

PROVIDER ONLINE SERVICES

ValueOptions® of California's Online Provider Services are located at www.valueoptions.com by selecting "Providers."

These services are designed to give providers easy and no cost access to valuable information, tools and resources designed specifically for ValueOptions® of California providers. Upon accessing the Web site, the online provider menu (located to the left) is immediately displayed, serving as the gateway to all online provider services. ValueOptions® of California providers can access the ValueOptions® of California Provider Handbook by selecting "Network-Specific" and then selecting "ValueOptions® of California".

ValueOptions® of California Provider Handbook: This comprehensive online handbook, developed specifically for ValueOptions® of California providers offers a quick, easy-to-use reference for most provider questions. Sections include Participating Provider Responsibilities, Claims Payment, Quality Management Program, Utilization Management, Clinical Criteria, Treatment Guidelines, Member Rights, EAP Information, Forms and a Glossary of Terms. The online handbook, which can be found at <http://www.valueoptions.com/providers/Network/California.htm> is user friendly, easy to read and always up-to-date.

This handbook is an extension of the ValueOptions® of California provider agreement and includes guidelines and doing business with ValueOptions® of California, including policies and procedures for individual providers, affiliates, group practices, programs, and facilities.

Together, the ValueOptions® of California provider agreement, addenda, and this handbook outline the requirements and procedures applicable to participating providers in the ValueOptions® of California network.

When visiting the ValueOptions®, Inc. web site at www.valueoptions.com, ValueOptions® of California providers will also find the following menu items, which provide a wealth of additional information:

ProviderConnect: Providers are able to submit single and batch claims, review claim status, submit and review authorizations, and check eligibility as well as view correspondence, and receive electronic Provider Summary Vouchers (PSVs). Demographic information can only be updated during the provider's recredentialing period. ProviderConnect is available 24 hours a day, seven days a week. Providers must first register to use this enhanced online system. From the ValueOptions® Provider Home page, click on Login, Register, or Try the Demo.

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. Forms specific to ValueOptions of California business can be found at <http://www.valueoptions.com/providers/Network/California.htm>.

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® and ValueOptions® of California 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 (www.achievesolutions.net/providers): Achieve Solutions® is easy to access and simple to use. Participating ValueOptions® of California providers can retrieve articles right off of the site to share with members. Anyone can take an online tour of Achieve Solutions® at this location on the ValueOptions® website:

http://valueoptions.com/achievesolutions/providers_demo.html

Once you have become a participating provider and you can access the full capabilities of this site it will help you engage your patients in actively participating in their own treatment and recovery. 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. Members can read articles and information that you recommend in the privacy of their own homes, while you can rest assured that the information has been developed by experts in the industry and is not just anecdotal advice their patient has found somewhere on the Internet. A Spanish version of the site is also available.

- 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: 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.

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

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. ValueOptions® encourages providers to use the ProviderConnect feature for profile changes.