An Administrative Provider Orientation for Horizon NJ Health’s Division of Developmental Disabilities
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Overview of ValueOptions, Horizon Behavioral Health and Horizon NJ Health
Overview of ValueOptions

- Founded in 1983
- Largest independent behavioral health company
- Serving over 32 million members; contracts with 20 health plans
- More than 50 Medicaid contracts in 14 states
- Committed to principles of recovery and resiliency
- Diverse client base
  - Commercial Division - Employer Groups, Health Plans
  - Federal Division
  - Public Sector Division
ValueOptions’ National Presence

- Commercial Membership Only
- Shared Commercial and Public Program/Medicaid Membership
- Major service centers
- Regional support, EAP staff and corporate support offices

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Horizon Behavioral Health selected ValueOptions to manage behavioral health benefits for members covered by Horizon Blue Cross Blue Shield New Jersey (BCBSNJ) and enrolled in Horizon NJ Health’s Division of Developmental Disabilities (DDD).

Effective January 1, 2014, ValueOptions will begin administering benefits for members enrolled in Horizon NJ Health’s DDD.

By July 1, 2014, administration will also include members covered by Horizon BCBSNJ.

Horizon BCBSNJ’s Employee Assistance Program will also be available through ValueOptions, effective January 1, 2014.
Overview of Operational Areas
Overview of Operational Areas: National Network Services

- Provider Relations
  - Ensuring that members’ behavioral health care needs are met through a geographically and clinically robust network whose providers are readily available;
  - Ensuring the maintenance of network composition by engaging in assertive retention strategies;
  - Engaging in timely and appropriate recruitment, and
  - Engaging in professional, consistent, and educative communications with our provider community and staff.
Credentialing

- Completion of ValueOptions Credentialing Application required for network participation.

- Facilities: ValueOptions to provide credentialing for all facilities (ancillary, free standing, acute) except for acute facilities managed by Horizon beginning on 1/1/14.

- Practitioners: ValueOptions to provide credentialing/re-credentialing for all practitioners (professional) beginning on 7/1/14.
Recredentialing

- By 2/1/14, HNJH providers with recredentialing due dates on or after July 1, 2014 will begin to receive recredentialing packets from ValueOptions.
  - Packets/notices will be sent approximately 5 months prior to the renewal due date.

- All providers with recredentialing due dates between 1/1/14 and 6/30/14 will or have received recredentialing information from Horizon.
  - Horizon will be completing recredentialing for these providers for the HNJH network.

- If providers are credentialed by both Horizon NJ Health and ValueOptions, the earliest re-credentialing date will apply.
Overview of Operational Areas: National Network Services (cont’d.)

- Online Recredentialing Process via ProviderConnect
  - Every 3 years
  - Notification
    - Telephonic message via Provider Pulse about 4 months prior to due date that application is available
    - Follow up email or fax approximately 1 week later with instructions for accessing application (Provider Data Sheet)
    - 15 and 30 day reminder notices
    - Failure to respond to the request will result in disenrollment from the network
  - Completing the Online re-credentialing application
    - Prepopulated – just need to verify and update information
    - Attach updated license, certification and malpractice information
    - Electronically sign the application
    - Once signed it is automatically submitted
Provider Contracting

ValueOptions managing contracting process, although providers will be contracted on Horizon paper.

Questions about Contracting and Credentialing?

- Call 1-800-397-1630
  (8am – 5pm ET/ 8am – 8pm ET after 1/1/14)
Operational Areas: Quality Management

- Quality Management Program Oversight provided by Regional Medical Director/CMO Commercial Division and Director of Quality Management

- Key Quality Indicators include but are not limited to:
  - Satisfaction Survey measures.
  - Access and Availability of Services – geographic access; phone statistics; appointment availability; etc.
  - Complaints and Grievances tracking and reporting.
  - Patient Safety – (adverse incidents and quality of care).
  - Coordination of Care.
  - Quality Improvement Activities/Projects.
  - Accredited with URAC and NCQA Standards.
Operational Areas: Quality Management, cont’d.

