

**Substance Abuse Disorder (SUD)
Quarterly Provider Meeting
October 20, 2011 @ 9:30 AM- 11:00 AM
Call In: 1-866-842-4826
Pass code: 5356260**

(Please share one phone line to ensure phone line portals are available)

1. Welcoming Remarks- Holly Brock

2. Guest Speaker- Ken Medlock
 - a) Southern Area Behavioral Health

3. Provider Relations Update- Holly Brock
 - a) Health Alert
 - b) Medicare COB
 - c) Veteran's Day closure

4. Quality Management Update- Melanie Sanders
 - a) SUD Facility Audits (RRE & Ambulatory Detox)
 - b) Fraud/Waste/Abuse Update
 - New Compliance Manager, McKenzie Frazier
 - Provider Staff Training Requirements
 - Provider Compliance Program Requirements

5. Open discussion/Announcements

Next Meeting: January 19, 2012

Provider eNews

PROVIDERCONNECTSM - STEPS TO SETTING UP A MEMBER REMINDER USING VALUEOPTIONS[®] HEALTH ALERT

- ⇒ Speak with the Member and ensure that they would like appointment reminders, reminders about when to take their meds, and/or medication refill reminders. Ask them how they would like to be reached (phone or email). Remind the Member that they can manage all reminders via MemberConnectSM.
- ⇒ From the ProviderConnectSM Provider's Home Page located under WHAT DO YOU WANT TO DO TODAY? Select **Enter Member Reminders**
- ⇒ Enter the Member's ID and Date of Birth.
- ⇒ Select **Next** from the Member Demographics page.
- ⇒ Complete the Contact and Appointment or Medication Information for the Member.

Enter Member Reminders

How would you like to receive your Appointment and Medication reminders?
 Phone Email

Email Address: Validate Email Address:

*Preferred Time of Day for Reminders: Phone #: Ext:

*Time Zone:

Appointment Reminders
 (After Clicking SAVE another reminder can be added.)

Provider Name: Provider Type:

Appointment Date (MMDDYYYY): Appointment Time (hh:mm): AM PM

Physician Name	Appointment Date	Appointment Time
No records found.		

Medication Reminders
 (After Clicking SAVE another reminder can be added.)

Medication Name	Reminder Refill	Time 1	Time 2	Time 3	Days Supply	Last Date Refill

- ⇒ Providers must click **Save** after entering each reminder and contact information.
- ⇒ After saving the Member Appointment or Medication Reminder, the following message will appear: The member should receive a confirmation email regarding his/her selection of email for the reminder type. If s/he does not receive this email within 24 hours, please log back into the Provider-ConnectSM reminders page and confirm that the email address is correct. Members can also log into MemberConnectSM to manage their reminders.

