

G.

Kentucky SKY

Submittal of a proposal to serve the Kentucky SKY population is optional. Evaluation of proposals received for this Section will be limited to Contractors receiving an award for the main Managed Care contract. (See **Draft Medicaid Managed Care Contract and Appendices** Section 70.2 for more information.)

Section references herein are made to RFP Attachment C **“Draft Medicaid Managed Care Contract and Appendices.”**

7.

Provider Services

Provide the Contractor’s proposed approach to Provider outreach and education. Include a description of how initial training will differ from ongoing training. Describe proposed training materials including but not limited to:

- a. Coordinating services;
- b. Care Coordination Teams;
- c. Training in Trauma-informed Care (include sample materials);
- d. Crisis services;
- e. Child and Adolescent Needs and Strengths (CANS);
- f. High Fidelity Wraparound approach;
- g. Impact of ACEs;
- h. Neonatal Abstinence Syndrome (NAS);
- i. Six Seconds Emotional Intelligence (SEI); and
- j. Screening for and identification of Behavioral Health needs.

Humana has developed a strong outreach and education program for our providers to help them navigate complex, new responsibilities in an evolving healthcare environment. We offer a comprehensive model to address these challenges, reduce administrative burden, and help our providers focus on care delivery. Our Kentucky SKY provider outreach and engagement model is based on three fundamental strategies:

- We will collaborate with the Department for Medicaid Services (DMS), the Department for Community Based Services (DCBS), the Department of Juvenile Justice (DJJ), the Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID), and the Kentucky Department of Education is critical. We will align with these stakeholders to identify goals of our Kentucky SKY training program and identify opportunities to partner with them on our training and education efforts.
- We will engage with Community-Based Organizations (CBO) that serve and advocate for Kentucky SKY Enrollees to inform our approach to provider outreach and engagement. Incorporating their deep understanding of Kentucky SKY Enrollees’ needs and challenges into our provider training is essential.
- We founded our provider support model on establishing meaningful one-on-one relationships with providers. We are committed to delivering the support, trainings, and resources they need to drive positive health outcomes for Enrollees. We support them through multiple channels designed for flexibility to maximize our ability to provide the training and education they need.

APPROACH TO PROVIDER OUTREACH AND EDUCATION

Humana’s comprehensive provider outreach and education program helps us achieve more sophisticated, integrated, and engaged partnerships. It is designed to address providers' varying knowledge bases and practice needs. We understand that providers have demanding schedules, so **our training approach is flexible**: We offer web-based trainings, on-demand video resources, and tip sheets to access at their convenience. We also offer

conference-style and one-on-one trainings. These formats and training topics are designed to ensure all our in-network providers complete the trainings relevant to their practice and specialty.

While Humana provides robust education and training materials for providers, we understand that the Kentucky SKY program requires specialized content and trainings. Our Kentucky SKY market leadership team, supported by Humana's Enterprise Shared Services (ESS) Provider Training team, will develop and enhance existing training materials to meet the needs of the Kentucky SKY program.

Enterprise Shared Services is comprised of more than 50 associates who have collectively created more than 11,700 curriculum documents and e-Learning modules.

Mechanisms to Inform Provider Outreach and Education Strategies

We continuously enhance our provider outreach and education program, adjusting to changing programmatic requirements and provider feedback. We will use a variety of mechanisms to inform existing outreach and education strategies.

We assign a Provider Relations representative to each provider so they can develop a personalized relationship. The **Provider Relations representative serves as a single point of contact** and will schedule onsite meetings so the provider can participate in required training and orientation, understand our integrated care model, and learn how to access our resources. Our support model centers on the one-to-one relationship with a local Provider Relations representative with whom the provider can discuss education needs and their preferred mode of outreach. Provider Relations representatives meet face-to-face with Primary Care Providers (PCP) and high-volume specialists at least quarterly and contact them at least monthly. This high-touch model encourages open and frequent communication to best identify training and education needs.

To ensure our provider relations model incorporates the unique aspects of the Kentucky SKY program, Humana will:

- **Conduct patient experience surveys for Kentucky SKY Enrollees** to identify opportunities to improve provider performance regarding cultural competency and trauma-informed care (TIC) approaches
- Analyze Enrollee grievances and appeals to identify opportunities for refresher education and one-on-one focused discussion with providers
- Use annual provider satisfaction surveys to pinpoint improvement opportunities, helping Humana to refine our provider engagement practices and improve our education strategy. We will disseminate the results of these efforts internally within our Provider 360 Committee and Kentucky SKY Quality Improvement Committee (QIC), which reports into our Kentucky Medicaid QIC, as well as with DMS, DCBS, and DJJ on a routine basis.

In recognition of the central role that TIC plays in delivering services to Kentucky SKY Enrollees, we have designated a **TIC Program Director to be fully dedicated to the Kentucky SKY Program**. The TIC Program Director, Tricia Cloud, RN, will meet with DMS, DCBS, and DJJ on a regular basis to identify provider training needs and broader opportunities to elevate TIC across the Commonwealth. The TIC Program Director will oversee Humana's TIC training curriculum and will work with Provider Relations representatives and our Community Engagement Coordinators to identify new training topics and providers who could benefit from focused training.

We will also host several committees and workgroups to collect valuable insights into the provider community, which will help us shape our outreach and education strategies listed below.

Kentucky SKY Quality and Member Access Committee (QMAC): Consisting of providers, Enrollee advocates, Enrollees, CBOs, and Commonwealth employees, the Kentucky SKY QMACs are designed to discuss regional needs, including focused training opportunities. Our Community Engagement Coordinators will be responsible for hosting the regional Kentucky SKY QMACs, and will use learnings from these meetings (e.g., provider training topics or providers who need focused training) to support them in their role of educating providers on Kentucky SKY-specific requirements.

Kentucky SKY Provider Advisory Committee (PAC): Our Kentucky SKY PAC and its behavioral health (BH) sub-committee guide our provider communication and education strategy, informing both content and delivery method decisions. Co-chaired by our Kentucky SKY Medical Director and Kentucky SKY BH Director, our PAC includes diverse provider types and community leaders. This committee gives providers a forum to speak openly and share feedback about Humana, our operations, and the Kentucky SKY program. Provider training will be a standing topic on the agenda. We will also use the Kentucky SKY PAC as an opportunity to share programmatic updates and information with providers. The BH subcommittee advises Humana on our approach to the integration of BH and physical health services. We will seek to work with the following individuals to serve on our Kentucky SKY PAC, ensuring we have a broad and fully encompassing team to offer insight:

Our Kentucky SKY Provider Advisory Committee includes local and national leaders – strategically designed to ensure a comprehensive view and approach to ensure experts at all levels are informing our strategies to implement provider trainings.

- Bob Pynoos, MD, Director of the National Center for Child Traumatic Stress and member of the National Child Traumatic Stress Network
- Bibhutik Sar, PhD, University of Louisville Center for Family and Community
- Gina Klyachkin, KVC Kentucky
- Ginny Sprang, University of Kentucky (UK) Center on Trauma and Children
- Kate Davidson, Executive Vice President National Council for community Behavioral Healthcare
- Michelle Sanborn, Children’s Alliance
- Steve Shannon, Executive Director Kentucky Association of Regional Programs (KARP)
- Tony Zipple, PhD, Bounce Member and Former Chief Executive Officer of Centerstone

Michelle Sanborn from The Children’s Alliance will serve on our Kentucky SKY PAC. Additionally, Mark D. Birdwhistell from the UK has committed to assigning experts on our regional QMACs as well as on our Kentucky SKY PAC. We have provided Letters of Support from The Children’s Alliance, UK, and University of Louisville in **Attachment I.G.7-1**, **Attachment I.G.7-2** and **Attachment I.G.7-3**, respectively.

