

New York Behavioral Health Provider Quick Reference Guide

Provider Training Curriculum

Overview	The purpose of this policy is to ensure network providers are given the support they need for initial enrollment into the network, as well continuous education to support the services offered to our members
Applicability	This policy applies to providers serving members whose benefit coverage is provided through UnitedHealthcare Community & State’s NY Medicaid Mainstream, Health and Recovery Plan (HARP), Under 21 and Children in Foster Care Placement. This policy aligns with the NY HARP and Mainstream Medicaid Annual Provider Training Plan.
Provider Training Sections on providerexpress.com	providerexpress.com maintains a training section for each Medicaid product line in NY State.
Training Availability and Notification	<p>Providers are offered training upon joining the network, in advance of all new benefit implementations, when a need is identified through gap analysis and when it is requested by a specific provider. Trainings are archived on Provider Express so they can be accessed by providers as needed.</p> <p>Providers will be notified of training opportunities through:</p> <ul style="list-style-type: none"> • verbal or written communication with the Network Manager and/or Provider Relations Representative • provider notifications sent electronically, through mailings, and postings on providerexpress.com • verbal or written communications with the Network Trainer or other managerial staff within the health plan • policy documented within the provider manual
Training Content	<p>Training content is determined by NY State and Federal regulations, policies, laws, and contracts. Mandatory trainings will be outlined in the NY State Plan Qualifications documents with additional requirements posted under the Provider Training sections on Provider Express.</p> <p>At a minimum training topic should include:</p> <ul style="list-style-type: none"> • Cultural Competency • Evidence Based and Promising Practices and Recovery Principles • SUD and Behavioral Health Screenings
Health Plan sponsored on-demand resources	<p>Live and Work Well liveandworkwell.com</p> <p>Optum Health Education: optumhealtheducation.com/</p>

<p>Additional Training Resources include:</p>	<p>The Center for Practice Innovation practiceinnovations.org/</p> <p>Community Technical Assistance Center / Managed Care Technical Assistance Center: ctacny.org/trainings/</p> <p>OASAS Professional Training: oasas.ny.gov/training</p> <p>Refer to the Provider Evidence Based Practice Quick Reference Guide for additional training resources.</p>
<p>Contact Information for NY State OMH or OASAS Inquiries:</p>	<p>OMH Bureau of Rehabilitation Services and Care Coordination</p> <p>The Bureau of Rehabilitation Services and Care Coordination can be reached by e-mail for inquires or additional information at : Adult-BH-HCBS@omh.ny.gov and utilize the subject “Training Requirements”</p> <p>OASAS Division of Practice Innovation and Care Management</p> <p>The OASAS Division of Practice Innovation and Care Management can be reached by email for inquiries or additional information at: picm@oasas.ny.gov utilizing the subject “Training Requirements for Adult BH HCBS”</p>
<p>Monitoring of Provider Training</p>	<p>The health plan will complete annual and quarterly reviews of provider training participation</p>