



YOUTH EMPOWERMENT SERVICES CONTACTS

The Youth Empowerment Services system of care involves various agencies and organizations. Please see the list below on who to contact for your YES related questions effective 1/2/2018.

Description of Assistance	Agency and Contact Information
Questions about YES services currently available to Idaho children on Medicaid and how to access those services	OPTUM Member Line: 1-855-202-0973 Member Website: https://www.optumidaho.com/content/ops-optidaho/idaho/en/members.html Email: optum.idaho.yes@optum.com
YES information for Medicaid/ OPTUM Network Providers	OPTUM Provider Line: 1-855-202-0983 Extension 1 Provider Website: https://www.optumidaho.com/content/ops-optidaho/idaho/en/providers.html Email: optum.idaho.yes@optum.com
Independent Assessor to determine YES eligibility (starting January 2, 2018)	Liberty Healthcare: 1-877-305-3469
Non-Emergency Medical Transportation Inquiries	Veyo: 1-877-503-1261
Questions about becoming eligible for Medicaid services and questions or concerns about the Independent Assessor (Liberty) or Optum Idaho	Medicaid: 1-866-681-7062 Idaho Health Plan website: http://healthandwelfare.idaho.gov/Medical/Medicaid/IdahoHealthPlanforChildren/tabid/219/Default.aspx
Non-emergency concerns related to Division of Behavioral Health Children's Mental Health Services	Call local Behavioral Health Regional Office as noted below or Central Office: Phone: 1-855-643-7233 or Local 208-334-6870 Email: yes@dhw.idaho.gov Fax: 208-334-5998
Medicaid Eligibility	Phone: 1-877-456-1233 Email: Mybenefits@dhw.idaho.gov
Information regarding local area resources or to assist families navigating the YES system, Division of Behavioral Health, Department of Health and Welfare	Region 1 – Lynn Thompson, 208-769-2722 Region 2 – Jennifer Shuffield, 208-799-4440 Region 3 – Jose Valle, 208-455-7034 Region 4 – Mechelle Wilson, 208-334-0800 Region 5 – Lee Wilson, 208-732-1631 Region 6 – Kyle Hanson, 208-234-7912 Region 7 – Dave Peters, 208-782-9874 Department of Health and Welfare, Behavioral Health regional and local offices: http://healthandwelfare.idaho.gov/ContactUs/tabid/127/Default.aspx
Technical support for providers using the ICANS web-based tool.	DBH ICANS Helpdesk: Email: ICANSHelpDesk@dhw.idaho.gov Phone: 208-334-7316 or Toll-Free 1-844-726-7493 ServicePRO (Support Portal): https://dbhhelpdesk.serviceprocloud.com/helpdesk/
Questions about CANS	Email: yes@dhw.idaho.gov Contact Us form at http://yes.idaho.gov/ContactUs
Questions regarding youth with mental health issues committed to Idaho Department of Juvenile Corrections (IDJC).	Sharon Harrigfeld, Director Idaho Department of Juvenile Corrections Phone: 208-334-5100 Email: Sharon.harrigfeld@idjc.idaho.gov