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We plan to participate on their community and provider advisory boards and advocate for continuous quality improvement and ensure our network benefits from appropriate training.
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– Michelle M. Sanborn,
Children's Alliance

Provider 360 Committee: The mission of this internal, cross-functional committee is to improve provider engagement and satisfaction in each of our Medicaid markets. This committee meets monthly to review provider trends related to claims, use of Availity (Humana’s secure provider portal), quality metrics, grievances, and other provider inquiries. The committee consists of representatives from across our operational areas including the Provider Services Call Center; Claims; Grievance and Appeals; Credentialing; Provider Relations; and Utilization Management (UM) departments, creating a forum where we share information and lessons learned are shared across our Provider Services functions.

Interactive Communications

Provider Relations team: Our most powerful communication resource is our Provider Relations team, part of our broader Provider Services organization. Provider Relations representatives and Quality Improvement Advisors (QIA) are important members of this team. Provider Relations representatives are the frontline resource for educational initiatives, training, and claims resolution. We assign Provider Relations representatives to providers based on their specialized expertise, such as large practice support or BH integration. These Relations representatives meet at least weekly to discuss market experiences, undergo trainings on Executed Contract and programmatic changes, and identify provider education needs.



QIAs support Provider Relations representatives, address clinical matters and meet quality improvement goals. QIAs also help our provider’s access resources and tools to address Social Determinants of Health (SDOH) needs, and help providers integrate physical and behavioral health. **Through this engagement, our QIAs may identify opportunities for training or re-training.** The QIAs will work with the Provider Relations representative and local Community Engagement Coordinators to identify and close training gaps. Our regional Community Engagement Coordinators will offer training to providers on the operational and clinical Kentucky SKY-specific program components. Our Provider Relations Team will use in-person meetings, emails, and phone calls to communicate plan updates and revise contractual requirements, policy changes, and other pertinent information to our network providers.

Town Halls: Two-way communication is essential to successful implementation of an Executed Contract. In 2018, the new statewide Florida Medicaid program awarded Humana all 11 regions. We held town halls in each region to solicit provider feedback and deliver provider education. These meetings were very effective and provided a space where Humana could interact and communicate with providers. **We will conduct similar town halls for the Kentucky SKY Program by hosting events in each region during implementation,** and then periodically whenever there are significant programmatic changes.

Kentucky SKY Program Conference: **Humana will host an annual Kentucky SKY Program Conference.** This conference will convene leaders in the field, providers, Enrollee advocates, non-profit organizations, Commonwealth agencies and employees, and Enrollees to discuss challenges, identify best practices, and offer training on specific topics. Collective feedback from our regional Kentucky SKY QMAC and the Kentucky SKY PAC will determine topics for the conference.

Additionally, Humana routinely hosts conference-style, regional-based trainings. We welcome and encourage State Agency representatives to attend any education seminars we conduct.

Training from Local Organizations: Humana will integrate trainings offered by local non-profit organizations in our provider education strategy. These organizations provide an important and practical perspective to ensure providers care for our Enrollees in a culturally competent and fully aware manner. We also seek to present content specific to the Kentucky SKY program, TIC, and other pertinent topics at the state-wide System of Care Academy as a partner to DCBS, DJJ, DMS, and DBHDID.



Humana has a partnership with the Bounce Coalition to conduct training across multiple functions in our organization. Bounce is a Louisville-based non-profit focused on improving the knowledge and skills of those who interact with children and families. They aim to teach others how to recognize the impact of Adverse Childhood Experiences (ACE), ultimately equipping our providers and associates with the skills to help youth develop resiliency and the ability to cope with trauma. The Bounce Coalition will train our Member Services Call Center associates, providers, clinical associates, and other Enrollee-facing associates on how best to care for children impacted by ACEs. Please refer to **Attachment I.G.7-4** for our Letter of Support from BOUNCE Coalition.

Bounce Coalition will, at least quarterly, facilitate training for our providers and their support staff that teaches practical skill-building for interacting with children impacted by ACEs, including ways to prevent burnout, sharing best practices, and reinforcement of trauma-informed principles. The provider-focused Bounce Coalition trainings also include topics such as:

- Detailed information about ACEs and results of relevant research studies
- How to identify the signs and effects of trauma

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We are excited that Humana is implementing regional community advisory boards. We anticipate this strategy will allow for local nuances and issues to be raised and addressed. To help inform Humana clinical programs and operational processes, our advocates will be encouraged to engage in these regional community advisory boards.
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– Court Appointed
Special Advocates (CASA)

- Understanding the importance of self-care for the provider and the provider's staff
- Articulating the resilient behaviors the organization needs to thrive
- Barriers to building resilience and ways to overcome those barriers

Similarly, we will also work with Healing Trauma Resources, Education and Empowerment (TREE), a local non-profit organization dedicated to transforming how our society responds to abuse and trauma. Healing TREE will present at our town halls and annual Kentucky SKY Program Conference to share their experiences interacting with the healthcare system. Trainers will have lived experience with trauma and will share information on the supports necessary to care for Enrollees in the Kentucky SKY Program. Please refer to **Attachment I.G.7-5** for our Letter of Support from Healing TREE.

Webinars: Humana offers interactive webinars throughout the year on operational and clinical topics, such as claims processing, encounter submissions, continuity of care, program requirements, referrals, authorizations, credentialing processes, and procedural guidelines. We identify topics for our webinars based upon requests from providers and input from our Provider Relations representatives and Provider 360 Committee. For example, Humana offers twice weekly interactive sessions to educate providers on the features of the provider portal and demonstrate how to access information about Enrollees, Healthcare Effectiveness Data and Information Set (HEDIS) gap reports, value-based arrangement programs, and more. **We will develop a similar webinar series to focus on the Kentucky SKY Model of Care and other relevant topics to the Kentucky SKY program.**

On-Demand Communications

Provider Website: The Humana provider website allows providers to easily access Medicaid materials. We update our website frequently so it is a convenient resource to engage and educate providers. We prominently display urgent updates (e.g., state of emergency notices) and information about quality initiatives for our providers (e.g., annual checkups or breast cancer screenings). The website also directs providers to our provider portal, Availity, where additional educational materials and trainings are available.

Provider Portal: Our provider portal, Availity, optimizes information exchange between multiple channels via a single, secure network. Availity allows providers to submit authorization requests and check eligibility electronically. Availity also hosts education and training programs, including training on authorizations, referrals, accredited courses on clinical best practices, and BH integration in primary care. Recorded web-based trainings and webinars are available 24 hours a day, seven days a week to our providers. Instructor-led training is also available at least once per week.

Availity offers tools and trainings, including approximately 50 separate, self-directed classes that cover topics such as eligibility and benefits, electronic claims submissions, the Health Insurance Portability and Accountability Act (HIPAA), and Clinical Practice Guidelines (CPG). Providers also have access to a Provider Education eLearning Library, which **offers approximately 250 modules targeted at both physical and BH providers managing the care of Medicaid Enrollees**. Most modules are accredited by at least one professional organization for nurses, doctors, and other providers and can be tracked for providing continuing education units (CEU).

We will also offer training on clinical programs developed by Relias, and make them accessible through our provider portal, Availity. Topics include 343 accredited courses to assist in treating various clinical and BH conditions. Additionally, there are **65 courses specifically dedicated to children, youth, and adolescent populations to educate physicians and other clinicians on managing and treating behavioral conditions**. Relias offers comprehensive, integrative care education and TIC training for staff working in a primary care setting: community health centers (CHC), rural health clinics (RHC), federally qualified health centers (FQHC), and FQHC

In 2018, 99% of our Florida Medicaid providers surveyed found that our provider websites (Availity.com and Humana.com) are easy to use and provide useful information on determining eligibility. 100% of providers found our provider websites to provide useful information on determining coverage and benefits.

look-alikes. There are more than 20 TIC courses. The Relias Collaborative Care clinical solution education package targets behaviors that increase costs and cause variation in outcomes among providers. Humana also plans to use the Relias platform to educate providers on detailed Kentucky SKY services, benefits, and features of the program. There will be mandatory training modules specific to the Kentucky SKY population that Humana will track and follow up with providers to assure they complete the required program training.

Provider Services Call Center: Our local Provider Services Call Center has highly trained associates available to address provider concerns, including authorization requests, Monday through Friday from 8 a.m. to 6 p.m. Eastern Standard Time (EST). We will train this team on the details of the Kentucky SKY program, the characteristics of Kentucky SKY Enrollees, and their role to promote TIC within our provider network. The Provider Services Call Center uses Interactive Voice Response (IVR) technology to manage non-routine prior authorization (PA) requests 24 hours a day, seven days a week. We have multiple tools in place for after-hours inquiries from providers to verify Enrollee eligibility. Our secure provider portal, Availity, incorporates an intuitive user interface, enabling providers to verify or request Enrollee eligibility and benefits information and receive responses in real time. Our Provider Services Call Center integrates with our Customer Relationship Management (CRM) tool, which can automatically identify providers calling from a phone number registered in our system and check enrollment and eligibility, claims, and PA requests.

Written Resources

Provider Manual: At the start of the Draft Medicaid Contract period, all Humana network providers will receive our Provider Manual within five business days. The Provider Manual gives information regarding the topics relevant to the Kentucky SKY Program and will include a chapter about TIC as well as our TIC Provider Recognition Program. This includes covered services, how to submit and obtain PA and referrals, protocols for submitting claims data, and additional information to ensure all Contract requirements are met.

Newsletters: Humana's YourPractice newsletter is a bimonthly publication for providers and their office staff. It includes topics such as policy changes, quality information, and other relevant updates. We disseminate newsletters via email and make them available on both the Humana provider website and our secure provider portal, Availity.

Humana's **award-winning Strategic Provider Communications team** coordinates the delivery of communications such as newsletters and Provider Manuals. This team was named the **2017 Stevie Award for Communication Department of the Year** and received the **2017 OpenText Elite Award for Health Insurance Innovation**.

INITIAL AND ONGOING PROVIDER TRAINING PROGRAMS

Initial Provider Training and Orientation

The first step in our education program is to train new providers as they contract with us so they can develop personalized relationships with their Provider Relations representatives, understand our integrated model, and know how to access our resources. **Within 30 days of their contract effective date, all providers new to Humana's network receive initial orientation training from their assigned Provider Relations representative, who will also serve as their point of contact for all future trainings.** We conduct the initial orientation in the provider's office and include information on all necessary topics to help guarantee a mutually successful partnership. This training is an opportunity for providers to understand Humana operations and processes, provider roles and responsibilities, and the vast resources available to them. Our Provider Relations representatives are key to our provider education model, acting as a gateway to our targeted in-person education and training programs.

Our partnerships strengthen the Kentucky SKY Program by enhancing access and improving quality outcomes for our Enrollees. We use a cross-functional, integrated, and high-touch approach to support and train our providers. This approach begins once a provider is credentialed and contracted. We conduct a comprehensive orientation for all providers to ensure they are aware of how Humana operates and the resources available to them to help Enrollees' achieve their best health. In addition to the examples of orientation topics described in

Table I.G.7-1, Humana commits to including additional components tied to understanding the Kentucky SKY program, the special needs of Kentucky SKY Enrollees, and the basics of TIC to these provider orientation materials.

Table I.G.7-1: Initial Orientation Topics

Course Title	Course Title
Introduction to the Kentucky Medicaid program	Access to care requirements
Web resources	PA and notification process
Continuity of care	Claims processing and claims resolution process
Enrollee special needs consideration	Enrollee screening and needs for alcohol and substance abuse
Clinical management programs	Helpful numbers and region-specific Quick Reference Guides
Patient-Centered Medical Home (PCMH)	Kentucky Medicaid Provider Manual
Medicaid risk adjustment	BH tool kit (for PCPs only)
Medicaid Advisory Panel	Electronic Health Records (EHR) and Kentucky Health Information Exchange (KHIE)
Service level agreements	Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) preventive health screening and special services
DMS provider-based guidelines	Telehealth services
Annual compliance trainings	Population Health Management (PHM) program
Grievance and Appeals	Quality improvement (QI) initiatives
Cultural Competency	Value-based payment (VBP)
Health, Safety, and Welfare	Medical records review
Fraud, Waste, and Abuse (FWA) and Business Ethics	Social Determinants of Health (SDOH)
OB/GYN training (for OB/GYNs only)	Critical incident reporting

We also tailor our orientation topics to specific types of providers and programs to ensure Enrollees’ needs are met. We describe examples of training topics for our Kentucky SKY providers in **Table I.G.7-2** below. For a comprehensive list of Children, Youth, and Adolescent training modules available, see **Attachment I.G.7- 6** for the Relias Children Youth & Family Solutions fact sheet. Humana providers will have access to the “Enhanced” package along with professional Continuing Education (CE) credit for completing most training modules.

Table I.G.7-2: Examples of Orientation Topics Specific to the Kentucky SKY Program

Orientation Topics Specific to the Kentucky SKY Program
Understanding the Kentucky SKY Program and the roles and responsibilities of DMS, DCBS, DJJ, and DBHDID, and how these agencies will coordinate and collaborate with the Kentucky SKY Contractor
The Family First Prevention Services Act and any other federally mandated services, or programs impacting Kentucky SKY Enrollees
Covered services and the Provider’s responsibilities for providing and/or coordinating such services. Special emphasis will be placed on areas that vary from Medicaid coverage and processes, such as coordinating with foster parents, caregivers, fictive kin, DCBS and DJJ professional personnel, adoptive parents, Court Appointed Special Advocates (CASA), judges, law enforcement officials, and other Cabinet sister agencies.

Table I.G.7-2: Examples of Orientation Topics Specific to the Kentucky SKY Program

Orientation Topics Specific to the Kentucky SKY Program

Evidence-based BH treatment interventions, and specific BH and physical health needs of Kentucky SKY Enrollees

Appropriate use of psychotropic and other medications

TIC and our TIC Provider Recognition Program

The aging out process, and support Humana provides through this process

Medical consent and legal authorization requirements

Required timelines for services and assessments

Specific medical information required for court requests, and judicial review of medical care

The availability of a Care Coordination Team (CCT) for Kentucky SKY Enrollees and how to access the Care Coordinator (CC)

Performance measures and health outcomes

Case Study: Collaborative Approach to Virginia Medicaid-Medicare Plan Provider Training

Humana’s approach to new programs, services, and benefits begins with a truly collaborative effort across our Contract leadership, the Commonwealth, and our providers. During the infancy of our dual demonstration plan in Virginia, we partnered with the State’s Medicaid agency, Division of Medical Assistance Services and representatives from nursing facilities (NF), including their association leadership, to identify key issues and concerns as well as potential solutions.

