

Provider eNews

Learn More About Utilization Management Programs

ValueOptions® strives to enhance the well-being of the people we serve. We see ourselves as an integral part of the communities in which we provide service and understand that many factors impact the state of a person's health. To best serve a given population and ensure relevant design of appropriate programs and services, we seek to learn from, and work with, individuals in those communities. As managers of the behavioral health benefits of millions of people, we are acutely aware of our responsibility to afford each individual every opportunity to achieve optimal outcomes.



ValueOptions® is proud of its focus on quality care and best practices. The primary responsibility of the utilization management staff is to guide and oversee the provision of effective services in the least restrictive environment and to promote the well being of the members. We are committed to supporting individuals in becoming responsible participants in their treatment.

Decisions:

Utilization management clinicians are appropriately licensed behavioral health care professionals who work cooperatively with practitioners and provider agencies to ensure member needs are met. Providers and practitioners are always afforded the opportunity to discuss and review any decision regarding inpatient admissions or other levels of care.

If you would like to discuss an adverse decision, please call 703-390-5920 and ask to be scheduled with the peer advisor who rendered the decision.

Criteria:

ValueOptions® utilizes internally developed behavioral health clinical criteria. The criteria are assessed, and if necessary revised, at least annually by the ValueOptions® Corporate Executive Medical Management Committee. The criteria are available for your review in your provider handbook or on our Web site at:

www.ValueOptions.com/providers/Handbook.htm.

ValueOptions® follows the criteria developed by the American Society of Addiction Medicine (ASAM) for treating adult and children/adolescent issues with substance abuse. If you do not already have a copy of the ASAM criteria, you can order it by going to the following Web site: www.asam.org/PatientPlacementCriteria.html or call ASAM at 800-844-8948.

If you are in need of a provider handbook, or would prefer the handbook on CD, please call the ValueOptions® Provider Relations department.

Financial Incentives:

ValueOptions® does not provide rewards or incentives, either financially or otherwise, to any individuals involved in conducting utilization review, for issuing denials of coverage or service, or inappropriately restricting care. Utilization-related decisions are based on the clinical needs of the members, benefit availability, and appropriateness of care. Objective, scientifically-based criteria and treatment guidelines, in the context of provider or member-supplied clinical information, guide the decision-making process.

Wait Time Standard

ValueOptions® has established standards for participating practitioners and providers to ensure that our members can obtain the care they need within a reasonable time frame.

Emergencies (life-threatening)

The member must be offered the opportunity to be seen immediately.

Non-life-threatening emergencies

The member must be offered an appointment within six hours of request.

Urgent

The member must be offered an appointment within 48 hours of request.

Routine

The member must be offered an appointment within 10 business days of request.

It is important that all practitioners adhere to these standards. If you are not able to meet these access standards, you should send the patient to the Clinical Referral Line where ValueOptions® staff can offer more options.

REMINDER: Mental Health Parity and Addiction Equity Act Is Now In Effect

On January 1, 2010, the Mental Health Parity and Addiction Equity Act of 2008 went into effect. As a reminder, the act aligns mental health/substance abuse (MHSA) benefits and medical/surgical benefits for group health plans with more than 50 employees. The Parity Act may cause changes in benefits for many of our customers. It is critical for providers to check with their patients for any services provided early in the year on the new benefits: co-pays, co-insurances and other key benefits may have changed as a result of the new plan year. We have been working with our customers throughout 2009 on making the changes according to their existing plans. They can contact ValueOptions® for any clarification on benefit modifications related to parity for members that they are seeing.

ValueOptions® is here to support your transition and continued success in the new era of parity. For more information, please contact our Provider Relations department at 800-397-1630.

Confidentiality

ValueOptions® has written policies regarding protected health information (PHI). These policies address disclosure of PHI, restrictions on use of PHI, the ability to amend PHI and accounting process for disclosures, as well as internal/external protection of oral, written and electronic information across the organization. To view the ValueOptions® Privacy Statement follow this link:

www.valueoptions.com/providers/ProPrivacy.htm

Member Rights & Responsibilities

ValueOptions® is committed to respecting enrollee's rights and responsibilities

Enrollees have a right to:

- Receive information about the organization, services, practitioners and providers, and enrollees' rights and responsibilities.
- Be treated with respect and recognition of their dignity and right to privacy.
- Participate with practitioners in making decisions about their health care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about the organization or care it provides.
- Make recommendations regarding the organization's enrollees' rights and responsibilities policies.

Enrollees have a responsibility to:

- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Follow plans and instructions for care that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

To print the ValueOptions® members rights and responsibility follow this link:

www.valueoptions.com/mc/eMember/rightsHome.do

Clinical Practice Guidelines

ValueOptions® clinical practice guidelines are adopted from recognized sources such as professional behavioral health care organizations and professional literature. Development of the guidelines incorporates content from clinicians who are considered specialists in their respective fields, as well as feedback from practitioners in the community.

ValueOptions® has adopted its guidelines from the American Psychiatric Association for:

- Major depression
- Bipolar disorder
- Eating disorders
- Stress and posttraumatic stress disorder
- Assessing and treating suicidal behaviors
- Panic disorder
- Substance abuse disorders
- Schizophrenia

ValueOptions® has adopted its Attention Deficit Hyperactivity Disorder (ADHD) guidelines from the American Academy of Child and Adolescent Psychiatry, and Generalized Anxiety Disorder from the Canadian Psychiatric Association.

ValueOptions® has developed clinical practice guidelines for:

- Co-occurring related disorders
- Opioid-related disorders
- Adult ADHD

Practice guidelines are available on the ValueOptions® Web site:

<http://www.valueoptions.com/providers/Handbook.htm>

If you would prefer a paper copy of any ValueOptions® clinical practice guidelines, please call **866-719-6032**.

