

Provider eNews

Beginning November 1, 2009 Provider Summary Vouchers will No Longer be Mailed

ValueOptions® is going Green! As some of you may already know, ValueOptions® started phasing out the mailing of Provider Summary Vouchers (PSVs) in July 2009. Beginning November 1, 2009, PSVs will no longer be mailed. ValueOptions® has fully implemented electronic payment to providers to assure the least amount of delay between a processed claim and your receipt of payment.



Thank you to those that have already signed up for electronic funds payment and online PSVs at PaySpan Health. For those of you who haven't signed up, please go to www.payspanhealth.com to get the benefits of direct pay. If you still opt to receive paper checks, you will have to sign up at PaySpan or ProviderConnect through www.ValueOptions.com to print your PSVs after November 1, 2009.

ValueOptions® GreenSM Presents the Go Green Initiative Webinar Series: "Introduction to PaySpan Health and ProviderConnect"

If you would like to learn more about the Go Green Initiative and how to access your electronic PSVs, please register for one of our upcoming Webinars by:

1. Going to the following Web site:
https://www2.gotomeeting.com/en_US/webinar/island/joinAWebinar.tml?Action=rgoto.
2. Enter the ID that corresponds with the Webinar you would like to attend.
3. Once you have successfully registered for the Webinar, you will receive a confirmation e-mail with additional information on how to join.

Broadcast 1:

Thursday, September 24, 2009: 1:00 p.m. - 2:30 p.m. EST
Webinar ID: 829726683

Broadcast 2:

Thursday, September 29, 2009: 10:00 a.m. - 11:30 a.m. EST
Webinar ID: 224554850

Broadcast 3:

Tuesday, October 20, 2009: 12:00 p.m. - 1:30 p.m. EST
Webinar ID: 456650859

Broadcast 4:

Wednesday, October 21, 2009: 3:00 p.m. - 4:30 p.m. EST
Webinar ID: 920511819

Mental Health Screening for Adolescents: Teen Screen & ValueOptions® Partnership

This spring, the Institute of Medicine and U.S. Preventive Services Task Force released reports supporting primary care as an important setting for the early identification of mental illness in teens. In accordance with these recommendations, ValueOptions® and its managed care partners have taken an innovative step in incorporating regular mental health screening for adolescents in primary care settings.

ValueOptions® and Columbia University recently launched a program to assist EmblemHealth and Kaiser Permanente providers in offering mental health checkups to 11 to 18-year-old patients during adolescent health care visits. Columbia University developed materials especially for this initiative, including an in-office screening questionnaire and a Quick Start Guide for Mental Health Checkups, to help participating doctors easily integrate mental screening in their offices.

The evidence-based questionnaire can help adolescent health care providers evaluate if a teen is suffering from depression, anxiety or other conditions. Should the teen require further evaluation, providers and patients in the program are afforded a quick and easy referral process, through the use of the ValueOptions® toll-free mental health referral line. This line provides immediate assistance from a licensed, master's-level clinical care manager in order to obtain a timely appointment with the ValueOptions® full range of local mental health professionals.

To date, ValueOptions® and Columbia University have collaborated with approximately 470 physicians, and almost 52,000 screening questionnaires have been distributed to adolescent health care providers. Currently, initiatives are underway in the New York area with EmblemHealth and southern Colorado with Kaiser Permanente. Plans to expand the reach of these services are expected for late 2009 and early 2010. Through these initial projects, ValueOptions® and Columbia University hope to share its knowledge and experience to create a best practice model for managed care and behavioral health care companies across the U.S.

Since 1992, Columbia University has led research efforts to identify risk factors related to youth mental illness. The Teen Screen National Center for Mental Health Checkups at Columbia University is a trusted national mental health screening initiative and is the largest of its kind in the U.S. The Center initiatives have been recognized as models for teen mental health screening by more than 30 professional health, family and advocacy organizations.

If you would like more information on the Teen Screen-ValueOptions® partnership or other primary care initiatives, visit: <http://www.teenscreen.org/teenscreen-primary-care>.

ValueOptions® 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. Find more information on:

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

Please log into our Web site at www.ValueOptions.com, click on "Providers," "Network-Specific," "North Carolina Service Center State and Local Govt.," then click "North Carolina Service Center Key Updates Newsletter." If you do not have Web access, please call Carrie Turner/ValueOptions® at 1-866-719-6032 to request a hard copy.



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