Similar to the Kentucky SKY Program, this program had Enrollees with complex needs and active and engaged stakeholders, some of whom lacked experience with managed care. This required an intensive education effort on our part that we derived from collaborative discussion with our state partners, providers, and Enrollee representatives and advocates. Following development of our initial education and outreach plan, Humana created a workgroup to continue the conversation, leading to open dialogue that contributed significantly to our ongoing education efforts. **All these lessons learned and best practices will be useful to our successful implementation of the Kentucky SKY Program as we engage with DCBS contracted providers.**

Ongoing Provider Training Program

Our provider engagement does not end after the initial orientation. Provider Relations representatives will also be available for in-person trainings to supplement on-demand opportunities. Our continuous provider trainings and outreach activities ensure operational transparency and provide access to meaningful information through multiple venues, including face-to-face and web-based trainings. While initial training introduces the provider to the Kentucky SKY Program as well as Humana processes, and operations, ongoing training helps educate the provider according to their specific needs.

We will develop training topics by analyzing clinical, quality, and network management data and provide hands-on technical assistance to facilitate provider use of our technology and improve our transactional efficiency. We require all providers complete annual training for topics such as program integrity, cultural competency, and programmatic changes.

We will also work closely with DMS, DCBS, DJJ, and the provider community to address Kentucky SKY-specific ongoing topics to best serve their needs and those of the Kentucky SKY Enrollees. Our Provider Relations



representatives will gauge our providers' interests by tracking the types of training modules they have completed. Using this information, the Relations representative will suggest other courses the provider can take to specialize in one area. The Provider Relations representative will also work with the local Community Engagement representatives and QIAs to identify and close training gaps.

Humana's provider training program is ongoing; we are continuously adding new providers to our network. Providers also often experience associate turnover or growth, which may result in a need for additional training activities. We have many avenues for providers and their associates to receive training or supplemental training. Humana's Provider Relations representatives develop an open dialogue that allows us to meet each of a provider's ongoing and specific training needs. Our ongoing Kentucky SKY-specific training topics include, but are not limited to:

- Training in TIC Child and Adolescent Needs and Strengths (CANS)
- Crisis Intervention Services
- High Fidelity Wraparound care planning approach and the part providers play in care planning
- The impact of ACEs
- Neonatal Abstinence Syndrome (NAS)
- Substance Exposed Infants
- Screening for and identification of BH disorders

Details about these on-going training topics are below. Humana also has a host of initial Kentucky SKY-specific trainings, as documented in **Attachment I.G.7-7 Relias Initial Kentucky SKY Trainings**.

PROPOSED TRAINING MATERIALS

While Humana has robust education and training for providers, Humana understands that the Kentucky SKY Program will require more specialized trainings. As mentioned earlier, Humana will use our ESS Provider Training team to develop or enhance existing training material, including required training for Humana's Kentucky SKY benefit plans and services. This team will create on-demand webinars, as well as content, to include in our Provider Newsletters, Tip Sheets, and website. To date, this team has **created more than 11,700 curriculum documents** and modules.

Humana will use Relias, a national leader in online learning solutions for health and human services organizations, to offer training to our providers. Our providers will have access to more than 340 unique courses that include topics of specific interest to the Kentucky SKY program, including flexible e-learning solutions to meet the training needs relevant to the Kentucky SKY program. The training modules target different provider types and sub-specialties. Many of the courses are certified, and licensed professionals may receive CEUs for completion. Humana will offer the Relias trainings to all providers to support the completion of these trainings. Providers who complete these trainings will be tracked and may receive the benefits of being recognized in the Provider Directory.

The following sections describe the topics that our ESS Provider Training team has selected for our providers. These modules also include Relias trainings.

a. Coordinating services;

Coordinating services and ensuring access to timely care without duplicating services is especially important for Kentucky SKY Enrollees. Our trainings will help providers coordinate services efficiently. Our provider portal, Avality, also allows providers to see all the services a patient is utilizing. Training for coordinating services covers the following topics:

- Humana's Principles and Values
- Whole-Person Model of Care
- Communications with the CC
- Engaging with CBOs
- Coordination of Services Across Settings of Care and Levels of Care

- Cultural Sensitivity
- Coordinating with families and family involvement
- BH and physical health referral processes
- Referrals to care coordination
- Identifying and sharing social barriers
- Billing for services
- Coordinating with DCBS, DJJ, and other State agencies
- Accessing our provider portal to view all services the Enrollee has accessed
- Assistance that may be required to round out our coordination of services
- Understanding the roles of various caregivers (foster parents, kinship caregivers, etc.)

Other trainings we will make available via Relias are listed in **Table I.G.7-3**.

Table I.G.7-3: Relias Trainings in Coordinated Services

Course Title	Description
Introduction to Care Management Basics	This course discusses the basics of care coordination; its foundational skills; and the roles, processes, and standards associated with care coordination work
Care Coordination Basics	This course discusses elements of effective care coordination skills, roles, processes, and standards across a variety of fields and when working with different clients
A First Look at Integrating Care: Policy	This course provides an overview of how current healthcare and social policy relates to the integration of primary care and BH services
A First Look at Integrating Care: Practice	This course provides an overview of core clinical practices and competencies required to work effectively within an integrated healthcare system
Overview of Case to Care Management	This course provides an opportunity for providers to build upon trainees' care coordination skills and effectively impact the health outcomes of the people they serve
Practical Strategies for Engaging Families and Children	This course provides education around implementing effective strategies to engage children and their families in ways likely to result in successful outcomes
Individual Behavior Change: Part 1- Understanding Behavior	Reviews factors that contribute to behavior and how they contribute to behavior change planning when supporting people with Intellectual and Developmental Disabilities (IDD)
Individual Behavior Change: Part 2 - Behavior Change Planning	In Part II, we will use the Multi-Modal Assessment Summary to guide us toward intervention to help the person make a behavior change
Effective Collaboration with the Mental Health Consultant	This course discusses when, how, and why emergency department (ED) personnel should consult with mental health professionals
Exploring Best Practices in Integrated Care	This webinar discusses integrating BH and primary care, how to enact organizational and system change, and how to support health behavior change
Quick and Effective Strategies for Engaging Family Members in Treatment	This course presents an overview of strategies to engage the Enrollee's family members in treatment and improve follow-through with discharge recommendations
Integrated Treatment for Co-Occurring Disorders: Part 1	This course reviews the techniques and steps for the "stages of change" model for assessing and treating co-occurring disorders

Table I.G.7-3: Relias Trainings in Coordinated Services

Course Title	Description
Integrated Treatment for Co-Occurring Disorders: Part 2	The second part of this course discusses engaging clients, substance abuse counseling techniques, relapse prevention strategies, and treatment options
Advanced Co-Occurring Disorders	This course provides information about best practices in assessment, interventions, and the pharmacology related to co-occurring disorders

b. Care Coordination Teams;

It is important that providers understand how to interact with our CCTs. We provide several trainings to help facilitate effective and efficient interactions between providers and CCs. Core topics include:

- Levels of Care Coordination
- The role of the CCT, as well a brief overview of how we assign different associates of our team to each Enrollee based on the individual’s needs
- How to engage with the CCT
- How to achieve targeted care that is individualized
- Sharing information and relevant clinical notes as well as assessments
- Supporting Enrollees during transitions of care periods
- Monitoring and follow-up expectations and procedures
- Sharing information to fully develop a care plan and reduce duplication of services.

