



Quick Guide to ValueOptions® *On Track* Outcomes for Providers

1. Access *On Track* Using ProviderConnect

- Individual clinicians with access to the ValueOptions® ProviderConnect web portal can use the *On Track* tools by clicking on the program links after they have logged into ProviderConnect at <https://www.valueoptions.com/pc/eProvider/providerLogin.do>.
- If you are not yet a ProviderConnect user, just click on the “Register” button on the login page to become a new user.
- Group practices and group practice administrators will not be able to access *On Track* through ProviderConnect. Please email OnTrackOutcomes@valueoptions.com for information about how to begin using *On Track*.

2. Print the Client Feedback Form (CFF)

- Once connected to ProviderConnect, click on the link “View my Outcomes with *On Track*” under **Clinical Support Tools**, then click on the icon labeled “Print an *On Track* Outcomes Client Feedback Form” for access to your personalized CFFs.
- The first time you use *On Track* you will be asked to confirm key information used by *On Track* before being connected to the *On Track* forms and tools.
- Print copies of the CFF and “Information for Clients” to have ready for your new clients.

3. Review the Confirmation Email

- You will receive an email from ValueOptions’ business partner for *On Track*, the Center for Clinical Informatics, confirming that you are set up to use the *On Track* tools.

4. Administer the CFF to New Clients

- Administer the CFF to new commercially-insured clients **prior to the first, third, and every third session thereafter (or at the closing session for EAP cases)**.
- The CFF may be used with non-ValueOptions clients. Make sure to use the most recent version of the CFF which has a field to identify whether it is for a ValueOptions case.
- Give clients a copy of the “Information for Clients” summary with the initial CFF.
- Enter a “Case Number” on the CFF. This can be any number you choose, but should only be used for one client and be entered on every CFF submitted for that client. Do not use an SSN, phone number, or other number that would directly identify the client.
- Clients should return the completed CFF to you at the start of the session.
- