

# Provider eNews

## VALUEOPTIONS AND MILITARY ONESOURCE

### 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](http://www.valueoptions.com/providers/Network/Military_OneSource.htm) and review the Frequently Asked Questions document and plan to attend one of the upcoming webinars and registration

## VALUEOPTIONS GREEN<sup>SM</sup>

In May 2010 ValueOptions discontinued mailing paper authorization letters to most of our commercial providers. Authorization notices and related letters have been available through the ValueOptions online provider portal, ProviderConnect®. For providers treating **MVP patients only**, effective October 1, 2011 ValueOptions will discontinue mailing your paper Provider Summary Vouchers (PSVs). Additional information about the **Green<sup>sm</sup>** initiative can be obtained by reviewing:

- Frequently Asked Questions (FAQs) [http://www.valueoptions.com/providers/Network/MVP\\_HealthCare.htm](http://www.valueoptions.com/providers/Network/MVP_HealthCare.htm)

## ANNOUNCEMENT - EMBLEM HEALTH BEHAVIORAL SERVICE CONTRACT AWARD.

ValueOptions® is pleased to announce our contract with Emblem Behavioral Health Services to administer its behavioral health benefit for eligible members and covered dependents.

As a result of the contract award, invitation packets have been sent to ValueOptions providers. ValueOptions providers not currently participating in all lines of business in the state of New York should have received an invitation to expand their network participation. In order to expand your network participation, within 10 business days of receipt of your packet, you must return the contracting and certification documents that are enclosed. Prompt return of this information will enable you to expand your participation with us.

It is important to note that EmblemHealth will no longer contract directly with behavioral health providers. Therefore, in order to continue treating EmblemHealth members, you will need to complete and return the application and accompanying contracts within 10 business days of receipt of your packet. Prompt return of this information will enable you to continue to render care to EmblemHealth members after the transition date. The effective date of the transition will be announced soon. Please monitor our upcoming newsletters and website for an the announcement.

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!

## FOLLOW VALUEOPTIONS® ON SOCIAL MEDIA VALUEOPTIONS IS NOW ON TWITTER, FACEBOOK AND LINKEDIN

ValueOptions has entered the world of social media by strategically placing pages on top-ranking social networks. Providers now have access to news regarding ValueOptions® through [Facebook](#), [Twitter](#) and [LinkedIn](#).

Press releases, provider and industry news, employment opportunities, and behavioral health tips are broadcast to the ValueOptions network via ValueOptions branded social networks. All information is compliant with HIPAA federal health privacy laws.

Our network providers are encouraged to become followers and/or fans of the ValueOptions social media pages in order to stay abreast of provider updates and news regarding ValueOptions. Please use the links below to begin following ValueOptions today:

Facebook:

<http://www.facebook.com/pages/ValueOptions-Inc/116504905055345?ref=sgm>

Twitter:

<http://twitter.com/valueoptions>

LinkedIn:

<http://www.linkedin.com/in/valueoptions>

*Please note, provider news will still be posted to our ValueOptions provider news page, but we wanted to expand our communication channels through social media outlets as well.*

## POSTING OF ADVERSE DETERMINATIONS TO PROVIDERCONNECT

In September a new enhancement has been added to ProviderConnect. In addition to posting authorization letters to ProviderConnect for viewing, ValueOptions will be posting adverse determination letters to allow for enhanced authorization and review management. This new function will be available for those clients that have decided to post these letters to the web application.

The letters will be available in the message center for up to the 30 day period after posting. Similar to the existing functionality for viewing authorization letters, the adverse determination letters will also be available in the Recent Letters section off the home page and as an attachment to the authorization itself.

The screenshot shows the ProviderConnect home page. At the top, there is a "Welcome" message and a "Thank you for using ValueOptions ProviderConnect." banner. Below this, there is a "YOUR MESSAGE CENTER" section with a red box around it. To the right, there are "INBOX" and "SENT" icons. Below the message center, there is a table of "Recent Inquires Responded to by ValueOptions". The table has columns for "DATE RECEIVED", "SUBJECT", "MEMBER NAME", and "STATUS". A red box highlights the "ADVERSE DETERMINATION" subject for a letter received on 07-22-11 from CAMERON MULLINS, with a status of "IN PROCESS". Below the table, there is a "WHAT DO YOU WANT TO DO TODAY?" section with a list of links. A red box highlights the "View My Recent Authorization Letters" link, with a red arrow pointing to it.

