

GOING ONLINE WITH VALUEOPTIONS

ValueOptions' Online Provider Services are located at www.valueoptions.com/provider. These services are designed to give providers easy and no cost access to valuable information, tools and resources designed specifically for ValueOptions' providers. Upon accessing the Web site, the online provider menu (located to the right) is immediately displayed, serving as the gateway to all online provider services.

The Provider Home page not only provides an introduction to all of the online services, but often displays "Attention" boxes announcing important information for ValueOptions' providers.

When visiting the Web site, providers will find the following information:

ProviderConnect: Providers are able to check claims, authorizations, and eligibility as well as view correspondence, submit single and batch claims, and update demographic information. ProviderConnect is available 24 hours/ seven (7) days a week. Providers must first register to use this enhanced online system. From the Provider Home page, click on the words "ProviderConnect" to obtain more information.

Compliance: Read information about ValueOptions' Compliance Program. It is the policy of ValueOptions to comply with all local, state, and federal laws governing its operations; to conduct its affairs in keeping with the moral, legal and ethical standards of our industry; and to support the government's efforts to reduce healthcare fraud and abuse. Providers can access articles, frequently asked questions, tools, and resources to stay abreast of ValueOptions' policies and programs.

Provider Handbook: This comprehensive online handbook offers a quick, easy-to-use reference for most provider questions. Sections include; Administration, Clinical Criteria, Treatment Guidelines, EAP Information, Disability Information, and a Glossary of Terms. The online handbook is user friendly, easy to read and always up-to-date.

Forms: Current forms are posted online and may be downloaded. Providers are encouraged to download, complete and send ValueOptions the Change of Address and W-9 forms to ensure the most up-to-date information is on file.

Network-Specific Information: This section is specifically for those providers who belong to program-specific networks. Find handbooks, forms, and other details that are unique to that particular program.

Online Provider Menu



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News: Read important updates and also access *The Valued Provider*, a newsletter designed especially for ValueOptions' providers. The newsletter contains clinical articles, informative updates, and new initiatives underway at ValueOptions.

Education Center: ValueOptions offers many educational opportunities for its providers. Find articles on various topics. Search for a Provider Forum (online, telephonic, and onsite) and register online. Provider Forums offer a wealth of information about ValueOptions processes, continuing education credits, and hot topic presentations by qualified speakers in the behavioral healthcare industry. The Education Center also offers many other tools and resources, such as, but not limited to, the following:

- Achieve Solutions Web site: Find thousands of articles, quizzes and other tools on depression, stress, relationships, health, parenting, workplace issues, addictions and more. Print and share this information with and/or refer members to the site.
- Preventive Health Member Materials: Find educational articles, screening tools, and tips on Depression, ADHD, Postpartum Depression, Anxiety and more. Great information to share with members.
- The CAGE: Our Web site (www.valueoptions.com/providers) offers an online, self-scoring version of the CAGE (Cut, Annoyed, Guilty, Eye-Opener) self-screening questionnaire. The CAGE alcohol screening tool is brief (four questions), easy to use, and helps determine if an individual has a potential issue related to alcohol use. The CAGE is a validated instrument and an established standard of assessment. It is anonymous and can be administered in an interview with a patient.

Contacts: ValueOptions takes providers' requests, comments, and suggestions seriously. Visit the Contacts section of the Web site to obtain important phone numbers, mail addresses and email addresses. Also, providers are encouraged to use the Contacts section of this handbook as a reference guide as well.

View Practice Profile: This option displays the current information ValueOptions has on file for you. If you find that your information is incorrect, you may change your profile via ProviderConnect or by submitting a Change of Address Form.