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**Putting People First**

**ValueOptions – CBH  
GM/Delphi CDR Training  
2007**

*February 6, 2007 9 AM  
February 15, 2007, 1 PM*

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# Introductions

- David Edwards, CBH
- Cathy Gilbert, ValueOptions
- Rebecca Concepcion, CBH
- Beatrice Harris-Smith – ValueOptions
- Jan Brody, ValueOptions
- Jane Trupiano, ValueOptions
- Patti Mistler, CBH
- Barbara Randall-ValueOptions
- Edward Knitter-ValueOptions
- Greg Ireby – ValueOptions
- Janie Fulton - ValueOptions

# AGENDA

- Contracting and Credentialing
- Authorization Issues
- Out of Network Referrals
- Recruiting new CDRs
- Billing Issues
- Fax number to send CDR forms 248 208-5309

# Credentialing

- ValueOptions is responsible for credentialing CDRs for the GM Careline
- CDRs will be required to complete triennial credentialing with ValueOptions under the EAP credentialing criteria.
- This can be individual providers or agency providers
- To become a CDR-- contact ValueOptions Provider Relations at 800-247-6070

# Contracting

- After completing the credentialing process, ValueOptions notifies CBH to initiate a contract for CDR services.
- CBH will issue contracts, and negotiate CDR service rates. CBH/VO will also monitor CDR performance, inclusive of site reviews, clinical record reviews, and compliance with the GM/Delphi CareLine CDR program guidelines.

# Authorizations

- Authorization for services for the providers of substance abuse treatment and the CDR's authorizations are provided by VO
- Review of CPT, Case Management Form, and Client Release Form
- Work/Family Rep Involvement Forms are faxed to VO at 248 208-5309 and data entry will put them into the system
- Substance abuse Providers need to contact Jane Trupiano for claims issues
- CDR's need to contact Jan Brody/;Greg Irej/Barb Randall for claims issues.
- Once the authorizations are VO system they are downloaded to CIGNA for payment

# CDR Role and Expectations

- The CDR's are to do face to face assessments within 24 hours of notification by EAP's, VO, a provider, etc.
- CDR's are to check eligibility for patients by calling 1 800 235-2302 before assessing anyone
- CDR's are to check how many days/sessions have been paid for by CIGNA for a patient by calling 1 800 523-4626 to make sure the patient has benefit available
- If a patient is mental health primary, the CDR is to refer a patient to a network provider for mental health using the CIGNA provider directory
- If a patient is substance abuse primary, the CDR is to complete a treatment plan with the patient and authorize treatment from start to finish.
- CDR's are to assist VO in locating excellent providers and facilities in their area. Contact VO provider relations at 800 247-6070 and an application will be sent to the potential provider
- CDR's may not see the patients that they have assessed

# Claims

- Claims are paid by CBH
- Include: CMS 1500 form
- HIPAA Compliance

# Top 10 Reasons Why A Claim Can Be Denied

1. *No authorization on file*
2. *Diagnosis not authorized*
3. *Procedure code not authorized*
4. *Dates of service on authorization does not match bill*
5. *Type of service authorized does not match bill*
6. *Medicare or Other Insurance explanation of benefits not attached*
7. *Claim has invalid diagnosis code*
8. *Claim has invalid procedure codes*
9. *Rendering provider's name and/or credentials not on bill*
10. *Supervising physician's name not on bill*

# Provider Recruitment/OON Providers

- Members should always be referred to in network providers
- If none are available, contact ValueOptions for a referral
- If you are aware of providers in your area that you would recommend for network participation, please contact ValueOptions with the information



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*Questions?*

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**Thank you!**

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*Please remember to complete your  
evaluation form.*