

Provider eNews

HAVE YOU CHECKED OUT OUR REDESIGNED WEBSITE AT ... www.valueoptions.com

ValueOptions® unveiled a redesigned website at www.valueoptions.com. The website proudly displays our company's mission, vision and values.

But there are many other new features:

- Aesthetically, our new site sports a simpler, fresher design.
- It offers easier navigation for a user-friendly experience.
- Icons representing our social media presence are now a main feature on our homepage, offering users direct links to our Twitter, Facebook and LinkedIn pages.

This is the first phase of our website makeover! Stay tuned for updates as we continue to make improvements.

The screenshot shows the ValueOptions website homepage. At the top, there is a search bar and navigation links for HOME, CLIENTS, MEMBERS, and PROVIDERS. The main heading is "Innovative Solutions" with a subtext: "We have created innovative, flexible care solutions tailored to the unique cultures of our clients and their populations. These solutions improve productivity, reduce costs and improve lives." Below this is a "Learn More" button. A large graphic of a lightbulb with a globe inside is centered. Below the main heading is a navigation bar with links for PRODUCTS & SERVICES, ABOUT US, NEWS, CONTACT US, AWARDS, and CAREERS. The main content area is titled "ValueOptions® Products and Services" and includes sections for "For Employers", "For Health Plans", "For State and Local Government", and "For Federal Government". There are also social media icons for Facebook, Twitter, and LinkedIn. On the right side, there are sections for "Health & Lifestyle" and "Spotlight" with various articles and resources. At the bottom, there is a "LATEST TWITTER STATUS" section and a footer with the company logo and contact information.

VALUEOPTIONS HEALTH ALERT

Providers: you can arrange reminders for members via ProviderConnect. Members can get phone or email reminders indicating it's time to take medications, time to refill medications or reminding them of upcoming appointments. You can set reminders for any medications you prescribe or for any appointment you have with the member. Just ask the member if he or she would like reminders and log into ProviderConnect to arrange them.

You can also encourage members to log into MemberConnect and set up their own reminders.

We're looking for your feedback. Email your regional PR department and let us know how ValueOptions Health Alert is working for you. <http://www.valueoptions.com/providers/ProRegOffices.htm>

GIVING VALUE BACK TO THE PROVIDER WEBINAR SERIES

ValueOptions is proud to announce the return of our "Giving Value Back to the Provider" webinars. The educational webinar series will be offered to our providers twice a quarter. The presentations will introduce and discuss our new and exciting initiatives for you, the provider.

What information will the webinar include?

- Overview of ValueOptions
- Credentialing and contracting information
- Overview of clinical operations and initiatives
- ProviderConnect® overview
- And much more!

Who should attend the webinar?

All providers affiliated with ValueOptions are invited to attend.

Date	Time	Registration Link
Thursday, December 8, 2011	2 p.m. to 4 p.m. ET	https://www2.gotomeeting.com/register/953947923
Friday, December 9, 2011	11 a.m. to 1 p.m. ET	https://www2.gotomeeting.com/register/787221755

ARE YOU USING PAYSPAN HEALTH?

ValueOptions partners with PaySpan Health, a multi-payer adjudicated claims settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control of bank accounts, file formats, and accounting processes. You can access PaySpan by going to the following website: www.payspanhealth.com

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>

DO YOU NEED HIPAA 5010 INFORMATION?

Effective January 1, 2012, modifications will be made to the HIPAA electronic transaction standards. Current version HIPAA 4010 will be replaced with the 5010 version. In August of 2011, ValueOptions began outreach to a select group of providers who submit 837 files. Additional communication regarding this topic will be available in coming months.

For additional information about HIPAA 5010, please access the ValueOptions HIPAA 5010 Frequently Asked Questions (FAQ) document.

ANNOUNCEMENT- EMBLEMHEALTH BEHAVIORAL HEALTH SERVICES CONTRACT AWARD EFFECTIVE JANUARY 1, 2012

On January 1, 2012 ValueOptions' contract with EmblemHealth to administer the Emblem Behavioral Health Services Program to plan members in products underwritten by HIP or GHI HMO will become effective.

