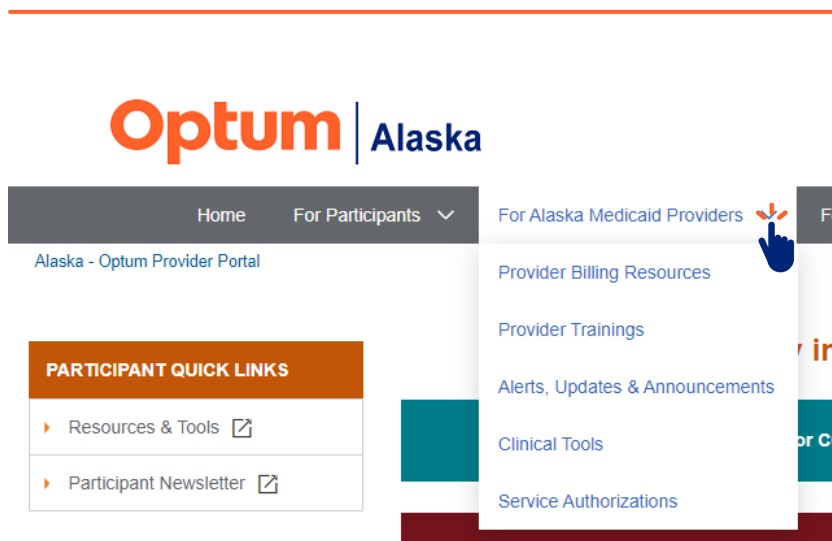
- Screening tools, such as the [Live and Work Well: Alcohol Self-Assessment](#). Click "Crisis Support" and "[Addiction](#)" to access this and other helpful tools.
- A Provider Search. Click "Start Now" under "Find Mental Health Support" and use the "Find Providers" link to access a list of available providers who may be right for you.
- Supports on a variety of mental health topics including ADHD, Anger Management, Anxiety, Bipolar Disorder, Depression, Post-Traumatic Stress Disorder, Schizophrenia, and Stress. Each support topic will have:
 - Guides and Articles
 - Self Help Resources
 - Videos

Call 1-800-225-8764 between the hours of 8am-6pm AK time for confidential help. Press option 2 for participant and option 1 to speak with staff and ask to speak with a Behavioral Healthcare Navigator in Alaska.
Let's talk before okay becomes not okay.

This service should not be used for a crisis or urgent care need. In an emergency, call 911 or go to the nearest hospital.

For Alaska Medicaid Providers

<https://alaska.optum.com>



Provider Billing
Resources

Provider Trainings (TAT)

Alerts, Updates &
Announcements

Clinical Tools

Service Authorizations

Provider Drop Down Menu

[For Alaska Medicaid Providers \(optum.com\)](#)

Drop Down Menu



Provider Billing Resources



PROVIDER BILLING RESOURCES

Optum follows national guidelines and policies to ensure the integrity of our Alaska Medicaid providers.

Appeals Form

- [Provider First Level Appeals Form \(PDF\)](#)

Quick Reference Guide

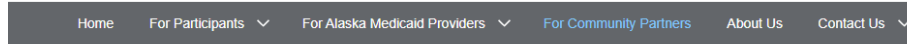
- [Optum Alaska Behavioral Health Quick Reference Guide \(pdf\)](#)

Provider Manual

- [Provider Manual \(pdf\)](#)



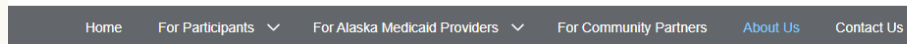
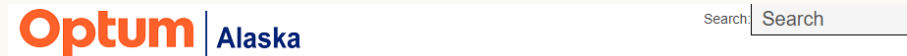
About Optum



Optum Provider Portal > For Community Partners

FOR COMMUNITY PARTNERS

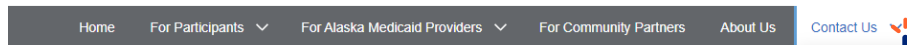
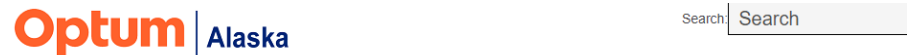
PICIPANT QUICK LINKS



Optum Provider Portal > For Community Partners

FOR COMMUNITY PARTNERS

PICIPANT QUICK LINKS



Optum Provider Portal > Contact Us

OPTUM ALASKA-CONTACT US

PICIPANT QUICK LINKS

Alaska Medicaid helpline at 800.225.8764 or ak_appeals_complaints@optum.com

Placing a Referral to the Case Management Team

Step 1:

Search

Step 2:

The screenshot shows the Optum Alaska website's search page. The search bar contains the word "referral" and the search button is highlighted. Below the search bar, the results section shows "Results 1 - 1 of 1 for referral. (0.01 seconds)". A link for "Reference Library" is visible, with a snippet of text: "EMAIL: akmedicaid@optum.com Optum Case Management/Peer Support Referral EMAIL: MedicaidHelpOptumAK@Optum.com (Do not include PHI) Optum ... /content/ops-alaska/alaska/en/reference-library.html - Dec 5, 2022".