- Ongoing Quality Improvement Activities (QIAs)
  - Clinical QIAs
    - Ambulatory Follow-up and Increasing Rate of Psychiatric Evaluations for Members Diagnosed with Moderate or Severe Depression and in Outpatient Treatment with a Non-Prescribing Behavioral Health Practitioner
  - Service QIAs
    - Average Speed of Answer
Operational Areas: Customer Service

- ValueOptions Customer Service philosophy lies in our commitment to provide our members and providers with the most accurate and informed benefit, eligibility, claims, and certification information in the most effective, efficient, and compassionate manner.

- ValueOptions puts our members’ needs and concerns first and is committed to resolving inquiries promptly without the need to make a re-contact.

- We value our members’ questions and concerns and place member satisfaction at the heart of our Customer Service philosophy.
## Operational Areas: Customer Service

### Clinical Customer Service
*Provides the following services to Members and Providers:*
- Responds to routine eligibility questions
- Responds to requests for authorizations
- Responds to referral requests
- Education assistance

### Provider & Member Services
*Provides the following services to Members and Providers:*
- Responds to routine benefit and eligibility questions
- Facilitates resolution of complex issues
- Responds to all Administrative Complaints and Appeals via a dedicated Appeal and Complaint Unit
- Provides dedicated Liaisons to investigate and resolve complex client and provider issues
Operational Areas: Care Management

Reflected by Health Plan Care Manager

Key Components of the ValueOptions® Care Management Paradigm

- Authorization and care management recommendations are individualized for diagnoses and level of care requests.
- Collaborative approach with treating providers.
- Symptom Complex based review processes.
- Utilization of treatment guidelines, level of care criteria, and treatment algorithms.
- Intensive Care Management programs for high risk high cost members.
- Intensive Care Management activities to impact:
  - Acute Inpatient
  - Residential
  - Partial Hospital
- Special protocols based on client nuances.

Members Who Seek Care Via the ValueOptions® Clinical Referral Line

Members Identified As High Risk (Multiple Channels)

Members Identified By Health Plan Disease Management Screening

Members Identified By Predictive Modeling Software – High Risk Physical Potential Co-morbid Behavioral

Members Entering the Behavioral Health System In Crisis

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Operational Areas:
Care Management and Referral Assistance

- Licensed care management staff is available 24 hours a day/seven days a week for referral and utilization management.
  - Member referral process:
    - Emergencies are followed until disposition
    - Urgent referrals are offered appointments within 48 hours and are called to ensure appointment is kept
    - Providers can contact ValueOptions for referral assistance if needed
    - Providers should contact ValueOptions 24 hours a day/seven (7) days a week if members require higher level of care or increased visit frequency
    - Care Management staff will assist with referral to inpatient or specialty programs

- For all care management inquiries, contact 1-877-695-5612.

- To receive Horizon referrals, providers must be contracted and credentialed in network providers.
Operational Areas: Utilization Management

- **Inpatient**
  - Inpatient requests are completed telephonically by calling the number on the back of the member’s Identification card
  - All clients require pre-authorization for inpatient services
  - ValueOptions Staff are available 24 hours a day/ seven (7) days a week

- **Outpatient**
  - All clients require pre-authorization for outpatient services
  - It is important to check benefits and authorization requirements on each member via the web or by calling the number on the member’s identification card
Discharge Reviews

- Providers can complete discharge reviews via ProviderConnect or call the dedicated Care Manager.
- Providers should contact ValueOptions if they need assistance scheduling discharge appointments.
- Providers should make every effort to schedule a discharge appointment within one to two days of discharge, but in all cases within seven (7) days.
Clinical Resources for Providers

- Clinical information is available at [www.valueoptions.com](http://www.valueoptions.com)
  - ValueOptions Medical Necessity criteria
  - Changes to Substance Use Medical Necessity Criteria
  - Treatment Practice guidelines
  - PCP consult line 9 am to 5 pm (Eastern Time)
    - 877-241-5575
  - Dedicated Care Manager: Jessica Schedl
  - Clinical Assistant: Stacy Bethea
Claims, Payments and Authorizations
• Horizon NJ Health retains ownership of claims processing and claims and payment inquiries from providers and members.

