

Better Service Through Connections

ValueOptions is rapidly changing the manner in which we conduct daily business. Over the past year, we have invested heavily in an array of Information Technology initiatives in order to augment our operational practices, so that we may better serve the evolving needs of employer groups.



We are proud to announce **ValueOptions Connections**, an integrated platform of IT applications that will enable streamlined efficiency in our service centers, as well as greatly enhanced Web-based and telephonic self-service capabilities for our members and providers. Applications will be deployed throughout the year.

Internal operational enhancements

ValueOptions ServiceConnect offers call center employees a state-of-the-art, interactive desktop interface. When a member or provider calls, our customer service representatives have immediate access to a member's integrated service history. The new application greatly enhances call center productivity, substantially reducing overall talk time and call resolution time. Ultimately, this makes it much easier for ValueOptions call center staff to resolve member and provider issues in a timely, efficient manner.

ValueOptions BenefitConnect serves as a comprehensive warehouse for all general client account information, benefits and eligibility requirements and appeals information, as well as claims and referral guidelines. This application reduces customer service call processing times, allowing more efficient service to your employees. The system also supports several of the other Connections applications in regards to benefits and eligibility inquiries.

ValueOptions CareConnect will allow clinical care staff to quickly focus on the most pertinent clinical data for each member and to devise, monitor, follow-up, and report on individualized treatment plans for the members they serve.

ValueOptions NetworkConnect will support all credentialing and network maintenance activities.

External self-service initiatives

ValueOptions TeleConnect, our new Interactive Voice Response system, enables rapid, 24/7 self-service resolution of many member and provider requests. Members and providers can check member eligibility, benefits or claims status and request a form to be faxed to them. *Callers will always have the option of connecting to a live agent at any time.*

ValueOptions MemberConnect, a Web-based self-service alternative, serves as a 24/7 one-stop shop for members who wish to complete everyday service requests online, such as check benefits and review claims status.

ValueOptions ProviderConnect, a Web-based self-service alternative, serves as a 24/7 one-stop shop for providers who wish to complete everyday service requests online. They will be able to check eligibility, benefits, authorization and claims status, view correspondence online, submit claims and update a profile.

As your strategic partner, we are continuously exploring ways to make our operations more effective so that we can provide you with better service, compete in today's price-driven market, and fund additional infrastructure improvements that will ultimately benefit your organization and the membership we serve. We will update you on our progress in implementing these exciting new initiatives!