



# The Valued Provider

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National Provider Relations and Contracting*

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For more information about articles, visit our Web site at [www.valueoptions.com/providers/ProNews.htm](http://www.valueoptions.com/providers/ProNews.htm).

You may also e-mail the Editor at [thevaluedprovider@valueoptions.com](mailto:thevaluedprovider@valueoptions.com). ValueOptions is headquartered in Norfolk, VA.

## Request Inpatient and Outpatient Care Online Today!

ValueOptions is pleased to announce a new feature added to our ProviderConnect Web-based application that gives providers the ability to request authorizations for outpatient and inpatient care online. With this new feature:

- You have 24 hour a day, seven days a week access.
- The system is user friendly and the online forms are easy to complete.
- Immediate authorization and authorization notification are available for most outpatient care requests.
- All clinical data entered online goes directly into our ValueOptions' computer database. The information you enter is the information we see.
- Authorizations can be viewed online.
- An authorization can be submitted while you're online performing other transactions.
- An automated record of each transaction is stored.
- Our print function allows you to print a copy of your request for your records.

"We are excited to offer these advancements in technology," says Donald E. Christensen, PhD, Corporate Chief Clinical Officer for ValueOptions. "They are designed to help decrease provider's administrative burden and time spent on paperwork, as well as help ValueOptions deliver more efficient personalized service to our members and providers."

**PROVIDERCONNECT HAS FEATURES THAT CAN BE USED BY ALL PROVIDERS TO HELP SAVE TIME AND MONEY.**

This new feature is available to all commercial providers and providers rendering service to the following public sector accounts: North Carolina and Florida Medicaid programs. This feature is not available to EAP providers at this time.

*NOTE: As a courtesy, all providers will be automatically registered to use ProviderConnect. If you are not currently registered, you will receive a letter indicating your personalized login and password. You will have 45 days to sign up before your login and password expires.*

**Welcome to ProviderConnect!**

To take advantage of this new feature and other ProviderConnect functions (i.e. submitting claims, checking claims status and member eligibility, updating your provider profile), log in or register at [www.valueoptions.com](http://www.valueoptions.com).

If you have questions about this new feature and how ProviderConnect can help you and your practice, visit our online "Education Center" for helpful materials or call our National Provider Line at (800) 397-1630, Monday - Friday, 8 a.m. - 5 p.m. ET. If you have technical questions, call our EDI Helpdesk at (888) 247-9311 (*press opt. 3*), Monday - Friday, 8 a.m. - 6 p.m. ET.

**Provider Forum Information**

Visit <http://www.valueoptions.com/providers/Training.htm> to view and register online for our provider forums.



## Personal Note

by Yanick Hazlewood, *Vice President  
National Provider Relations and Contracting*

### Dear Provider Community,

I'd like to take a moment to introduce myself to you as the new Vice President of National Provider Relations and Contracting. I bring six years of provider relations and contracting skills to this position and look forward to serving you in this capacity.

I am excited about the new features ValueOptions has to offer via our ProviderConnect application. ProviderConnect is available 24/7 and allows you to submit and review claims, check eligibility, update your practice profile, and so much more. Login or sign-up today at [www.valueoptions.com](http://www.valueoptions.com).

I am also thrilled to announce that our 2006 Provider Satisfaction Survey results are in; 93% of the providers surveyed said they are satisfied with ValueOptions. Please read page 3 for more survey highlights.

Also, I'd like to remind you to submit your NPI information to ValueOptions (see page 2) and visit our Web site to review the 2007 Participating Provider Handbook (see page 3).

Please read this newsletter in its entirety as it offers a wealth of valuable information.

Thank you.

## Time Is Running Out! Please Submit Your National Provider Identifier Information to ValueOptions

If you have not submitted your national provider identifier (NPI) information to ValueOptions, please do so immediately. We want to make sure that we have your information on file before the May 23, 2007, compliance date.

**It is important to note, if you submit a claim without a valid NPI number on or after the compliance date, your claim may be denied and/or returned.**

You may find the necessary NPI submission forms (for practitioners and organizations) on our Web site by visiting [www.valueoptions.com](http://www.valueoptions.com) and selecting "Providers." You can download the material, complete the required forms and submit to ValueOptions by using the mailing address provided below or by faxing to (757) 412-6594.