• Keystone Family Health Plan will continue to support the claims processes and operate the call center for Horizon NJ Health.

• Horizon NJ Health will continue to assist with all claim related questions and issues.
The process for acquiring authorizations will remain the same; however, ValueOptions will be providing the authorizations.

Providers can contact ValueOptions directly at 1-877-695-5612 to obtain authorizations (same number; ValueOptions is just taking it over).

ProviderConnect
Providers can submit and review authorizations online through ProviderConnect.

Authorization letters showing approval for services will be mailed and also available on ProviderConnect.

- Providers can access authorization within 24-48 hours of a decision.
- To obtain authorizations, providers need to register for ProviderConnect.
- Additional training on topic available in Video section of Valueoptions.com.
One in four U.S. adults will have a mental illness this year—25 percent of our population, making this illness more common than most diseases we talk about. The good news is that there are many effective treatments, for those who seek care...but not everyone does due to stigma.

ValueOptions® is committed to removing the stigma that surrounds mental illness. Join us as we stamp out this too-frequent barrier to seeking care.

Provider Services

ValueOptions® touches the lives of more than 30 million people. Integral to the services we offer are our more than 127,000 national network provider locations.

As a provider, your expertise furthers our company’s mission of helping people live their lives to the fullest potential. To help you assist others, ValueOptions provides secure, reliable, online tools for your use.

Interested in joining the network? Please call (800) 397-1630.

Please browse through this list of some of our online tools.

- ProviderConnect® is a secure application created with your needs in mind. It allows you to submit and review claims, check eligibility, update your practice profile, and view correspondences. It’s available 24/7.
- Our ProviderConnect Helpful Resources link connects you to a user’s guide, HIPAA information, software downloads, important forms and helpful phone numbers.
- Our Provider Handbook contains information about our policies and procedures. Handbook topics include administrative procedures, clinical criteria and employee assistance programs (EAPs).
- Through our Forms section, you can download forms whenever you need them.
- Our Education Center contains useful tools and resources to aid you in your practice.

To keep you informed, ValueOptions also offers:

- Provider Forums for administrative updates
Horizon NJ Health

Important Implementation Documentation

- Frequently Asked Questions (PDF)
- Horizon NJ Health Vendor Announcement Letter (PDF)

Provider Orientation Schedule

- December 16, 2013 | 11:00 AM – 12:00 PM EST
- January 9, 2014 | 1:00 PM – 2:00 PM EST
- January 15, 2014 | 1:00 PM – 2:00 PM EST

Forms and Other Links

- Horizon NJ Health Website

ProviderConnect

Sign In
Electronic Resources: ValueOptions.com

- Provider webpages are most visited page on website
- Excellent resource to quickly find latest news in industry, training opportunities, forms, handbooks and more
- Recommend providers bookmark ValueOptions and ProviderConnect website
- Online demonstration of how to navigate ValueOptions.com available at http://media.valueoptions.com/VIDEO/How_To/How_to_Navigate_Provider_Section-VO.wmv
E-Commerce Advantages

- Better, faster, and cheaper
- Reduced Paper Files
- Reduced Labor and Postage Expenses
- Reduced potential of error or mishandling
Electronic Resources: ValueOptions Connect System

**NETWORKCONNECT℠**
Robust network management and provider relations

**PROVIDERCONNECT℠**
Secure, online administrative self-service for providers

**CARECONNECT℠**
Superior clinical case management and data collection

**TELECONNECT℠**
Easy-to-access telephonic self-service for providers and members

**SERVICECONNECT℠**
Industry-best customer service and issue resolution

**MEMBERCONNECT℠**
Online self-service and award-winning content for members
Overview of ProviderConnect
**Electronic Resources: ProviderConnect**

