

Provider eNews

ARE YOU RECEIVING ALL IMPORTANT PROVIDER COMMUNICATIONS AND ALERTS?

SUBMITTING PROVIDER E-MAIL ADDRESS AND FAX NUMBER UPDATES

Have you recently changed your **e-mail** address or **fax number**? It's important that ValueOptions® is notified as this information is used to send important provider communications and provider alerts.

Providers have three different options to send address and other changes to ValueOptions®.

1. ProviderConnectSM

- Complete Practitioner or Facility Change of Address form located at :
 - <http://www.valueoptions.com/providers/Adminforms.htm>
- If e-mail and fax have changed be sure to complete the "e-mail" and "fax" fields at the top of the form and/or in sections 6&7
- Save the completed form to your computer
- Login or register on ProviderConnect to create an inquiry
- Attach the completed Change of Address form to the inquiry
- Submit inquiry. To send an inquiry in ProviderConnect follow these instructions:
 1. Go to "My Practice Information"
 2. Search for your practice profile
 3. Click on Last Name
 4. Click on "Send Inquiry"
 5. Fill out Inquiry boxes and attach Provider or Facility Change of Address Form
 6. Click "Submit"



2. Fax

- Complete the Practitioner or Facility Change of address form located at:
 - <http://www.valueoptions.com/providers/Adminforms.htm>
- If e-mail and fax have changed be sure to complete the "e-mail" and "fax" fields at the top of the form and/or in sections 6&7
- Save and Print the completed document
- Fax completed form to (866) 612-7795

3. Mail

- Complete the Practitioner or Facility Change of address form located at:
 - <http://www.valueoptions.com/providers/Adminforms.htm>
- If e-mail and fax have changed be sure to complete the "e-mail" and "fax" fields at the top of the form and/or in sections 6&7
- Save and Print the completed document
- Mail to:
 - ValueOptions
 - Practitioner Maintenance
 - PO Box 41055
 - Norfolk, VA 23541

Please note that a change of service or billing physical address requires an accompanying W-9 form, located at [ValueOptions.com](http://www.valueoptions.com).

PROVIDER ALERT: IMPORTANT INFORMATION REGARDING SCREEN ACTORS GUILD (SAG) - PRODUCERS HEALTH PLAN MENTAL HEALTH AND SUBSTANCE ABUSE BENEFITS

The Screen Actors Guild-Producers Health Plan (SAG-PHP) is changing the mental health and substance abuse (MH/SA) benefits for their participants in order to comply with the Mental Health Parity and Addiction Equity Act effective January 1, 2011. Plan I benefits will change to reflect the medical plan design and ValueOptions® will continue to administer the MH/SA benefits for these participants. **Plan II participants will no longer have MH/SA benefits.**

These are major changes for all SAG-PHP participants, but particularly those covered under Plan II. SAG-PHP participants affected by these benefit changes are encouraged to contact the Plan directly at 1-800-777-4013. As a ValueOptions® provider, who might be providing services to a SAG-PHP participant, we strongly encourage you to contact ValueOptions® with any questions regarding these changes and to confirm participant eligibility for services in 2011.

PROVIDER ALERT: WHO IS IMPACTED BY HIPAA 5010?

Entities impacted by HIPAA 5010 standards include:

- Providers, such as physicians, alternate site providers, rehabilitation clinics and hospitals.
- Health plans.
- Health care clearinghouses.
- Business associates that use the affected transaction, such as billing/service agents and vendors.

PROVIDER ALERT: STANFORD UNIVERSITY'S CARDINAL CARE MEDICAL PLAN HAS CHANGED

The Mental Health and Substance Abuse Benefit for Stanford students enrolled in Stanford University's Cardinal Care Medical Plan has changed as of September 1, 2010. Both the Annual and Lifetime maximums have been eliminated. The outpatient co-payment is now \$20/visit with an annual out-of-pocket maximum of \$500. The benefit is available to all students who are enrolled in the plan and **are not dependent on diagnosis**. *This plan supersedes state parity requirements.* Should you have any questions, please contact ValueOptions® at (800) 667-7374.