DATE RECEIVED	SUBJECT	MEMBER NAME	STATUS
07-22-11	ADVERSE DETERMINATION	CAMERON MULLINS	IN PROCESS

- Eligibility and Benefits
  - Find a Specific Member
- Enter or Review Authorization Requests
  - Enter an Authorization Request
  - Review an Authorization
  - View Clinical Drafts

The screenshot shows the "Search Authorization Letters" page. It has a search form with fields for "Provider ID", "Member ID", "Letters From" (with a date format of MMDDYYYY), and "Letters Through" (with a date format of MMDDYYYY). There is a "Search" button and a "Return to search results" link. Below the search form, there is a table of authorization letters. A red box highlights the "View" link for a letter dated 07/26/2011, with a red arrow pointing to it.

Letter Date	Authorization #	Beneficiary Name	Subscriber Name	Provider Name	Admit Date	Last Viewed	Select
05/24/11						07/26/2011	<a href="#">View</a>
11/19/10						07/21/2011	<a href="#">View</a>

## VALUEOPTIONS TO PROVIDE EAP SERVICES FOR STANFORD HOSPITAL AND CLINICS & LUCILE PACKARD CHILDREN'S HOSPITAL

Stanford Hospital and Clinics and the Lucile Packard Children's Hospital, both located at the Stanford University campus in Palo Alto, California, have selected ValueOptions to provide the Employee Assistance Program to more than 10,000 employees and their families. The EAP benefit requires pre-authorization and provides ten sessions per person per problem. Both hospitals provide cutting-edge research and medical services, not only to the immediate community but also nationally.

## 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.

### Upcoming dates and times of webinars: How to register for the webinars:

Register for the webinar that best fits your schedule by clicking on the corresponding registration link.

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

## 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](http://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.

[http://www.valueoptions.com/providers/Files/pdfs/HIPAA\\_5010\\_FAQ.pdf](http://www.valueoptions.com/providers/Files/pdfs/HIPAA_5010_FAQ.pdf)

## 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](http://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
- ⇒ Call our Provider Services Line at 800.397.1630

## VALUEOPTIONS INTRODUCES PROVIDER PULSE<sup>SM</sup>

ValueOptions introduces Provider Pulse<sup>SM</sup>, 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 Pulse<sup>SM</sup> alerts providers about upcoming events, training opportunities and credentialing reminders. With Provider Pulse<sup>SM</sup>, ValueOptions enhances the ability to keep our provider community informed.

Providers should have already started to receive Provider Pulse<sup>SM</sup> messages regarding Federal Mental Health Parity and re-credentialing application reminders. Stay tuned for additional Provider Pulse<sup>SM</sup> messages throughout 2011.

If you have any questions regarding Provider Pulse<sup>SM</sup>, please contact us via e-mail at

[PRelations@valueoptions.com](mailto: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<sup>SM</sup>** 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 Pulse<sup>SM</sup> 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 ProviderConnect User 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.

If you do not wish to access your application via ProviderConnect or if you have any questions regarding the on-line re-credentialing process, please contact the National Provider Line at 800.397.1630 between 8 a.m. to 5 p.m. Eastern Time, Monday through Friday, to request a copy be faxed or mailed to you. **It is important that you complete your re-credentialing application within 30 days of notification to avoid any interruption in your network participation status.**

## GREAT LAKES SERVICE CENTER PROVIDER SATISFACTION:

The ValueOptions Great Lakes Service Center is committed to providing quality care to its members. To assist with this effort ValueOptions annually surveys our provider community through a variety of areas including overall provider satisfaction, utilization management and claims processing. The purpose of this survey is to help us gain perspective into what you think about ValueOptions overall, where we could improve and what areas you feel are well run.

For those areas that showed a decrease or fell below 85%, special attention and targeted initiatives will be initiated in 2011.

