

ValueOptions® On Track System

The ValueOptions® On Track system is designed to support providers as they help EAP participants stay “on track” in achieving their goals. This system is based on the completion of the Client Feedback Form (CFF) by the EAP participant at set intervals during the course of receiving counseling services. This questionnaire, provided to the participant by the EAP affiliate, takes approximately two minutes to complete.

Stay tuned for more details!

Visit Provider eNews Online

Please visit us online and enjoy the provider updates, ValueOptions® Top 10, clinical articles, provider trivia and prize give-a-way, and network-specific information. We will continue to send you a postcard or e-mail letting you know when the monthly newsletters are available online.

Contact Us

Member Benefits, Eligibility and Authorizations

If you have a question about authorization or benefits, call the toll-free number on the back of the member's identification card.

Member Customer Service

To reach Member Customer Service, call the toll-free number on the back of the member's identification card.

This information can also be found at www.valueoptions.com/providers/ProContacts.htm.

Welcome ValueOptions® of Tennessee TennCare Network!

ValueOptions® and Volunteer State Health Plan (VSHP), a subsidiary of BlueCross BlueShield of Tennessee, are busy working side by side in preparation for the first TennCare contract for the Western region set to begin Nov. 1, 2008. TennCare is Tennessee's Medicaid program that provides health coverage for eligible adults, children and families. ValueOptions® and VSHP have partnered to integrate behavioral and medical health care delivery to provide good health care. An added benefit is an emphasis on healthy living, health care access and improved quality of life for TennCare members.

“Returning Warrior” Program

Many ValueOptions® clients are participating in the “Returning Warrior” program. This program is designed for their employees who are military reservists and National Guard service members who are returning from deployment in various areas of the world. The Veterans Administration is offering online training related to the specific needs of this population. We encourage our providers to take advantage of this information, available online at the following link: <http://www.ncptsd.va.gov/ptsd101>.

Upcoming Training Opportunities from Behavioral Tech, LLC

Please visit www.behavioraltech.org for a complete list of trainings, training details, course objectives and registration information. If you have any questions, please feel free to call 206-675-8588, ext. 121.

Dialectical Behavior Therapy for Substance Use Disorders (2-Day Training)

Nov. 6-7, 2008

Seattle, WA

Instructors: Linda Dimeff, Ph.D. and Anthony DuBose, Psy.D.

Dialectical Behavior Therapy with Adolescents with Multiple Problems (2-Day Training)

Nov. 20-21, 2008

Portland, OR

Instructors: Anthony DuBose Psy.D. and Jennifer Sayrs, Ph.D.

Coping with Chaos: Treating Multiple, Severe Disorders with Dialectical Behavior Therapy (2-Day Training)

Dec. 8-9, 2008

San Francisco, CA

Instructor: Marsha M. Linehan, Ph.D., ABPP