### If you already have your NPI:

Make sure you complete the NPI Submission Form posted online. Return the completed NPI Submission Form along with a copy of the NPI confirmation letter or e-mail you received from the National Plan and Provider Enumeration System (NPPES) to the following address:

ValueOptions, Inc.  
Attention: NPI  
P.O. Box 4080  
Virginia Beach, VA 23454

**If you do not submit a copy of your NPI confirmation letter or e-mail, we will not consider your record complete and this may impact our ability to process your claims accurately and in a timely manner.**

### If you have already submitted your NPI to ValueOptions:

You must also submit the appropriate documents as indicated above. **We are not able to process your information without these documents.**

### If you do not have your NPI:

Please apply now! Providers can apply through a Web-based application or by submitting a paper application that can be found at <https://nppes.cms.hhs.gov>. A paper copy of the application can also be obtained **by calling the NPI Enumerator at (800) 465-3203**. Once you obtain your NPI, you must complete the forms located on our Web site.

If you have any questions, please visit [www.valueoptions.com/providers/ProNews.htm](http://www.valueoptions.com/providers/ProNews.htm) to read ValueOptions' Frequently Asked Questions about the NPI or contact our National Provider Line at (800) 397-1630, Monday through Friday, 8 a.m. to 5 p.m. ET.

### REMEMBER

**The NPI is a Federal Government requirement for all providers/practitioners who provide ANY patient information in any format other than direct hand transmissions. This includes authorization forms, faxes, e-mails, and paper or electronic claims.**

## What's New?

### 2006 Provider Satisfaction Survey Highlights

Each year, ValueOptions uses an independent auditor to perform our Provider Satisfaction Survey. The Survey measures key indicators such as overall satisfaction, telephone access/customer service, certification of care, claims processing and credentialing. The highlights of the 2006 survey are as follows:

**Overall Satisfaction:** The majority of providers are satisfied (93%) with ValueOptions. Eight in 10 providers think their experience with ValueOptions has been the same or better than with other managed care companies and employee assistance organizations.

**Customer Service:** Over 8 in 10 providers have called ValueOptions' toll-free numbers and over 8 in 10 indicated that they receive all of the information they need from the first call.

**Credentialing:** Over 96% of the providers report that their (re)credentialing applications were processed in a timely manner.

**Claims:** ValueOptions is the payer of claims for 98% of the providers. Results indicate that 85% of providers rated timeliness and the accuracy of claims payment positively, citing it as good, very good or excellent. Eight in 10 providers say that claims questions or problems have usually been resolved to their satisfaction.

**Certification of Care:** Almost all of the providers think the ValueOptions procedure for initial certification of care is easy, and 8 in 10 think it is easy to get certification for additional visits. Over 82% of the providers interviewed rate ValueOptions positively on certifying care in a timely manner, and over 53% of the providers rate ValueOptions as excellent or good in this category.

**Use of the Newsletter:** Approximately 85% of the providers have read the ValueOptions newsletter.

**Use of Web Site:** The majority of providers are satisfied with the following Web site functions: download forms (98%), check eligibility (97%), check claims status (93%), submit information (87%), submit claims (90%), check member benefit information (90%), and check authorization status (91%).

Information gathered from the Provider Satisfaction Survey is incorporated in our goals and objectives in an effort to improve our processes and enhance the quality of service we provide to our providers.

#### ValueOptions Adopts BroadcastByPhone Autodialer System

*When you pick up your telephone or play your answering machine, you may hear a recorded message from ValueOptions. This is because ValueOptions has adopted a telephone messaging solution, a smart autodialer, for reaching its providers with personalized messages. ValueOptions will use the autodialer as one of many ways to communicate important notices, updates, and reminders. If you hear a recording from ValueOptions, please listen to the message in full and respond accordingly. Just another great way to keep you informed!*

### 2007 Participating Provider Handbook Available Online

This handbook is prepared as a guide to ValueOptions' policies and procedures for individual providers, affiliates, group practices, programs and facilities. It provides important information regarding the managed care features incorporated in the ValueOptions' provider contract; and it also reflects the policies that are applicable to our "general" commercial product lines.

The handbook is divided into several sections, making it easier for you to navigate. The sections are printer-friendly for your convenience.

The "**Must Read!**" section of the handbook outlines for you those items that you cannot afford to miss, such as the following items:

- New clinical criteria
- Newly adopted professional guidelines
- Revised treatment record standards and document of psychotherapy techniques

You may access the handbook at [www.valueoptions.com/provider/handbooks.htm](http://www.valueoptions.com/provider/handbooks.htm). Our Web site is a vehicle for communicating with you any changes to this handbook, member educational materials, news and other online services. If you need help accessing this information, please call the National Provider Line at (800) 397-1630, Monday - Friday, between 8 a.m. and 5 p.m. ET.