PROVIDER ALERT: PROVIDERCONNECTSM AND VALUEOPTIONS.COM HELPFUL HINTS

You can find many helpful tools on the Provider section of the www.valueoptions.com website. Here are a few examples:

- [Provider Handbook](#)
- [Provider Forms](#)
- [Provider Newsletter and News](#)
- [Network Specific Information](#)
- [ProviderConnectSM Helpful Resources](#)

You can also register and Log into the interactive provider portal, ProviderConnectSM. On ProviderConnectSM providers can:

- View Member Information, Authorizations and Claim Information
- Enter Authorizations
- View Recent Provider Summary Vouchers
- Update “My Practice Information” by sending a ProviderConnectSM Inquiry
- Contacting ValueOptions[®] with any questions/concerns via a ProviderConnectSM Inquiry

For specific instructions on how to register for ProviderConnectSM or to do the above ProviderConnectSM functions please access the [ProviderConnectSM User Guide](#). Providers can save or print out the ProviderConnectSM User Guide for instructions for future use.

If you use a Mac, try using Firefox as your browser. If you need to download Firefox please go to:

<http://www.mozilla.com/en-US/firefox/ie.html>

Please note that ProviderConnectSM may look different and have different functionalities based on individual contract needs, therefore some functions may not be available or may look different for your specific contract.

VALUEOPTIONS[®] NORTH CAROLINA SERVICE CENTER PROVIDER KEY UPDATES

The ValueOptions[®] North Carolina Service Center is committed to maintaining excellence in care and service in behavioral health treatment. Please visit our website ValueOptions.com for information on:

- Quality improvement program structure and operations
- Access, availability, and cultural need
- 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.

When on ValueOptions.com click on “Providers”, “Network-Specific”, “NCSC State Government and Healthplans”, 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.

COMMON PROVIDER QUESTIONS: FEDERAL MENTAL HEALTH PARITY (FMHP)

MEMBER BENEFIT PLANS AND ELIGIBILITY

Question: Is there anything online we can look at that will give us the plans that have changed?

Answer: ValueOptions® will have “Benefits at a Glance” available for each client. Providers can also call the number on the back of the member’s insurance card or check with members regarding member benefit information. Please call ValueOptions® for specific benefit details and information.

PLEASE NOTE: Notification and review requirements may change or be modified to be in line with medical plans.

Question: Are letters being mailed to providers letting them know which of their patient’s plans have changed?

Answer: The ValueOptions® Provider eNewsletter is the best way for providers to learn about general and plan specific FMHP changes and updates.

Question: Are there certain group numbers that are changing because of FMHP?

Answer: It is possible that the group number will change. Providers can check for group number changes on ProviderConnectSM or call the number on the back of the member’s insurance card

Question: When will all the rest of the benefit plans change to reflect the parity law?

Answer: FMHP benefit changes are going to occur based on the vendor contracts. Although many plan specific contracts convert upon plan year, accounts will transition based on their FMHP compliance date. Medicare and Medicaid members are not subject to the provisions of FMHP at this time, and therefore no changes will be made to the current processes in place for Medicare and Medicaid. Collectively bargained plans will be subject to FMHP at the next contract revision. Retiree plans will be subject to FMHP the same time as Medicare.

Question: When we look at benefits online, can I tell that the new parity benefit applies to that patient?

Answer: Parity and other benefit updates will be available online via “Benefits at a Glance”. Online benefit information is uploaded based on information received from the client. If you would like more extensive information on benefits, please call the number on the back of the member’s card

For additional information regarding FMHP changes click on the link below:

[http://www.valueoptions.com/providers/Files/pdfs/Mental Health Parity FAQ.pdf](http://www.valueoptions.com/providers/Files/pdfs/Mental_Health_Parity_FAQ.pdf)