

The ValueOptions® *On Track* Outcomes Program is designed to support network providers as they help clients stay “on track” in achieving their goals. This program is based on the completion of the brief Client Feedback Form (CFF) by the client during the course of receiving counseling services.

Using the Client Feedback Form (CFF)

The CFF is designed to help clinicians assess clinical risk and monitor changes in symptoms and functioning as individuals receive services. Participating ValueOptions® clinicians administer the CFF prior to the first, third, and every third session thereafter (or at the closing session for EAP cases). The completed CFF is reviewed by the clinician and faxed to a toll free number for analysis. Clinicians receive online reports based on these analyses. Clinicians may also find it helpful to review the CFF with the client during the counseling session.

On Track Outcomes is intended for use with clients receiving EAP counseling or commercially-insured psychotherapy services. Network clinicians may use the program for all of their clients, including, if they choose, those who are not ValueOptions members.

Not about EAP billing: *On Track* does not change the requirements for submitting the practitioner-completed Case Activity Form (CAF) for EAP billing. EAP providers should continue to submit the CAF to ValueOptions® as in the past. Do not fax the CAF to the *On Track* program fax number, as this may result in a delay in processing and payment.

Enrolling in *On Track*

To participate in the *On Track* program clinicians **must first register online** at www.psychoutcomes.org/ValueOptions. This website, operated by a ValueOptions® business partner, provides a personal, secure web page for each clinician to view CFF results for their clients. Detailed information about the *On Track* program, personalized copies of the CFF (adult, youth and child versions) with your NPI, Information for Clients, and other information can also be accessed on this web site.

Clinicians who would like more information about this exciting program are encouraged to participate in one of the upcoming introductory teleconferences. Information on these teleconferences can be found at www.psychoutcomes.org/ValueOptions.

On Track is a valuable clinical support tool and an important part of the ValueOptions clinical program. Moreover, *On Track* participation is now a key component of our ValueSelectsm provider analysis, to be released later this year.

Questions? Please visit www.psychoutcomes.org/ValueOptions, or call the *On Track* Customer Service Line at 866-476-9796.

*Note: The ValueOptions® **On Track** Outcomes program does not make recommendations or decisions about appropriate clinical care or service. Any questionnaires, reports, guidelines and other material related to this program are intended as an informational aid to providers. They do not substitute for or limit in any way the use of other resources and the provider's own professional judgment in the delivery of counseling services.*