Copies of the APA guidelines can be downloaded from its Web site:

http://www.psych.org/MainMenu/PsychiatricPractice/PracticeGuidelines_1.aspx

Please call APA customer service line if you do not have Web access at: **800-368-5777**.

Copies of the AACAP guideline on ADHD can be downloaded from:

<http://www.aacap.org/page.wv?section=Practice+Parameters&name=Practice+Parameters>

Please call **202-966-7300, x137** if you do not have Web access.

Substance Abuse IOP: Web requests for ITR form to Begin Now

As of 12/7/09 for MVP members Substance abuse Structured Outpatient requests should be completed on the Web or by utilizing the Inpatient Treatment Report Form. To complete these requests on the Web you would simply go to www.valueoptions.com and click on the "Provider" tab. You would then log-in and once you have located the member you would select the following:

Level of Service: Inpatient/HLOC/Specialty

Type of Service: S/A

LOC: IOP/SOP

**You would then continue on filling in the appropriate requested information.*

If your requests cannot be filled out on the Web you may utilize the Inpatient Treatment Report Form which is on the ValueOptions® Web site. You would simply go to the Provider Tab and then go to Forms and click on "Clinical Forms". You will then see the Inpatient Treatment request form. You can fax or mail this request if you are not able to complete it on the Web. Please utilize the below fax number or address:

Address: ValueOptions® PO Box 1408 Latham, NY 12110

Fax: (518)388-2350 or Toll Free (877)-839-0215



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

Provider Alerts

Important Fax Number Changes

ValueOptions® is in the process of changing some of the fax numbers used to submit documents to Network Operations. Please check your most recent communications from ValueOptions® to ensure you have the correct fax numbers.

Moving forward, please use the following fax numbers for corresponding purposes:

- ⇒ Initial Credentialing applications and accompanying documents please use fax number **866-612-7790**
- ⇒ Recredentialing Applications and accompanying documents use fax number **866-612-7792**
- ⇒ Contract Addition related materials please use fax number **866-612-7794**
- ⇒ Documents related to W9, address changes, NPI related documentation, Disenrollment Notifications, Leave of Absence Notifications, Practice Full Notifications, Malpractice Insurance and Licensure documents should be submitted using fax number **866-612-7795**

Upcoming Webinar: February 2010

"Improving Treatment Outcomes in Opiate Addiction through Buprenorphine Use in the Outpatient Setting"

Please watch for an upcoming CME/CEU Webinar in February 2010 on : "Improving Outcomes in Opiate Addiction through Buprenorphine Use in the Outpatient Setting"

Invitations and details will be posted on ValueOptions.com in January 2010.

If you have any questions, contact Provider Relations at 800-397-1630.

ValueOptions® Continues to Go Green!

Phasing out the Mailing of Paper Authorization Letters

ValueOptions® GreenSM continues into 2010! Beginning February 1, 2010, ValueOptions® will begin to phase out the mailing of paper authorization letters. Notices of new authorizations, and the letters themselves, will be available on the ValueOptions' online provider portal, ProviderConnect.

We urge providers to register now for ProviderConnect at www.valueoptions.com/pclogin and become familiar with the online provider tool. With ProviderConnect you can view and print all of your authorization letters.

A series of Webinars will be available in early 2010 to educate providers about this new feature.

Important Information Regarding Screen Actors Guild – Producers Health Plan (SAG) Mental Health and Substance Abuse Benefits

Effective January 1, 2010, the mental health and substance abuse outpatient benefits for the participants in the Screen Actors Guild – Producers Health Plan (SAG) will have a slight modification. A \$250 annual deductible will be applied to individual outpatient services. This is the only modification to the benefits. The outpatient mental health and substance abuse co-payments will remain the same.

For more detailed information about the benefit change, please call: The ValueOptions® Customer Service toll free number at **1-866-277-5383**. Please note that outpatient and inpatient mental health & substance abuse services for the Screen Actors Guild – Producers Health Plan (SAG) require pre-certification. Providers can verify eligibility and pre-certify treatment by calling ValueOptions® Customer Service at **1-866-277-5383** or by utilizing ProviderConnect on-line services made available to all ValueOptions® participating network providers.



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

EAP Corner

Announcing One-Page Case Activity and Billing Form (CAF-1)

ValueOptions® is pleased to announce our new one-page EAP Case Activity and Billing Form (CAF-1). We recently started mailing out the CAF-1 with EAP authorization letters. Note that the **CAF-1 may be used only when EAP services are pre-authorized**. Following are advantages to the CAF-1:

- Shorter and easier to complete and process
- Allows for a quicker turnaround time of EAP claims
- Contributes to conserving natural resources
- May be mailed or faxed – simply follow the instructions for submission on the authorization letter.

The fax number for submission of the CAF-1 is **1-866-408-7240**.

The two-page CAF (now being referred to as CAF-2) isn't going away – it should still be used by all onsite Employee Assistance Professionals, and with those few accounts for which EAP services may be delivered prior to receiving authorization. The CAF-2 is undergoing some formatting changes as well. The CAF-2 can be found on www.valueoptions.com under Providers>Forms>EAP Forms. The CAF-1 is mailed out with EAP authorization letters. If you have any questions about the use of these forms please call ValueOptions® at the toll-free number indicated on your EAP authorization letter.

New Business-Beaumont EAP *Attention Michigan Providers*

As of January 1, 2010, ValueOptions® is now providing EAP services to employees and family members of Beaumont Hospitals. If you are seeing a member that is covered under the Beaumont Employee Health Plan, there is no change in the services you will provide. People beginning a new episode of care may use the EAP benefit with EAP providers in the ValueOptions® network. If you have questions, please call ValueOptions® at 877-666-0593