

Provider eNews

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. For information on:

- Quality improvement program structure and operations
- Access, availability, and cultural needs
- Satisfaction programs
- Treatment records/criteria and practice guidelines
- Coordination of care, 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 from ValueOptions®, at 1-866-719-6032, to request a hard copy.

DID YOU KNOW?

UTILIZATION MANAGEMENT

ValueOptions® in no way gives rewards or incentives, either financially or otherwise, to its network providers and practitioners, Clinical Care Managers and Physician Peer Advisors, or other individuals involved in conducting utilization review, for issuing denials of coverage of service or inappropriately restricting care. All utilization related decisions are based upon the clinical needs of members, benefit availability and appropriateness of care.



REMINDER

INPATIENT AND HIGHER LEVEL OF CARE PROVIDERS:

WHEN COMPLETING INPATIENT TREATMENT REPORTS (ITR) PLEASE INDICATE THE SERVICE LOCATION ADDRESS ON THE FACILITY ADDRESS LINE ON PAGE 1.

PROVIDER REMINDERS:

ELIMINATE AVAILABILITY COMPLAINTS

Look like a hero when you call a member or ValueOptions® staff back. Whether you have appointment availability or are no longer taking new patients, a simple provider callback to patients and/or ValueOptions® staff makes all the difference.

- Make certain that you or staff return patient and staff calls from ValueOptions®
- Notify ValueOptions® of any changes to your practice availability for new referrals
- Respond to patient messages within 24 hours
- Update your answering service voice message whenever you plan to be out of the office



NEW YORK STATE EMPIRE PLAN: PLEASE NOTE

Please note that as of December 31, 2008, ValueOptions® will no longer manage the mental health and substance abuse benefits for NYS Empire Plan members. If you are currently treating a New York State Empire Plan member and require authorization for services in 2009, you will need to contact United Health Care/Optum at 1-877-769-7447, option #3.

VALUEOPTIONS® 1099 QUESTIONS?

ValueOptions® mailed 1099's on January 22, 2009. 1099's are only issued for providers who were issued total payments of \$600 or greater in 2008.

In order to answer your questions regarding your 1099, ValueOptions® has set up a specific 1099 Hotline: 1-703-390-4936. This is a voicemail box that is monitored by our Finance Department. All calls will be returned within three business days.

EASNA 2009 INSTITUTE RESTORING THE WORKPLACE: WELLNESS, ENGAGEMENT AND PRODUCTIVITY

The Employee Assistance Society of North America (EASNA) will hold its 2009 Institute in Denver, Colorado. The annual conference will be held May 6-8 at the newly-renovated Sheraton Hotel in downtown Denver.

The goal of the event will be to bring together exemplary employer representatives, industry-leading employee assistance providers and other human capital experts to engage in informative discussions for the benefit of employers, employees/workers, unions, human resource professionals, and benefits consultants in successfully addressing the new dynamics of today's global workforce.

The full conference early bird registration fee for those registered by March 25 is \$465 for EASNA members, \$565 for nonmembers. Single day registrations also are available. The hotel room rate is \$179 a night. Online conference registration forms, hotel reservation information, and the event agenda are available on this Web site: <http://www.easna.org/conferences.html>.

EASNA is an association focused on advancing knowledge, research, and best practices toward achieving healthy and productive workplaces. Comprised of thought leaders and change agents, EASNA is focused on ensuring that the EA field continues to grow and flourish by broadening its base of engaged and committed stakeholders.

For additional information send an email to info@easna.org.

CONTACT US

TOP THREE REASONS TO CONTACT VALUEOPTIONS® TODAY!

ONE: ELECTRONIC FUNDS TRANSFER

Get paid faster with PaySpan! This new electronic billing process lets you submit claims online and have payments deposited directly to your bank account. All the work is done for you electronically – and it costs nothing! To learn more, please visit http://valueoptions.com/providers/Files/ppt/PaySpan_General_Training_Information.ppt#288,29, PaySpan Health User Administration Menu.

TWO: PROVIDERCONNECT

Now Available! Use ProviderConnect to request inpatient and outpatient authorizations online, review and submit claims, and so much more. Visit <http://www.valueoptions.com/providers/Providers.htm> and login to or register for ProviderConnect.

THREE: PROVIDER NEWSLETTER

Do you want your voice to be heard? We value our providers opinions, suggestions, and thoughts. Please send your comments, ideas, and suggestions for future editions of Provider eNews to PRelations@ValueOptions.com.

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