Additional care coordination and care planning trainings we will make available via Relias are documented in **Table I.G.7-4.**

Table I.G.7-4: Relias Trainings in CCTs

Course Title	Description
Integrated Care Treatment Planning	This course highlights crucial elements needed to create a treatment plan and fundamentals of forming a treatment team
Managing Medicaid Enrollees with Chronic Physical Conditions	This course explores methods for caregivers and CCs in the management of chronic physical conditions of Medicaid beneficiaries
Managing Medicaid Enrollees with Chronic Behavioral and Physical Health Conditions	This course explores methods for caregivers or CCs in managing chronic behavioral and physical conditions of Medicaid beneficiaries
Clinical Assessment via Telehealth Applications	This course addresses telehealth delivery systems along with strategies and tools for effective telehealth assessment
Child and Adolescent Psychopharmacology	This course introduces psychotropic medications used to treat children and adolescent psychiatric issues and pediatric psychopharmacological issues
Care Coordination: Principles and Best Practices	This course provides additional information on the process of care coordination, including the various components and application of care coordination
Care Planning and Implementation	This course provides information on the care plan framework so that trainees can work together as a team to maximize well-being of Enrollees

Table I.G.7-4: Relias Trainings in CCTs

Course Title	Description
Addressing Overweight and Obesity	As an integrated health perspective, this course discusses the prevalence and contributing factors of overweight and obesity, as well as how to assess for each condition and strategies to assist individuals
Types of Diabetes in Youth	This presentation focuses on the characteristics, diagnosis, and treatment of Type 1, Type 1.5 and Type 2 diabetes in youth
Attention-Deficit/Hyperactivity Disorder (ADHD): Etiology, Diagnostics, and Treatments	This course provides an overview for accurately diagnosing ADHD, as well as etiology and treatment for the disorder

c. Training in Trauma-informed Care (include sample materials);

Provider Manual with a Focus on TIC Education

Upon notification of Contract award, Humana will begin drafting a **Provider Manual with a strong focus on TIC**. This Provider Manual will include, but not be limited to, the following areas:

- Links to evidence-based articles about the importance of TIC and ACEs, a summary of each article’s key findings, and how providers can optimally deliver TIC and address ACEs
- Definitions of key terminology and acronyms in the TIC arena (e.g., ACEs, relevant Kentucky agencies)
- Case examples from research demonstrating how damaging the absence of TIC can be
- A summary list of key “do’s and don’ts” regarding effective TIC delivery for children and adolescents

We will collaborate with DCBS, DJJ, DMS, and provider associations to review content and ensure the information in the Provider Manual is easy to access and digest, and that it offers practical approaches to implementing TIC strategies. We will train our Provider Relations representatives in all elements described above so they can answer questions providers have about the TIC portion of our Provider Manual.

Collaboration with Local Academic Institutions

Humana and the **University of Louisville’s Center for Promoting Recovery and Resilience** (CPRR) are collaborating to develop and implement a training and evaluation plan centered on TIC to better serve the Kentucky SKY population. Specifically, we will leverage:

- Trauma treatment experts and developers to provide clinical trainings to providers in evidence-based, trauma-informed treatment
- CPRR’s research and evaluation of use of trauma-focused interventions
- CPRR’s expertise in developing trauma curriculum for providers

We have **engaged Mark D. Birdwhistell of UK** to outline ways we will partner with university departments focused on trauma practices. For example:

- UK has spearheaded research on secondary traumatic stress (STS). Humana will work with UK leadership to identify providers who have transformed their practices to better manage events related to STS and will collect best practices to share among our network.
- We will also work with UK’s efforts on Child and Adolescent Trauma Treatment and Training Institute (CATTTI) to identify providers trained on TIC modalities.

“
Humana has been a long-standing Managed Care Organization (MCO) serving the Kentucky Medicaid program and is offering innovations to the State’s SKY program.
”

– Mark D. Birdwhistell, Vice President for Health System Administration & Chief of Staff University of Kentucky HealthCare

- Because of their contributions to TIC, we will also seek to have UK's leaders present at our annual Kentucky SKY Program Conference.

Please refer to **Attachment I.G.7-2** for the Letter of Support received from Mr. Birdwhistell.

Online Provider Training

Humana will offer our Kentucky SKY network providers **access to Relias**. The Relias library offers more than 300 modules targeted at both physical health and BH providers managing the care of Medicaid Enrollees. Most modules are accredited by at least one professional organization and are eligible for CE credit. Courses related to TIC include:

- Introduction to TIC
- Trauma-Informed Clinical Best Practices
- Implications for the Clinical and Peer Workforce
- Trauma and Substance Use
- Best Practices in Trauma-Specific Treatment
- Trauma and the Brain

TIC Provider Recognition Program

Humana recognizes TIC as a crucial component of provider training. To promote and facilitate access, we will develop a **TIC Provider Recognition Program**, which will recognize successful completion of TIC training. Providers can achieve this recognition in several ways:

- We will leverage Relias's online evidence-based programs (EBP) to offer our providers 20 TIC modules, which will be available online through our secure provider portal, Availity.
- We will accept and acknowledge providers who have already completed industry-approved training (such as the University of Buffalo's Trauma-Informed Organization Certificate Program: Basics for All Staff) and have experience serving Kentucky SKY-eligible Enrollees.
- As our collaborations with both University of Louisville and UK evolve, we will explore including their repository of training resources.



To incentivize providers to pursue this recognition, we will **offer a value-based incentive program for successful completion**. Additionally, Humana will **identify TIC-recognized providers in our Provider Directory** and **move them up the PCP-assignment algorithm** for SKY Enrollees.

TIC Program Director

As previously mentioned Humana will have a **dedicated Kentucky Medicaid TIC Program Director**, Ms. Cloud, who will be responsible developing our TIC Provider Recognition Program. The Kentucky SKY TIC Program Director will engage with our Provider Relations representatives and Community Engagement Coordinators Ms. Cloud will report to the Culture and Community Engagement Director, Bryan Kennedy, and share findings with the QMAC, Kentucky SKY QIC, and Kentucky SKY PAC.

Our Kentucky SKY TIC Program Director will also be responsible for:

- Tracking emerging evidence-based TIC information
- Organizing statewide dissemination of this information
- Creating a library of this information, continually available to all providers on our website
- Communicating with embedded regional associates on local TIC challenges and opportunities
- Updating our associate and provider TIC training materials
- Organizing and attending general educational meetings with community providers
- Participating in the review of any quality of care concerns related to Kentucky SKY Enrollees

The Kentucky SKY TIC Program Director and Culture and Community Engagement Director will be fully dedicated to the Kentucky SKY program, and will meet with DMS and DCBS on a regular basis to identify provider training needs and broader opportunities to elevate TIC across the Commonwealth. During regular meetings, we will



share pertinent data that inform our approach to engaging and educating providers. This information will be consolidated into actionable reports we will share with DMS, DCBS, and DJJ to target providers who have not completed the training.

Table I.G.7-5 lists TIC modules that we will offer to providers through Relias. More detailed information regarding Relias can be found in **Attachment I.G.7-8** and **Attachment I.G.7-9**. Sample training material on TIC can be found in **Attachment I.G.7-10**, as well as **Attachment I.G.7-11**.