**A HIPAA-secure online tool where providers can:**

<table>
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<tr>
<th>Function</th>
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<tr>
<td>• Verify member eligibility</td>
<td>• Access ProviderConnect Message Center</td>
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<tr>
<td>• Access and Print Forms</td>
<td>• Submit EAP Case Activity Forms (CAF)</td>
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<tr>
<td>• Request Payment for EAP Services</td>
<td>• Request and View Authorizations</td>
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<td>• Download and Print Authorization Letters</td>
<td>• Submit Customer Service Inquiries</td>
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<td>• Submit Updates to Provider Demographic Information</td>
<td>• Submit Recredentialing Applications</td>
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**INCREASED CONVENIENCE, DECREASED ADMINISTRATIVE PROCESSES**

Disclaimer: Please note that ProviderConnect may have different functionalities based on individual contract needs, therefore some functions may not be available or may look different for your specific contract.
How to Access ProviderConnect

- Horizon providers will need unique login and password to access ProviderConnect

- Providers already registered in ProviderConnect and who have current Horizon NJ Health authorizations will be contacted directly by the VO EDI Help Desk and provided their unique login and password to use for Horizon NJ Health members
  - Horizon NJ Health ProviderConnect login will end in "HZ" i.e. 123456HZ

- Providers not already registered in ProviderConnect and with current Horizon NJ Health authorizations will be contacted directly by the VO EDI Help Desk and will be assisted with completing an ARF (Account Request Form) in order to complete registration
  - All other providers must complete an ARF (Account Request Form) and send to VO according to the Form instructions
  - [http://www.valueoptions.com/providers/Adminforms.htm](http://www.valueoptions.com/providers/Adminforms.htm)

- **ValueOptions EDI Helpdesk**
  (888) 247-9311
  e-supportservices@valueoptions.com
  Monday to Friday, 8:00 a.m. - 6:00 p.m. ET
Role-Based Security: Features

- New level of ProviderConnect access to enhance security as required by HIPAA guidelines
- Level of ProviderConnect access defined by role
- Roles defined by user type and/or VO business rules
- Users assigned roles with access to certain functions i.e. claims
- User Types: Super User, Managed User *(managed by Super User)*, Standard User
ProviderConnect Resources

- Free demonstration: http://www.valueoptions.com/PMC_prototype/ProviderConnect/pvd.html
- Quick Start Guide and Comprehensive User Guide
- Short Video Tutorials:
  - Viewing Member’s Eligibility
  - Re-credentialing
Training webinars

- Scheduled monthly

- Topics include: Authorizations, Role-based security, Re-credentialing, Viewing Patient Info, etc.

- Webinar calendar available on ValueOptions.com
  - Next webinar scheduled for 1/14/14, which will provide a detailed tutorial on ProviderConnect
Customized Training

- Scheduled at your convenience
- Available to just one employee or your entire office
- Training topics are customized based on your needs, timeframes, etc.
Communication Channels
Communication Channels

- Email Alerts
- Webinars
- Video Tutorials
- Monthly Valued Provider eNewsletter
- Provider Pulse℠ Messages
- Fax Communications
- Provider Mailings
Contact Information

VALUEOPTIONS®
Provider Contacts

- Provider Relations, Credentialing and Contracting Questions:
  - **1-800-397-1630** (8 am - 5 pm ET Monday – Friday/ 8 am – 8pm starting 1/1/14)

- Authorizations
  - 1-877-695-5612

- Care Management
  - 1-877-695-5612

- Complaints, appeals and/or general inquiries
  - 1-877-695-5612
Helpful Links

- Network-specific website for Horizon Behavioral Health
  http://www.valueoptions.com/providers/Network/Horizon-NJ-Health.htm
  - Presentation
  - Provider Frequently Asked Questions
  - Horizon NJ Health Vendor Announcement Letter
  - Horizon NJ Health Website
Questions?