

Coordinating Care

When a consumer receives care from multiple providers, communication between those providers becomes vital, particularly during the following critical junctures:

- Initiation of treatment
- Initiation or change in pharmacotherapy
- Changes in health status
- Laboratory findings

In order to promote quality health care, ensure safe practices, and prevent potential medical errors or complications, ValueOptions® has developed a HIPAA-compliant form for behavioral health providers. The form documents permission from consumers to coordinate care. Providers can access the form, as well as a consumer Coordination of Care tip sheet, by visiting www.ValueOptions.com. Enter the Provider portal, select "Forms" from the menu, and then click on "Clinical Forms." Scroll down to Treatment Coordination Forms.

Claims Corner: Ready or not

The NPI Deadline is May 23, 2008,

and ValueOptions® wants you to be able to continue submitting your claims online. If you are not using your National Provider Identifier number (NPI) by May 23, 2008, you risk having your claims rejected by all health insurers with which you do business. If you have any questions, click on:

www.valueoptions.com/providers/npi/npi.htm to read ValueOptions® Frequently Asked Questions about NPI, or contact our National Provider Line at (800) 397-1630, Monday-Friday, 8:00 a.m.-5:00 p.m. (EST).

Improve Patient Aftercare Compliance

Provider organizations seeking ways to improve patient aftercare compliance and other quality measures need to look no further than the ValueOptions® Web site. The Provider Education section of the Web site offers materials that behavioral health facilities and hospitals can access to share with patients prior to discharge. The materials reinforce the importance of continued care and treatment following hospitalization, provide tips for creating an aftercare plan, and offer tools for documenting appointments, supports, barriers to successful treatment, and a safety plan for reoccurring symptoms.

Several ValueOptions® network hospitals have started using materials in the discharge planning process to help improve results for aftercare. In fact, one hospital increased its aftercare compliance score from 77.5 to 94.4 percent – a 17 percent improvement – in getting patients to secure an appointment within seven days of discharge.

Providers can access the materials at:

www.valueoptions.com/providers/Protools.htm

Select "Preventive Health Member Materials" and then "Aftercare Follow Up."

PaySpan Health goes live June 1, 2008

Get paid faster with this FREE service

ValueOptions® is offering existing providers the opportunity to receive reimbursement electronically. ValueOptions® has partnered with PaySpan Health to deliver Electronic Payment Transfers (EFTs), Electronic Remittance Advice (ERAs)/vouchers and much more, directly into your bank account. Free to providers, this solution will reduce costs and improve cash flow.

ValueOptions® is launching Phase I of PaySpan on June 1, 2008. This phase will include all clients that use the same banking institution as PaySpan Health/ PayFormance, Wachovia Bank. This phase will be applicable to reimbursement for the following members: Boeing, Chevron, Texaco, Halliburton, Johnson & Johnson, KBR, National Railway, Northrop Grumman, PG&E, Pitney Bowes, Shell, TRW and Wells Fargo.

ValueOptions® will keep you informed regarding which accounts are available for reimbursement throughout the additional phases of PaySpan Health. To learn more, please call our electronic billing hotline at (888) 247-9311.