



## IMMEDIATE ATTENTION REQUIRED

November 2005

### RE: New Inpatient/Higher Level of Care Authorization Form

Dear Utilization Review Director:

ValueOptions is pleased to announce the implementation of our new clinical system application: CareConnect. Based on feedback from our providers, CareConnect is designed to streamline the authorization process, consolidate multiple forms used across service centers and books of business, and standardize our authorization process so as to enhance data collection and outcomes measurement. In addition, this new application incorporates an innovative, brief provider rating assessment of the member's risk and functional impairments. Completion of this scale will allow ValueOptions to measure outcomes and facilitate the identification of members who might need enhanced services, and to share comparative outcomes data with our provider network in the future.

#### What Does This Mean For You?

Attached you will find a new Inpatient Treatment Report (ITR) form for authorization requests for inpatient and all alternative/higher levels of care. **Begin using this new form immediately.** The ValueOptions' Higher Level of Care Treatment Report that you may be currently using will be obsolete and **no longer compatible with our information system after November 16, 2005.** You can download additional copies of this form by going to our website at [www.valueoptions.com](http://www.valueoptions.com).

#### What's Not Changing?

The processes you are using today for requesting inpatient and higher level of care authorizations for ValueOptions' patients remain the same. Only the form indicated above is changing. For example, if you currently request inpatient or higher levels of care from a ValueOptions' representative by phone, please continue to do so by using the new ITR as your guide for the telephonic review process.

#### Notes:

- If you currently obtain authorization telephonically for any employer group or health plan member(s) you will continue to request this authorization telephonically. However, the information required via telephonic review process will follow the new ITR format (use this form as your guide for the telephonic review process).
- If you are currently required to obtain authorization for services, this requirement does not change and failure to obtain necessary authorizations may result in denial of request for payment.
- If you are currently sending or faxing an ITR when you do your authorization request process, please begin using this new Inpatient Treatment Report form in place of the existing form.
- These new forms **ONLY** apply to ValueOptions' commercial/health plan members. ValueOptions' TRICARE Beneficiaries and Medicaid members in Arizona, Florida, Colorado, New Mexico, North Carolina, Pennsylvania, New Jersey, Massachusetts, Connecticut, and Texas NorthSTAR are not affected at this time, so please use the same processes for these members that you do today.

### What Does the Future Hold?

In early 2006, ValueOptions plans to simplify the authorization process even further by adding the following convenient option:

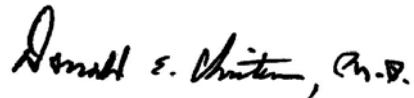
- **ProviderConnect**, our web-based version for requesting authorization of outpatient and higher level of care services

When implemented, this enhancement will be available 24 hours a day, 7 days a week. Not only will ProviderConnect offer authorization services, but you will also be able to perform routine tasks such as obtaining claims information, verifying eligibility status, and requesting forms. ProviderConnect will also let you file claims electronically, verify your provider practice profile, view correspondence online (including authorization letters), submit demographic changes online and so much more! Please read the provider newsletter, *The Valued Provider*, and visit our website ([www.valueoptions.com](http://www.valueoptions.com)) to learn more about these and other value-added services.

To further assist you in understanding these changes, please read the Frequently Asked Questions (FAQ) located at <http://www.valueoptions.com/providers.htm> in the News and Forms sections of this site. The FAQ will be updated frequently as additional questions are posed by our provider community. If the FAQ does not address your direct issue or you have questions regarding the new forms or the authorization process in general, please call **1-866-650-0646** and the customer service staff will be happy to assist you.

ValueOptions is excited to offer these advancements in technology. They are designed to help you decrease your administrative burden and time spent on paperwork, as well as help us deliver more efficient personalized care to both members and providers.

Sincerely,



Donald E. Christensen, PhD  
Chief Clinical Officer