

## PaySpan Coming Soon!

PaySpan is a free, electronic process to submit claims online and have payments deposited directly into your bank account. Here is what providers utilizing **PaySpan** had to say:

*"It certainly makes our life easier in following receivables. We have Internet access to our corporate accounts and can verify receiving payments. Payments are coming in with greater frequency and closer to the date we submit our reimbursement requests."*

*Donald R. Naranjo, Ph.D.  
Executive Director of Pathways, Inc.*

*"PaySpan works beautifully! We are thrilled. (We) got a hard copy check and PaySpan money on Tuesday. ...So far, no problems, no hitches, I can download the summaries without any problem whatsoever!"*

*Susan Gutierrez  
Office Manager of Amigos Unidos*

Stay tuned for **PaySpan** updates and availability.

## Claims Corner

ValueOptions® will be in compliance by May 23, 2008. Please remember to submit your NPI information on or before this date. If you submit a claim without a valid NPI number after the compliance date, your claim may be denied. For NPI application assistance, please call the Provider Line at (800) 397-1630.

## Heart and Mind Connections

The clear relationship between emotion, behavior, coping strategies and cardiovascular health is undeniable. As experts in human behavior, together we can help individuals safeguard their heart health in the following ways.

### Motivate and sustain healthy lifestyle changes

This includes quitting smoking, eating well and exercising regularly, even if it is a brisk walk. For most, established change will be gradual, and relapses are a common part of the process. You can help your clients move through the stages of behavior change: precontemplation, contemplation, preparation, action and maintenance. Help identify and manage behavioral health conditions that impact heart health, such as depression, anxiety and chronic stress.

### Support individuals in living with heart disease

#### Encourage members to:

- Rely on support system of friends and family
- Make life expectations realistic
- Celebrate small successes
- Pursue more enjoyable activities
- Stay informed about the disease and treatment
- Work closely with the treating physician
- Be alert to signs of depression

## Coordinating Care: Keeping Key Health Care Providers in the Loop

When a patient has multiple providers, communication becomes essential to promote quality health care, ensure safe practice and prevent potential medical errors or complications. Communication needs to occur at all levels between behavioral health therapists and/or psychiatrists and between behavioral health practitioners and the primary care physician. Critical junctures to communicate include initiation of treatment or pharmacotherapy, change in pharmacotherapy or health status, and laboratory findings.

ValueOptions® has developed a form compliant with HIPAA regulations to help document permission from the patient to coordinate care. A patient education tip sheet is also available on [www.ValueOptions.com](http://www.ValueOptions.com) within the Forms section of the Provider portal.