

Provider eNews

Remember: Work/Life and Legal/Financial Services are Available to Your Eligible Clients

Do your clients report feeling overwhelmed by demanding schedules, legal problems or debt?

Issues that impact your clients' everyday lives — such as child and elder care concerns or trouble making and sticking to a budget — can also affect their emotional health.

ValueOptions® recognizes the link between work/life imbalance, and legal/financial problems, with poor mental health. We offer our members work/life and legal/financial services as a complement to their employee assistance program (EAP) benefits. These additional services resolve concerns, provide peace of mind, and allow participants to get their lives back on track.

About 68 percent of employees are covered by ValueOptions® work/life services as part of their EAP benefit. The types of work/life services offered through ValueOptions® include:

- Elder care resource and referral
- Child care resource and referral
- Adoption, pregnancy and infertility information
- Advice on balancing work and family
- Moving and relocation
- Convenience services

More than 80 percent of employees are covered by the ValueOptions® legal and financial services as part of their EAP benefit. ValueOptions® partners with CLC Inc., a national leader of legal/financial programs, to offer help for:

- Financing college education
- Identity theft protection
- Retirement planning
- Improving financial literacy
- Debt management
- Custody disputes
- Child support
- Tax preparation
- Landlord/tenant disagreements

Members can receive discounted legal services from a professional experienced in general law, who practices within the member's area. Mediation services are also offered.

To find out if your client is eligible for work/life and/or legal and financial services please call the EAP toll free number through ValueOptions®.



Provider Reminder: New Mental Health Parity Act Beginning January 1, 2010

Beginning January 1, 2010, the Mental Health Parity and Addiction Equity Act of 2008 will align mental health/substance use benefits and medical/surgical benefits for group health plans with more than 50 employees.

Changes implemented by the act

The passage of the Mental Health Parity and Addiction Equity Act of 2008 requires that group health plans that offer substance abuse and mental health treatment benefits guarantee that the scope of the benefits is equal to the plans coverage of medical and surgical benefits.

Why the act is significant to providers

The passage of the long-awaited Mental Health Parity Act law has made MHA (Mental Health and Substance Abuse) providers curious as to how this will affect them. Since group health plans can sometimes limit the number of mental health or substance abuse treatment visits a member may make, with the passing of Parity, if there aren't any limits on how often a member may see their non-behavioral health practitioner (i.e. their primary care doctor or surgeon).

Common provider Mental Health Parity Act questions and answers

Q: What is ValueOptions® doing to prepare their providers for the Parity Act?

A: Our Provider Relations department will be publishing articles in our monthly e-newsletter to update our providers on the changes associated with the Parity Act. Our Provider Relations Customer Service line will also be able to answer any questions as they come up prior to the January 1, 2010, effective date and after the effective date.

Q: Is there anything the new Parity Act does not explain?

A: Although the benefit may be available, where applicable, treatment is still subject to medical necessity.

ValueOptions® is here to support your transition and continued success in the new era of parity. For more information, please visit our Federal Parity Q&A by Dr. Ed Jones at http://www.valueoptions.com/producers/mental_health_parity.htm, or contact our Provider Relations department at 800-397-1630.

Provider Reminder: NPI Number Requirements

Beginning September 1, 2009, it will be a requirement that all ValueOptions® providers supply their NPI number on every file submitted to ValueOptions®. After September 1, any files or claims that do not contain the provider NPI number will be rejected.

If you have any questions, contact Provider Relations at 800-397-1630 or review the FAQ: <http://valueoptions.com/providers/ProCompliance.htm>.

ValueOptions® is Going Green! Phasing out Mailing of Provider Summary Vouchers (PSVs)

ValueOptions® is going green! Effective July 1, ValueOptions® started to phase out the mailing of Provider Summary Vouchers (PSVs).

A special thank you goes out to those who have already signed up for electronic funds payment at PaySpan Health. For those that have not, visit www.payspanhealth.com and/or ProviderConnect through www.valueoptions.com to receive electronic notices and payments.

2008 Provider Satisfaction Results

The goal of the annual provider satisfaction survey is for ValueOptions® to determine the level of provider satisfaction with our service and delivery, and identify opportunities for improvement.

Overall, 2008 provider satisfaction for ValueOptions® shows a rate of 93.5 percent. Providers also noted high satisfaction with timely authorization and accuracy of claims payment. Additionally, when asked to compare their provider experience with ValueOptions® to other Managed Behavioral Health Organizations (MBHO's), providers rated ValueOptions® as better by 41.2 percent.

Thank you to all our providers who participated in our 2008 satisfaction survey.

Contact Us: Please send your comments, ideas suggestions for upcoming editions of *Provider eNews* to PRelations@ValueOptions.com.