*Note: Pursuant to the Amendment Section of your existing Provider Agreement, ValueOptions, Inc. is providing you with notice that the Provider Handbook has been amended. Written objections to this Amendment may be mailed to: ValueOptions, Attention: Provider Relations, 1701 Will-O-Wisp Drive, Virginia Beach, VA 23454 within 30 days of your receipt of this newsletter. Once the 30-day notice period has lapsed, ValueOptions will consider your non-response as acceptance of the amendment.*



## ValueOptions' Top 10 Reasons People Stop Taking Their Medicine

Knowing the reasons people stop taking their medicine can help treatment teams develop a plan that will assure that medication has the most benefit. Below are the top 10 reasons given by our members:

1. The medication has unpleasant or even intolerable side effects.
2. The medication regimen is not convenient for the person's lifestyle.
3. The person doesn't understand how to take the medication.
4. The person doesn't understand why medication is needed or how it's going to help.
5. The person believes he or she can handle it without medication.
6. Taking the medication is a reminder that the person is sick or have a mental illness.
7. The person believes that the medication will be harmful to the body. The person may have had a bad experience with medication in the past, or have heard stories about certain medications.
8. The person can't afford the medication.
9. The person feels better and believes he or she has been "cured."
10. The person is drinking or using street drugs and doesn't want to stop or can't stop. The person prefers to "self medicate."

## ValueOptions' Centers of Excellence Program

ValueOptions believes in providing optimal service to its members and recognizing providers for the services they render. Through the Centers of Excellence (COE) Program, ValueOptions analyzes internal and external information to identify facilities/provider organizations whose reputation and demonstrated performance make them centers of excellence for uncommon or complex behavioral health conditions. Such conditions include:

- Chemical Dependency
- Complex Adolescent Cases
- "Culturally Appropriate" Treatment Centers
- Developmentally Disabled/Psychiatric Disorders Unit
- Eating Disorders
- Gambling Addiction
- Inpatient Programs Using Buprenorphine for Rapid Detox
- Integrated Care: Co-Morbid Severe Medical and Psychiatric Disorders
- Mood Disorders
- Self Mutilation
- Sexual Disorders
- Dual Diagnosis (Mental Health and Chemical Dependency)

Facilities/provider organizations that are identified as a COE are notified by mail and given the opportunity to participate in the program. Designation as a ValueOptions center of excellence may benefit facilities in terms of community reputation. Such centers may also receive additional autonomy with regard to treatment planning and authorizations. For COE patients, ValueOptions would focus care management attention on quality improvement, outcomes, coordination, follow-up, etc.

Centers of Excellence would share in the quality and outcomes information we compile and thus enhance their own internal planning and improvement processes. Such centers may receive additional referrals and, over time, may become anchors of networks tiered to preferentially reward quality of care.

If you are interested in becoming a ValueOptions Center of Excellence, please complete the interest form located online at [www.valueoptions.com](http://www.valueoptions.com).

### Provider Trivia

#### Provider Trivia Question:

In 1998, what two companies merged to form ValueOptions?

Please submit the correct response to [thevaluedprovider@valueoptions.com](mailto:thevaluedprovider@valueoptions.com) by June 30, 2007 to enter a drawing for a Palm Pilot. One entry per person. The winner will be notified and announced in our next newsletter. Good luck!

**Answer to the Winter 2007 Provider Trivia question:** TRUE. In an urgent situation, a member must be offered the opportunity to be seen within 48 hours of the request or on the next business day.

*Note: There is no purchase necessary to participate in this drawing. All taxes are the responsibility of the winners. Employees of ValueOptions or its affiliates are not permitted to participate in this drawing.*

*Congratulations to Laura Scott in Fredericksburg, Texas, winner of the Palm Pilot.*



## Network-Specific Information

### Great Lakes Service Center (GLSC)

#### Coordination of Care Between Behavioral Health and Primary Care

Communication between behavioral health providers and the PCP (primary care physician) is a critical part of patient care and patient safety. This is especially true when a patient is being prescribed psychotropic medications. The Great Lakes Service Center (GLSC) staff regularly conducts treatment record reviews of high volume providers. One area of focus during the audits is looking for evidence in the record of coordination of care with a patient's PCP. Of all the records audited during 2006, only 70% showed documentation that coordination of care took place. All providers that did not meet minimum standards for PCP coordination have been asked to develop a corrective action plan. Re-audits of records will occur during 2007 for compliance.