Satisfaction Survey Results -- 2009--2010		
	2009	2010
Overall satisfaction with the services provided by ValueOptions	94.4%	91.1%
Timeliness of certification of care	80.5%	78.1%
Ease of certification of initial outpatient care	83.3%	80.3%
Ease of certifying additional outpatient visits	74.1%	76.4%
Peer advisors are courteous and professional	96.7%	93.9%
Peer Advisors gave reasons for decisions	92.6%	81.3%
Overall satisfaction with the quality of claims services	85.3%	77.5%

We want to thank all those providers that participated in our annual Provider Satisfaction Survey. We are pleased to share our results with you and welcome your feedback and comments on ways we can improve our service to you.

## VALUEOPTIONS OF CALIFORNIA– LANGUAGE ASSISTANCE PROGRAM-ACTION REQUIRED

In accordance with Section 1300.67.04 of the Language Assistance Program regulations, ValueOptions of California, Inc. is required to confirm its bilingual providers' language proficiency.

If you indicated on your application for acceptance into the VOC network that you were fluent in languages other than English, you will receive a Language Proficiency Attestation. Once you have completed and signed the attestation, we request that you return it within thirty (30) calendar days to the following address: ValueOptions, c/o VOC Compliance, P.O. Box 6065, Cypress, CA 90630-0065.

If we do not receive the signed attestation within thirty (30) calendar days, ValueOptions of California will remove the language specialty designation from your provider file.

Please note that per your ValueOptions of California Provider Agreement, you are also required to inform ValueOptions of California immediately of any changes to your ability to perform these services in the language(s) indicated. Any such changes can be communicated in writing to the address listed above or by fax

## FEDERAL MENTAL HEALTH PARITY-REMINDER ON OUTPATIENT MANAGEMENT

Federal Mental Health Parity went into effect January 1, 2011 for most commercial contracts at ValueOptions. In place of the pass through/registration model historically utilized for the standard outpatient services (individual, group, and family therapy) an outlier model was adopted with a focus on individual cases by diagnostic category where the course of treatment varies significantly from expected norms. If a case is identified as an outlier, ValueOptions will request additional clinical information about the member's treatment in order to conduct appropriate utilization management. This request for additional information is sent to the provider through ProviderConnect via the Message Center as a Threshold Claim message. Some providers who do not have log-ins to the web application will receive written requests for additional information in the standard US postal mail, but this is the exception, not the norm. Therefore it is extremely important that all providers monitor their Message Centers to respond to these requests in a timely manner and prevent any potential denial of claims. If providers wish to receive email notification of new messages in the Message Center this can be set up on ProviderConnect in the My Online Profile section where an email address can be entered for notification purposes.

Staging PROVIDERCONNECT  
ValueOptions Home Provider Home Contact Us Log Out

Home  
Specific Member Search  
Register Member  
Authorization Listing  
Enter an Authorization Request  
View Clinical Drafts  
Claim Listing and Submission  
EDI Homepage  
Enter Member Reminders  
On Track Outcomes  
Reports  
My Online Profile  
My Practice Information  
Provider Data Sheet  
Performance Report  
Compliance

Welcome [Name] . Thank you for using ValueOptions ProviderConnect.

**YOUR MESSAGE CENTER (5 NEW) Message**

Recent Inquires Responded to by ValueOptions

DATE RECEIVED	SUBJECT	MEMBER NAME	STATUS
11-03-10	THRESHOLD CLAIM	TEST BEAU PARITY	COMPLETED
10-29-10	THRESHOLD CLAIM	TEST KEL PARITY	IN PROCESS
10-28-10	THRESHOLD CLAIM	TEST BEAU PARITY	IN PROCESS
10-28-10	THRESHOLD CLAIM	TEST BEAU PARITY	IN PROCESS
10-28-10	THRESHOLD CLAIM	TEST BEAU PARITY	IN PROCESS

WHAT DO YOU WANT TO DO TODAY?

- Eligibility and Benefits
  - Find a Specific Member
- Enter or Review Claims
  - Enter a Claim

For a more detailed overview of the Federal Mental Health Parity Outlier Model you may access the most recent presentation at : [http://www.valueoptions.com/providers/Files/pdfs/Mini\\_Webinar\\_Series\\_Outpatient\\_Services-FMHP\\_Outpatient\\_Outlier\\_Model\\_Refreshers.pdf](http://www.valueoptions.com/providers/Files/pdfs/Mini_Webinar_Series_Outpatient_Services-FMHP_Outpatient_Outlier_Model_Refreshers.pdf)