Table I.G.7-5: Relias Trainings in TIC

Course Title	Description
Best Practices in Trauma-Specific Treatment	This course offers trainees the unique perspective of examining how trauma impacts specific behavioral disorders
Traumatic Stress Disorders in Children and Adolescents	In this course, trainees will learn about the different mental disorders that often develop in children and adolescents exposed to trauma
Attachment Disorders: Attachment and Trauma	This course covers the process of attachment, the impact of early exposure to trauma, attachment problem symptoms, and long-term consequences
Non-Suicidal Self-Injury in Children, Adolescents, and Young Adults	This course describes methods to assess the function and consequences of self-injurious behaviors and ways to help youth overcome urges to harm themselves
Introduction to TIC	This course covers the meaning of trauma, its impact, what it means to look through a trauma-informed lens, and helpful and hurtful behaviors
Trauma-Informed Clinical Best Practices	This course discusses aspects of trauma-informed clinical best practices, screening and assessment, treatment objectives and trauma-specific treatments, and recovery
Implementation of TIC Systems	This webinar discusses implementing TIC systems, the seven domains of TIC, and critical elements of the change process
Trauma and the Brain	This course provides licensed clinicians with information about the impact of psychological and physical trauma on both the developing brain and the mature, adult brain
Abusive Head Trauma (Shaken Baby Syndrome)	This course examines the causes of shaken baby syndrome, signs and symptoms of shaken babies and toddlers, and strategies for parents and caregivers
Domestic and Intimate Partner Violence	This course covers the causes, effects, and consequences of violence among intimate partners, sometimes called domestic violence
Interventions for Suicide Risk and Support for Suicide Loss Survivors	This course presents information about evidence-based, suicide-specific interventions as well as approaches for supporting suicide loss survivors

d. Crisis services;

Humana understands that times of crisis are pivotal in Kentucky SKY Enrollees trajectory of care. Access to quality providers in a timely fashion can be the determining factor in a crisis situation. We, we support crisis services providers with training on Humana’s crisis service supports and assurance that no PA is ever required to provide those services. We will also help providers understand how to refer Enrollees who need crisis services to other in-network providers. Training topics include:

- Training on our BH Crisis Line
- Online registry of crisis services
- Available Community-Based Services
- Supporting Enrollees who are victims of abuse, including domestic violence
- Provider Directory of in-network providers offering Medication Assisted Treatment (MAT)
- Covered services to support Enrollees who are experiencing crisis services, as well as services that are available through other programs
- Referring Enrollees to CCs
- Training on de-escalation of crisis and identifying immediate needs

Table I.G.7-6 lists education materials from Relias related to crisis services.

Table I.G.7-6: Relias Trainings in Crisis Services

Course Title	Description
Crisis Planning with Families	This course explores crises, challenges, and safety and crisis plans, as well as special challenges and using the Wellness Recovery Action Plan® (WRAP) approach when working with high-risk families
Calming Children in Crisis	This course provides skills and tools for assisting children in identifying and managing their feelings of trauma in a healthy manner
Helping Children and Adolescents Cope with Violence and Disasters	This course discusses how trauma impacts children and adolescents, the risk factors for a maladaptive response, and typical responses by age
Quick and Effective Strategies for Engaging Patients in Treatment	This course provides an overview of strategies trainees can use to engage patients in treatment prior to their discharge from the ED
Crisis Management	This course presents basic approaches to effective assessment and treatment of adults with BH emergencies
Crisis Management	This course provides tools for licensed BH providers to effectively recognize and manage a crisis using a task-based model
Crisis Management Basics	This course covers elements of crisis management, the steps for crisis intervention and stabilization, and developing crisis prevention plans
Preparing for Crisis Situations	This course will provide an overview of preventing crisis behaviors with individuals and how to respond when they do occur
Community-Based Suicide Prevention	This course discusses community-based, primary prevention approaches for reducing suicide risk
Acute Psychosis	This module discusses acute psychosis

e. Child and Adolescent Needs and Strengths (CANS);

Humana will explore a partnership with Praed Foundation, which developed the open domain CANS tool for children’s services to support decision-making, individual case planning, and the evaluation of service systems. We will develop interactive webinars as well as on-demand training and downloadable materials to assist our providers in using CANS assessment tools and strategies. Training topics include:

- How and when to use CANS
- Education materials on CANS scoring
- Working with the child to create an immediate and long-term action plan based on Enrollee needs
- Working with the child to build strengths
- Using the CANS score to coordinate care

Over the past several years, DCBS in partnership with the University of Louisville has dedicated resources to training clinicians across DCBS regions, both DCBS staff and providers, to administer the CANS assessments and leverage the results in care planning. Humana will work with providers to ensure any existing CANS assessments are available and included in the Enrollee’s health information to prevent re-screening or loss of historical assessment through changes in placement or assigned state Social Service Workers (SSW).

We will offer several Relias CANS trainings to providers. These trainings are listed in **Table I.G.7-7**.

Table I.G.7-7: Relias Trainings in CANS

Course Title	Description
Strengths-Based Perspectives for Children’s Services Staff	This course teaches the basic characteristics and principles behind the strength-based perspective, its core concepts, and the importance of language
Strengths-Based Approach in Working with At-Risk Youth	This course helps trainees understand how to apply the strengths-based model to specific age and developmental groups. Trainees learn why this is important and explore techniques and interventions specific to various age groups.
Risk Assessment for Life-Threatening Behaviors	This module discusses Risk Assessment for Life-Threatening Behaviors
The Role of Parent Peer Support in a System of Care for Children and Youth	This session will provide an overview of developing a parent peer support program as part of a provider network
Employment Support Focused Learning	In this course, trainees learn why employment is important for people with disabilities and how it affects their quality of life
Addressing Overweight and Obesity in individuals with Mental Illness	This course is designed for BH professionals who work with those individuals who are at risk of becoming or are overweight or obese
Working with the Homeless	This course discusses physical and mental health issues associated with homelessness, various outreach and clinical strategies for working with Enrollees experiencing homelessness, and treatment
Human Trafficking: Sexual Exploitation	This course discusses sexual exploitation of adults and children, including the recognition of victims and services that are available
BH Services and the LGBTQ+ Community	This course provides information about the unique needs of the LGBTQ+ population, and ways to provide affirming BH services that address those needs

f. High Fidelity Wraparound approach;

Humana uses a High Fidelity Wraparound model in our care planning engagement process. Key training topics include:

- How to access care plans to view set goals
- Helping Enrollees evaluate available information and make their own decisions
- Supporting Enrollees regardless of the choices they make
- Participating as a member of the CCT for care plan development

Humana will implement a standardized charting tool to monitor providers’ compliance to the High Fidelity Wraparound services. QIAs may use this tool to identify education gaps and will work with providers as necessary to fill those gaps. This tool will be applied to each provider who serves a minimum of 10 Kentucky SKY Enrollees. At least 10% of Kentucky SKY Enrollee cases will be audited per provider, with a minimum of five cases per provider.

Table I.G.7-8 lists provider trainings that will be available through Relias.