At this time, provider Agreements that were sent out earlier this summer should be returned to ValueOptions to ensure completion of the credentialing and contracting processes. If you have not already received your Welcome Packet, and are concerned about your participation status, contact the Provider Service Line at 1-800-235-3149.

Emblem Behavioral Health Services Program members who are in active treatment may elect to continue treatment for a period of 90 days with a provider who has declined network participation or has not completed the contracting process with ValueOptions. If a patient chooses to remain under the care of a provider who has declined network participation after the transitional 90-day period, services will not be covered as in-network and the patient may be responsible for all or a portion of the provider's charges, depending on the plan.

If you were delivering routine outpatient mental health and substance abuse services prior to January 1, 2012, no authorization is required to deliver continued care during the 90-day transitional period. For all other behavioral health services, you can obtain prior authorization to deliver continuing care starting January 1, 2012 by contacting the Emblem Behavioral Health Services Program at 1-888-447-2526.

If you have any further questions or need any assistance with the contract documents, please contact ValueOptions at 800.235.3149 between 8 a.m.- 5 p.m. ET, Monday through Friday. A Provider Network Representative will be available to assist you with any questions.

We look forward to working with you!

VALUEOPTIONS ON TRACK PROGRAM-

The ValueOptions **On Track** program is a client-centered outcomes informed care program. The goal of *On Track* is to provide clinicians with state of the art, easy-to-use tools that promote improved client outcomes. *On Track* is designed to support clinicians as they help their clients achieve their goals. ValueOptions® clinicians may use *On Track* for all of their EAP, commercially insured or private pay clients, including, if they choose, those clients who are not ValueOptions members!

For additional information visit: <http://www.valueoptions.com/providers/News/OnTrack.htm>



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

VALUEOPTIONS GREAT LAKE SERVICE CENTER KEY UPDATES

The ValueOptions Great Lakes Service Center is committed to maintaining excellence in care and service in behavioral health treatment. For information on:

Quality improvement activities

Improving ambulatory follow-up after hospitalization for mental illness

Increasing identification, initiation and engagement of treatment of members in need of alcohol and drug services

Increasing time in the community for members treated for major depression

Improving follow-up for members seeking a referral for urgent or emergent treatment

Treatment record documentation

Clinical practice guideline adherence

Coordination of care between behavioral health practitioners and the medical delivery system

Preventative health programs

Mental health screening for adolescents

Member & provider satisfaction

Outbound intensive case management

Member rights and HIPAA

Please click on the following link (Great Lakes Newsletter Link). If you do not have Web access, please call Dawn Brooks from ValueOptions® at (248) 697 - 0530 to request a hard copy.

VALUEOPTIONS AND MILITARY ONESOURCE

ValueOptions is pleased to have been chosen by the Department of Defense for the Military OneSource (MOS) program, providing non-medical counseling related to everyday life issues for our military men and women and their dependents, beginning October 30, 2011. There are few communities today that have not been directly impacted by the current demands of our military. Many times the impact goes unnoticed or unaddressed. As a long time supporter of military members and their families, ValueOptions is committed to partnering with our provider network in serving this population. We are proud to be able to assist the military members & their families with the challenges & life stressors associated with deployment and re-entry issues. Our provider network is integral to this effort.

As a result, ValueOptions is inviting our current providers to join the MOS Network and partner with us to provide this critical support for U.S. Military members and their dependents. This non-medical counseling program closely parallels the counseling we offer for our EAP clients. Many of you may have received communication from ValueOptions via email, fax or USPS inviting you to join our MOS network. In order to participate in this important program, you must return the documents that were sent to you and complete the trainings required.

For detailed information visit: http://www.valueoptions.com/providers/Network/Military_OneSource.htm and review the Frequently Asked Questions document .

