

HIPAA Compliant Form for Coordination of Care

When a consumer receives care from multiple providers, communication between those providers becomes vital, particularly during the following critical junctures:

- Initiation of treatment
- Initiation of change in *pharmacotherapy*
- Changes in health status
- Laboratory findings

In order to promote quality health care, ensure safe practices, and prevent potential medical errors or complications, ValueOptions® has developed a HIPAA-compliant form for behavioral health providers.

The form documents permission from consumers to coordinate care. Providers can access the form, as well as a consumer Coordination of Care tip sheet, by visiting www.ValueOptions.com.

Enter the “Provider” portal, select “Forms” from the menu and then click on “Clinical Forms.” Scroll down to “Treatment Coordination Forms.”

Claims Corner

General Questions

If you have questions about claims in general, call (800) 888-3944.

Claims Submission/ Address

Reference the address on the member’s identification card, as the address may vary based on payment location.

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

Important News on Proprietary Information

ValueOptions® has a network of more than 50,000 providers across the country. In order to keep providers informed, ValueOptions® submits all types of information to our providers through all forms of communication. As a result, it is important to ValueOptions® that certain information is considered proprietary and only used for purposes of your contractual relationship with ValueOptions®.

“Proprietary Information” is information related to ValueOptions® (regardless of the medium in which it is housed (e.g., written or electronic): (a) which derives economic value, actual or potential, from not being generally known to or readily ascertainable by other persons who can obtain economic value from its disclosure or use; and (b) which the subject is reasonable under the circumstances to maintain its secrecy or proprietary status, including all tangible reproductions or embodiments of such information.

Proprietary Information includes, but is not limited to, technical and non-technical data related to formulas, patterns, designs, compilations, programs, inventions, service marks, methods, techniques, drawings, plans, processes, technology, data review elements, specifications, manuals, handbooks, bulletins, guidelines, policies and procedures, business plans, software, marketing plans, existing and future products, financial information, and other information and operational systems of ValueOptions®, ValueOptions® affiliates, subsidiaries or parent company.

Proprietary Information also includes information that has been disclosed to ValueOptions®, its affiliates, subsidiaries or parent company by a third party and which ValueOptions®, its affiliates, subsidiaries or parent company is obligated to treat as confidential.

It is important that as a provider you understand that ValueOptions® has developed, at substantial investment, certain assets that would be considered

proprietary information. ValueOptions® requires that provider’s employees and contracted individuals, and entities agree that all proprietary information and any other non-publicly available information given or transmitted by ValueOptions® or on behalf of ValueOptions® by an authorized designee are considered confidential and proprietary information of ValueOptions®, and constitute ValueOptions® trade secrets.

As a provider you should/:

- hold and maintain the proprietary information in strictest confidence for the sole and exclusive benefit of ValueOptions®;
- shall not use proprietary information, except as expressly contemplated by your agreement with ValueOptions®, without the express written consent of ValueOptions®;
- shall not, without prior written approval of ValueOptions®, disclose any proprietary information to any person or entity, except as may be required by law or government agency;
- shall not use for your own benefit, publish, copy, or otherwise disclose to others, or permit the use by others for their benefit or to the detriment of ValueOptions®, any proprietary information;
- shall carefully restrict access to proprietary information to employees, contractors and third parties as is reasonably required for performance under your agreement with ValueOptions® and shall require those persons and entities to agree in writing to confidentiality restrictions herein; and
- upon expiration or termination of your agreement with ValueOptions®, regardless of the cause, shall return to ValueOptions® all proprietary information received and/or accessed by you, including any copies, electronic communications, facsimile(s), reproductions or other media containing such proprietary information, or provide to ValueOptions® a written certification representing destruction of the proprietary information in a manner designed to protect the confidential nature of the information.

Electronic Funds Transfer & PaySpan Health Information Now Online!

Get paid faster with this FREE service

ValueOptions[®] has begun implementing Electronic Fund Transfer (EFT), an enhanced payment and reconciliation system.

Just a few of the numerous benefits include:

- Free for all providers
- No wait time for paper checks or paper vouchers to be printed and delivered
- Improved cash flow through automated payments
- Ability to export data into your Practice Management or Patient Account System

We have provided an online PowerPoint training presentation for this new and exciting feature. In the coming weeks, please take some time to go online, review this material and sign-up! We believe that your participation in this exciting opportunity will enhance our rewarding partnership. ValueOptions[®] will continue to keep you informed regarding which accounts are available for reimbursement through PaySpan Health.

To learn more, please go to http://www.valueoptions.com/providers/Files/ppt/PaySpan_General_Training_Information.ppt or call our electronic billing hotline at (888) 247-9311.

Contact Us

Please send your comments, ideas and suggestions for future editions of *Provider eNews* to PRelations@ValueOptions.com.