Table I.G.7-8: Relias Trainings in Impact of High Fidelity Wraparound

Course Title	Description
Working with Parents: Communication, Education, and Support	This course focuses on ways to communicate and support families, even when one encounters resistance, to build a respectful and trusting relationship
Integrated Care: Social Health Factors	Explores crises, challenges, and safety and crisis plans, as well as special challenges and using the WRAP approach when working with high-risk families
Practical Strategies for Engaging Families and Children	The financial and human costs associated with poor engagement of children and their families in treatment services is one of the most serious BH problems in need of urgent solutions. Administrators, practitioners, and supervisors are challenged to implement practical and effective strategies to engage the two-thirds to three-quarters of children and their families who need treatment, but are not engaged in ways that are likely to result in successful outcomes.
Foundations of Family Therapy	In this course, trainees will learn the basics about systems theory and family therapy, as well as some of the specific assessment and intervention approaches used in brief models of Structural and Strategic Family Therapy. Trainees will also learn about the Brief Strategic Family Therapy™ model, which has shown to be extremely effective in decreasing conduct problems in youth.
Social and Emotional Development in Early Childhood	This course will explain what social and emotional development encompasses, discuss why it is important, and explore what role self-regulation has in impacting overall social and emotional health in children. In this course, trainees will also learn what social and emotional developmental milestones one can expect for children birth through age five, and activities and strategies that caregivers and professionals can use to help promote healthy social and emotional skills.
Positive Behavior Support for Children	In this course, trainees will use positive behavior supports to help the child understand that failures can provide opportunities for improvement and growth. The goal is to teach the child valuable techniques that will help them live a positive life.
The Role of Parent Peer Support in a System of Care for Children and Youth	This session will provide an overview of developing a parent peer support program as part of a provider network.
Overview of High Fidelity Wraparound	This course will provide a general introduction of High Fidelity Wraparound, including the 10 principles of process.

g. Impact of ACEs;

Children and youth in foster care typically have more intensive healthcare needs than other children, and may have lacked access to primary, dental, or behavioral healthcare. These children and youth may have been

exposed to ACEs as a result of trauma, significant stress, abuse, and/or neglect, and may require care for chronic physical problems. We will train our providers on:

- Impact of ACEs on physical and behavioral health outcomes
- Identifying ACEs
- Identifying opportunities for interagency collaboration
- Usage of the ACEs questionnaire
- Recognizing behaviors as effects of exposure to ACEs
- Resiliency factors to combat the poor outcomes related to ACEs



As mentioned above, Humana will work with the **Bounce Coalition** to train our providers on how best to care for children exposed to ACEs. The Bounce Coalition will also train Humana’s Community Health Workers (CHW), CCs, Enrollee-facing associates, and providers on how best to interact with Enrollees who have endured traumatic experiences and how to appropriately screen for trauma.

We will offer several ACE trainings through Relias. Examples of educational materials are listed in **Table I.G.7-9**.

Table I.G.7-9: Relias Trainings in Impact of ACEs

Course Title	Description
Attachment Disorders: Attachment and Trauma	This course is an overview of past and current research and theories on the process of attachment, impact of early exposure to trauma on brain development and the attachment process, a symptoms checklist of attachment problems, and a description of some long-term consequences for a child with attachment disorder. Learners will be able to review some of the pioneering literature on this topic, and explore the issue from the perspective of case vignettes.
Externalizing and Disruptive Behaviors in Children and Adolescents	The purpose of this course is to review the main features and symptoms of externalizing disorders including Oppositional Defiant Disorder, ADHD, Conduct Disorder, Intermittent Explosive Disorder, and Disruptive Mood Dysregulation Disorder. The course also describes several evidence-based interventions that may be useful in developing trusting relationships and a working alliance with youth with externalizing disorders and their families. This course is intended for professionals working in any BH environment. The information provided in this course is appropriate for entry to intermediate-level clinicians.
Calming Children in Crisis	A major challenge in working with children who have experienced trauma is helping them manage the strong emotions often experienced as a result. Feelings of emotional pain resulting from maltreatment and loss often present as anger. Children may feel overwhelmed by their feelings and express anger in a way that places themselves and others at risk. This course provides skills for helpers to assist children in identifying and managing their feelings in a healthy manner. Specific skills taught include helping children identify and label their feelings, cope with feelings of anger, develop a “Safety Plan,” and learn how and when to use the plan. The skills taught in this course are helpful for persons working with children in a wide variety of settings including family foster care and residential and educational facilities.

Table I.G.7-9: Relias Trainings in Impact of ACEs

Course Title	Description
Best Practices: Behavior Support and Intervention	This course offers practical suggestions for how to reduce the use of seclusion and restraint. It addresses an important issue in the care and treatment of children in residential and/or foster care: the use of restraint and seclusion as behavior management tools. The course defines restraint and seclusion, presents facts and myths regarding their use, and presents data regarding the negative outcomes of the use of restraint and seclusion including child and youth deaths and re-traumatization. This course describes trauma and post-traumatic stress disorder (PTSD) and presents their relationship to experiences of restraint and seclusion. Trainees learn more effective and therapeutic approaches to behavior management, including the importance of family involvement, the three-level public health model of prevention applied to the topic of concern, and non-coercive behavior management strategies. The content in this course is helpful for administrators, supervisors, caregivers, policymakers, and others who work with children and youth.
Helping Children and Adolescents Cope with Violence and Disasters	In this course, trainees will learn how trauma impacts children and adolescents, along with the risk factors that place children in greater jeopardy for maladaptive responses to the event. Trainees will learn to recognize typical responses by age and when to seek professional help. This course provides trainees with clear information about how to apply best practices outlined by the National Institutes of Mental Health (NIMH) and the American Red Cross when working with children exposed to violence and disasters.

h. Neonatal Abstinence Syndrome (NAS);

One of the most significant factors in Kentucky’s increase in children in out-of-home care is the impact of the Opioid Epidemic on families throughout the Commonwealth. The rates of NAS births climbed steadily from 2016-2018 and despite a recent plateau on the rate of NAS births, it is a preventable health condition that requires our intense intervention. Many children diagnosed with NAS will end up in the foster care system for some period of time. Having skilled providers that can engage with compassion and understanding of trauma is critical to improving outcomes for these infants and the potential for safe reunification with their families.

- Humana targets NAS training in our OB/GYN provider orientation training. Additionally, we make the training available to PCPs, targeting those who practice at our Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC). Training topics include:
 - Identifying for substance use disorder (SUD) among pregnant women
 - Removing stigma and perceptions of admitting SUD during pregnancy
 - Treatment options and referrals
 - Best practices for treatment of opioid use disorder among pregnant women

Table I.G.7-10 lists trainings we will offer through Relias that are related to NAS.

Table I.G.7-10: Relias Trainings in NAS

Course Title	Description
The Impact of Parental SUD	This course discusses the impact of parental substance use on children, including best practices for family systems treatment

Table I.G.7-10: Relias Trainings in NAS

Course Title	Description
Family Therapy in Substance Use Treatment	This course presents the effects of substance use on the family unit and best-practice substance use treatment and family therapy approaches
Cognitive Behavioral Therapy (CBT) in SUD Treatment	This course discusses the benefits of CBT for individuals with SUD, along with common CBT interventions for SUD
Trauma and Substance Use	This course addresses best practices for treatment of trauma among individuals with SUD
Working with Court-Ordered Individuals in Substance Use Treatment	This course discusses working with justice-involved persons with SUD, including challenges, assessment, EBPs, and privacy
Adolescent SUD Clinical Pathways	This course reviews clinical pathways that inform treatment for adolescent SUD
Biopsychosocial Model of Addiction	This course describes the biopsychosocial model of addiction identifying risk factors and recommended treatment approaches
Prevention of Substance Use for Transitional Aged Youth	This course provides guidance for delivering SUD prevention or early intervention programs for transitional aged youth
Treatment of Opioid Dependence Among Adolescents and Young Adults	This course provides an overview of opioid use disorders among adolescents and young adults, including effective assessment and treatment approaches
From Prescription Opioid Abuse to Heroin Use in Youth and Young Adults	This webinar discusses how the misuse of oral opiates may lead to heroin use in teens and young adults

- i. Six Seconds Emotional Intelligence (SEI); and

Through our relationship with **Relias**, we make it easy for our providers to access and complete such trainings. **More than 340 courses** will be available through a variety of means, including online trainings, webinars, and in the provider office. Examples of educational materials we will make available in Relias are listed in **Table I.G.7-11**.