REMINDER FOR NEW YORK CITY PROVIDERS

This is a friendly reminder that if you are a participating provider in the CHCS IPA network with ValueOptions, you are eligible to deliver care to **Liberty Health Advantage and VNS CHOICE Medicare members**.

If you have any questions or need further clarification, please visit us at www.valueoptions.com or contact the provider relations team at 1-800-235-3149.

IMPORTANT-REGIONAL PROVIDER E-MAIL ADDRESS CHANGES

Effective September 1, 2011, the ValueOptions Provider Relations Department will change the regional e-mail addresses that providers use to ask general questions for assistance.

Please check the web link <http://www.valueoptions.com/providers/ProRegOffices.htm> to see if the regional e-mail address that you have used in the past has changed.

VALUEOPTIONS NEEDS YOUR HELP!

SEND E-MAIL ADDRESS, FAX NUMBER & PHONE NUMBER UPDATES

Have you recently changed your e-mail address, fax number or telephone number? It is very important that ValueOptions is notified when your contact information has changed. We send important communications and reminders to providers using all of these contact methods. If we do not have your most recent e-mail address, fax number or telephone number, you may miss an important update. To send ValueOptions your most recent information, please do one of the following:

⇒ Send an inquiry through ProviderConnect

VALUEOPTIONS INTRODUCES PROVIDER PULSESM

ValueOptions introduces Provider PulseSM, a convenient, up-to-the-minute ValueOptions provider network news system designed to enhance communication with network providers. The technology sends automated telephonic messages to provider phone numbers. Provider PulseSM alerts providers about upcoming events, training opportunities and credentialing reminders. With Provider PulseSM, ValueOptions enhances the ability to keep our provider community informed.

Providers should have already started to receive Provider PulseSM messages regarding Federal Mental Health Parity and re-credentialing application reminders. Stay tuned for additional Provider PulseSM messages throughout 2011.

If you have any questions regarding Provider PulseSM, please contact us via e-mail at

PRelations@valueoptions.com.



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

IMPORTANT ONLINE RE-CREDENTIALING INFORMATION REGARDING SUPPORTING DOCUMENTATION

When uploading supporting documentation (e.g., copies of licenses, certifications, and malpractice insurance) within your online re-credentialing application (Provider Data Sheet), please be aware that we accept PDF files (*preferred format*), Microsoft Office files, Image files and text files. We are not able to accept TIF files.

Failure to upload documents in an acceptable format can result in processing delays and possible disenrollment. If you do not have this capability, you can fax your document to **866.612.7795**.

ONLINE RE-CREDENTIALING APPLICATION AVAILABLE ON PROVIDERCONNECT

The ValueOptions *Green*SM Program has now expanded to include online re-credentialing. We are pleased to provide you with an option to review and submit your re-credentialing information online via ProviderConnect.

In accordance with the credentialing standards of the National Committee for Quality Assurance (NCQA), it is the policy of ValueOptions to re-credential providers on a tri-annual basis. Several months prior to your re-credentialing due date, you will receive a Provider PulseSM call from ValueOptions notifying you that your re-credentialing application is available for your review and submission. To access your re-credentialing application online, you can log into ProviderConnect using your ProviderConnectUser ID and password at: <http://www.valueoptions.com/providers/Providers.htm>.

For information concerning how to use ProviderConnect, please refer to the ProviderConnect Users Guide. It is available by clicking on the ProviderConnect Helpful Resources link on the ValueOptions provider home page. Once you have logged into ProviderConnect, select **Provider Data Sheet** on the left-hand menu, review all of the information and make any necessary changes. After you have completed the entire application, including the Provider Profile questions, please electronically sign the attestation. When electronically signing, the application will be automatically submitted for review by the credentialing staff at ValueOptions. If you choose to print and fax the Attestation/Participation Statement page, you will be prompted to automatically submit your application once you select the checkbox for "...intend to fax..." and Save. **Please Note:** If you choose to continue editing the application, you must click on **Submit** on the top of the application to successfully complete and submit your online application.