Step 3:

Optum Case Management/Peer Support Referral
EMAIL: MedicaidHelpOptumAK@Optum.com
(Do not include PHI)

Step 4:

MedicaidHelpOptumAK@Optum.com








Subject Optum CM Team Referral (No PHI)

Please provide the following information in the space below:

- Provider Name:
- Provider Contact Name:
- Provider Contact Phone:
- Best Time to Contact:

An Optum Behavioral Health Care Navigator will contact you within 2 business days.
PLEASE DO NOT SEND PHI WITH THIS EMAIL. Thank you

Live and Work Well (LAWW) Overview

-  Search for Medicaid Providers in Alaska
-  Self Help Resources
-  Take Self Assessments
-  Release of Information (ROI) Form
-  Benefits Information
-  Complaints and Grievances
-  Articles for Wellness and Recovery

Find Care Using LAWW

Live and Work Well: Member Home



Optum

Live and Work Well

Language ▾

Sign In

Register



Home

Find Care

Self Help Resources ▾

Explore & Learn

Crisis Support ▾

Provider

Explore Care Options

Childcare Search

Eldercare Search

Findhelp.org

Search

Alaska Participants!

**with stress, mental
abuse and more.**



Find mental health support

Get support for a wide range mental and emotional health needs. Find resources for anxiety, depression, PTSD, bipolar disorder, eating disorders and many more.



Nurturing resilience

Learn how you can foster your own resilience and draw on the resilience of others

[Learn how](#)



Find a Provider



Welcome Optum Alaska Participants!

Get help with stress, mental health, substance use and more.



Find mental health support

Get support for a wide range mental and emotional health needs. Find resources for anxiety, depression, PTSD, bipolar disorder, eating disorders and many more.

[Start now](#)



[Explore care options](#)



[Provider directory](#)



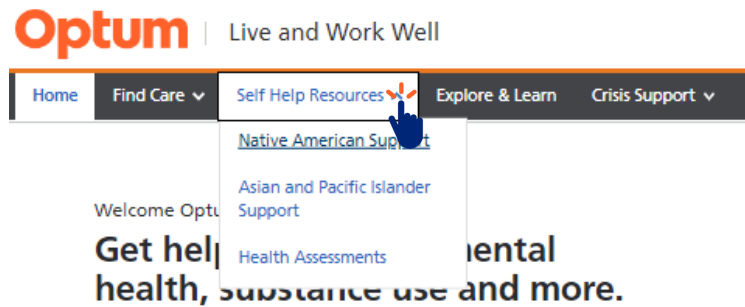
Mindfulness in the new year

Learn how to look toward the year ahead by focusing your mind on the present

[Get mindfulness tips](#)

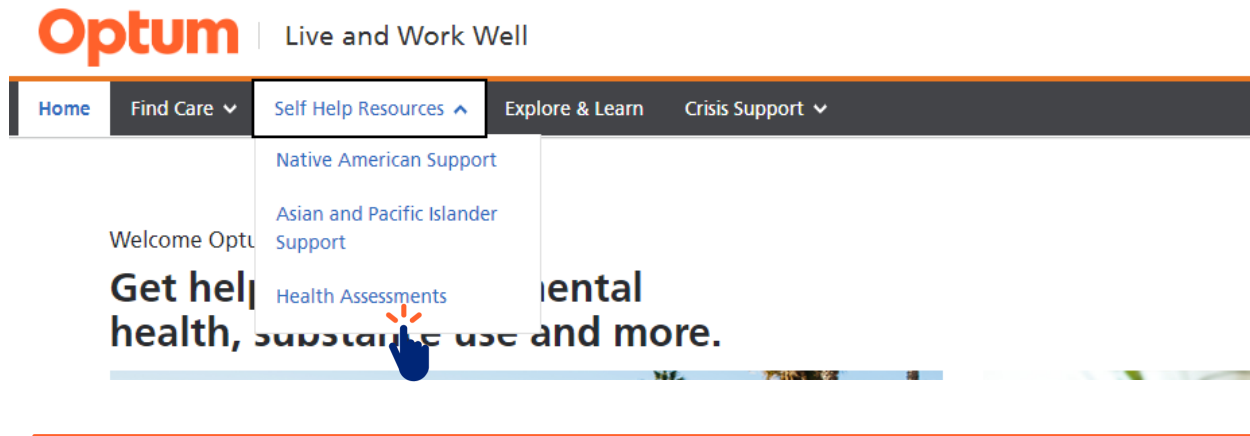


Self Help Resources in LAWW



- Indian Health Services
- Asian and Pacific Islander Support
- Health Assessments
- Mental Health Association
- Find a Provider
- Substance Abuse and Mental Health Services
- Asian and Community Health Services

Navigation to Assessments



Tools enable users to do quick, private, preliminary screenings



The Participant can track their progress over time



Help identify concerns they may wish to share with the doctor or mental health specialist.