Table I.G.7-11: Relias Trainings in Six Seconds Emotional Intelligence

Course Title	Description
Strengths-Based Approach in Working with At-Risk Youth	This course will help trainees understand how to apply the strengths-based model to specific age and developmental groups. Trainees will learn why this is important and explore techniques and interventions specific to the various age groups.

Table I.G.7-11: Relias Trainings in Six Seconds Emotional Intelligence

Course Title	Description
Developmental Stages: School-Age through Adolescence	<p>This course is designed for entry- and intermediate-level healthcare practitioners who work with children, adolescents, and their families. It will provide trainees with an overview of the human developmental stages from school-age (six-12) through adolescence (13-18). Trainees will gain a firm understanding of the various aspects of development from physical and cognitive development to psychosocial development.</p> <p>The information presented in this training is based on what research considers “typical” development. However, there is a wide range of developmental milestones, and a range of when children are expected to reach them. It is common for children to struggle with one or more areas of development at some point during middle childhood or adolescence.</p>
Best Practices: Behavior Support and Intervention	<p>This course offers some practical suggestions for how to reduce the use of seclusion and restraint. It addresses an important issue in the care and treatment of children in residential and/or foster care: the use of restraint and seclusion as behavior management tools. The course defines restraint and seclusion, presents facts and myths regarding their use, and presents data regarding the negative outcomes of the use of restraint and seclusion, including child and youth deaths and re-traumatization. It describes trauma and post-traumatic stress disorder (PTSD) and their relationship to experiences of restraint and seclusion. More effective and therapeutic approaches to behavior management are presented, including the importance of family involvement, the three-level public health model of prevention applied to the topic of concern, and non-coercive behavior management strategies. The content in this course is helpful for administrators, supervisors, caregivers, policymakers, and others who work with children and youth.</p>
Inclusion: Children with Disabilities	<p>This course is designed to help trainees define inclusion, as well as distinguish federal laws that mandate these services. Trainees will identify the benefits of inclusion for families and all children. Trainees will also learn to recognize the different types of inclusion service delivery models for young children. In addition, trainees will identify ways to support families of children with disabilities and/or developmental delays. Specific modifications that support learning for all children will also be described.</p>
Social and Emotional Development in Early Childhood	<p>In this course, trainees will learn what social and emotional developmental milestones they can expect for children from birth through age five, and activities and strategies that caregivers and professionals can use to help promote healthy social and emotional skills.</p>
Bullying Prevention and Intervention	<p>This course examines the effects of bullying, prevention techniques, and corresponding programs and treatment options</p>
Supervision and the Principles of Positive Behavior Support: Part 1 - Components	<p>This course presents the components of evidence-based ways to promote work quality and enjoyment among staff working with people who have developmental disabilities</p>
Supervision and the Principles of Positive Behavior Support: Part 2 - Implementation	<p>This course presents the implementation of evidence-based ways to promote work quality and enjoyment among staff working with people who have developmental disabilities</p>

Table I.G.7-11: Relias Trainings in Six Seconds Emotional Intelligence

Course Title	Description
Positive Behavior Support for Children	In this course, trainees will use positive behavior supports to help the child understand that failures can provide opportunities for improvement and growth. The goal is to teach the child valuable techniques that will help them live a positive life.

j. Screening for and identification of Behavioral Health needs.

We provide extensive initial and ongoing training for providers regarding screening for and identification of BH needs. Examples of the topics covered through this training include:

- How to identify BH and/or SUD needs in an EPSDT screen
- How to conduct a CANS assessment tool
- Engaging with foster care and establishing a trust connection so they are honest and open
- Educating patients on stigma-free beliefs
- Adolescent suicide
- Bipolar and related disorders in children and adolescents
- Child and adolescent psychopharmacology
- Evaluation and treatment of BH concerns common in childhood and adolescence
- Safety crisis planning for at-risk adolescents and their families
- Research-informed practices to treat children and strengthen families
- Special concerns of LGBTQ+ youth

Examples of educational materials we will make available in Relias are listed in **Table I.G.7-12**.

Table I.G.7-12: Relias Trainings in Screening for identification of BH needs

Course Title	Description
Best Practices for Youth with BH Needs involved with the Juvenile Justice System	This course discusses screening and assessment practices, and how BH professionals can improve outcomes among juvenile justice-involved youth
BH Screening Tools	This course will review some of the most widely-used BH screening tools and discuss factors to consider regarding their implementation
Major Mental Health Disorders of Childhood	This course will review major childhood disorders and the specific issues associated with these disorders that impact a child’s ability to relate to others, learn, and play. This course will also review the internal interference that children experience as a result of various conditions and how this relates to behavior and performance in school, at home, and in the community. Most importantly, this course helps trainees learn to support and teach these children to use effective coping skills and make healthy choices. Trainees will practice and reinforce the concepts learned in this course via interactive exercises. This course is appropriate for paraprofessionals working with children and adolescents in a variety of BH environments.
Behavior Management in Early Childhood	This course focuses on providing basic tools and strategies for effectively addressing or preventing challenging behavior
De-Escalating Hostile Clients	This course teaches trainees strategies for identifying warning signs, defusing hostility, setting clear boundaries, and ensuring one’s safety

Table I.G.7-12: Relias Trainings in Screening for identification of BH needs

Course Title	Description
Overview of Psychopharmacology	This course covers the major categories of medications used in the treatment of mental illness, as well as their use, side effects, and precautions
Externalizing and Disruptive Behaviors in Children and Adolescents	This course reviews the main features and symptoms of externalizing disorders and several evidence-based interventions
Best Practices in Alcohol Use Disorder Assessment and Treatment	This course describes approaches for recognizing, diagnosing, and treating alcohol use disorders
Beck Depression Inventory-II® In Health & Human Service Settings	This course discusses the Beck Depression Inventory-II® and its development and use, as well as methodological considerations, adaptations, and limitations
Assessment and Treatment of Anxiety in Children and Adolescents	This course provides licensed clinicians with information on the nature and origins of childhood anxiety disorders, assessment approaches, and evidence-based interventions
Assessment and Treatment of Stimulant Use Disorders	This course provides an overview of SUD and best practices for treatment and intervention
Suicide Risk Factors, Screening, and Assessment	This course will provide in-depth information on how to identify risk factors of suicide, as well as best practices for suicide screening and assessment
Overview of Psychiatric Medications for Paraprofessionals	This course reviews the different types of medications used to treat psychiatric disorders, as well as their side effects
Overview of Serious Mental Illness (SMI) for Paraprofessionals	This course provides an overview of SMI, including symptoms, medications, treatment, rehabilitation, and recovery