ValueOptions' network providers are required to coordinate their care with the patient's physical healthcare provider(s). Aspects of care that may warrant coordination of care with the PCP include, but are not limited to, the following:

- Admission to an inpatient level of care
- Discharge from an inpatient level of care
- Initiation of treatment with psychotropic medications
- Change in psychotropic medications
- Lab values or test results pertinent to the care provided by the PCP
- Identification that the patient is receiving psychotropic medications from more than one provider
- Patient is experiencing adverse medication side effect(s)
- Identification that patient has experienced clinically significant changes in physical or mental status
- Identification that patient has complicated medical or drug interactions
- Overall health status concerns, such as complex medical conditions

Each treatment record should contain a signed release of information form to the PCP or a signed declination. Each record should contain verification that the coordination took place. Such verification evidence can include a copy of a dated letter to the PCP, a copy of a fax transmission or an initialed and dated notation at the bottom of the release indicating how (fax/mail) and when (date) the coordination took place. To address the issue of members who refuse to sign a consent form, ValueOptions requests that you give the patient our member information sheet called, "When You are in Therapy, What Your Doctor Needs to Know." This sheet explains the importance of coordinating care with other treating providers.

The Great Lakes Service Center is working collaboratively with our healthcare management partners to improve coordination of care between behavioral healthcare and medical healthcare providers. During onsite treatment record audits we are now asking for copies of all treatment record evidence of coordination of care with the PCP. This information is used by our medical health plan partners to verify care coordination in the patient's primary care provider's medical record.

### California Service Center

#### Onsite EAP Counselor

12-20 Hour a Week Position  
Chico and Bakersfield, California  
Pacific Gas and Electric Company  
ValueOptions Contractor

The Onsite EAP Counselor will work independently on location in Chico or Bakersfield under the supervision of the EAP Clinical Consultant.

#### Core Activities:

- Employee counseling
- Supervisor referrals
- DOT/SAP evaluations and follow-up
- Management consultation
- CISD & trainings
- Peer Volunteer Program (PVP) - local liaison & support

Requires master's degree in psychology, social work, counseling or related discipline; California state license as Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT) or licensed Psychologist (PhD); knowledge and skills in employee assistance, substance abuse and other behavioral health problems; five to ten years experience working in employee assistance programs; excellent oral and written communication skill

Preferred: experience working in internal EAPs; experience working with unionized employees, Certified Employee Assistance Counselor (CEAP); Substance Abuse Professional (SAP); experience working in large, complex organizations; comfortable working with electronic case database entry and case maintenance.

**For more information contact: Jude Sharp, PG&E/ValueOptions Clinical Consultant, Pacific Gas and Electric, at (415) 973-5229 or [djCS7@pge.com](mailto:djCS7@pge.com).**



## Empire Plan

### Informed Consent for Medications

Audit results for the Empire Plan Service Center reveal that only 79% of the records reviewed for enrollees being prescribed medication included documentation of informed consent for medication and the enrollee's level of understanding.

Patients are becoming more sophisticated and involved in matters relating to their own care. When medication is indicated, it is the prescribing practitioner's responsibility to prescribe the appropriate medication and educate the patient about its use. Provision of written information is a good supplement to oral counseling and improves patients' knowledge about their medication.

A helpful resource for members prescribed antidepressant medication might be the ValueOptions Depression Management Program tip sheet labeled "Information about Drugs to Treat Depression" (located at [www.valueoptions.com](http://www.valueoptions.com) in the members' "Tips and Resources" section). The National Council on Patient Information and Education (NCPPIE) Web site ([www.talkaboutrx.org](http://www.talkaboutrx.org)) also contains a great deal of consumer oriented material pertaining to medication. A potential resource for providers, on the same Web site, is the American Medical Association pamphlet titled "Guidelines for Physicians for Counseling Patients About Prescription Medications in the Ambulatory Setting," which provides basic information on counseling patients regarding medication.

Be sure to document the provision of oral and/or written counseling and the patient's understanding of the information.

### Provider Relations

1701 Will-O-Wisp Drive  
Virginia Beach, VA 23454

## North Carolina Service Center

### Key Updates Newsletter for Providers Serving State and Local Government Enrollees

The ValueOptions North Carolina Service Center is committed to maintaining excellence in care and service in behavioral health treatment. For information on:

- Quality improvement program structure and operations
- Access, availability, and cultural needs
- Satisfaction programs
- Treatment records/criteria and practice guidelines
- Coordination of care, quality improvement activity/initiatives
- Utilization information and guidelines
- Members' rights and HIPAA
- Preventive health programs
- Other quality improvement activity

Please log into our Web site at [www.valueoptions.com](http://www.valueoptions.com), click on "Providers", "Network-Specific", "North Carolina Service Center State and Local Government", then click "North Carolina Service Center Key Updates Newsletter." If you do not have Web access, please call Carrie Turner, ValueOptions, at (866) 719-6032, to request a printed copy.