Setting Up a HealthSafeID

Search Results

Filter Results

ASSESSMENTS Clear-text

Your Search for "ASSESSMENTS" returned 30 results

Assessment
Health Risk Assessments
Spend a few minutes and take one of our health assessments provided by HealthStatus.com. They cover different areas of health, fitness and well-being and will give you practical advice as well as link ...

Resource
Caregiver Self-Assessment Questionnaire
Caregivers are often so concerned with caring for their relative's needs that they lose sight of their own well-being.

Screener
A special depression assessment for children and adolescents.
Kids and teens get depressed, too. Take this depression assessment for children 18 or younger.

Screener
Post-Traumatic Stress Disorder (PTSD) Assessment
Take this quick assessment and find out if you might have PTSD. Then share your results with your doctor or a mental health professional.

Screener
Worried about depression? Check your symptoms.
Check on your own symptoms, or take the assessment for someone you care about.

Screener
Do you often feel anxious or worried?
Check on your own symptoms, or take the assessment for someone you care about.

Sort By

- Most relevant
- A-Z
- Z-A

Resource Type

- Article (12)
- Topic center (7)
- Screener (6)
- Resource (2)
- Assessment (1)
- Guide (1)
- Video (1)

Health Self-Assessments



Health Risk Assessment



Health and Brain Trauma (PTSD & TBI) assessment



General Health Assessment



Cardiac Risk Assessment



Diabetes Risk Assessment



Fitness Assessment



Participants may print the results to share with their Healthcare Provider

Explore and Learn

Optum | Live and Work Well

Home Find Care ▾ Benefits & Services ▾ Manage Claims ▾ **Explore & Learn** Crisis Support ▾




Explore and Learn

Access videos, articles and resources that can help you be informed and take action.




Featured



Explore therapy
Tools and videos that can help you learn about therapy, find the right provider, and prepare for your visit.


[Get started](#)



Substance use support
From support groups to treatment options, get help finding the care and support you need.


[Learn more](#)

Most popular




Help with anxiety
More and more people are facing anxiety. Learn the facts and how to take steps to feel better.

[Learn more](#)



Understanding depression
Treatment works. Get tools that can help you get help and take control.

[Learn more](#)



Building better relationships
Get resources on how to improve your relationships.

[Learn more](#)

Browse by category



[Mental Health](#)



[Substance Use & Addiction](#)



[Well-Being](#)

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Crisis Support



Optum | Live and Work Well Language ▾ | Sign In | Register

Home Find Care ▾ Self Help Resources ▾ Explore & Learn **Crisis Support ▾**

- Providing Support
- Addiction
- Suicide Prevention
- Abuse
- Hospitalization
- Housing

Search

Welcome Optum Alaska Participants!
Get help with stress, mental health, substance use and more.



Find mental health support

Get support for a wide range mental and emotional health needs. Find resources for anxiety, depression, PTSD, bipolar disorder, eating disorders and many more.



Nurturing resilience

Learn how you can foster your own resilience and draw on the resilience of others

[Learn how](#)

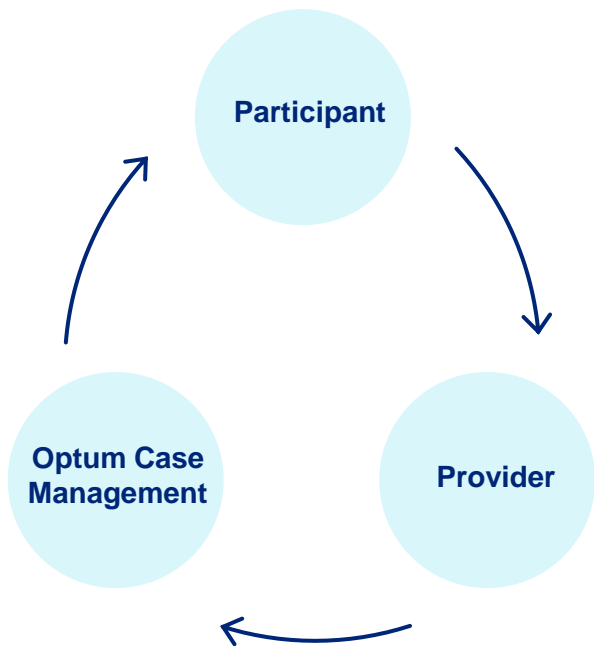
Guides

[A Guide to Understanding Psychiatric Hospitalization](#)

Symptoms of mania or depression can seriously interfere with a person's life. Sometimes hospitalization can be the best option to keep the person safe and stabilize severe symptoms.



Why relationship matters to a participant's success:



Partnerships		Optum CM Team
Optum understands Alaska	Connect	✓
Individualized Approach	Finding Solutions	✓
Serving Participant Needs	MH and SUD	✓
Support Treatment Plan	Conversation	✓
Bridging Gaps One by One	Recovery	✓

Q&A

Thank you

Optum

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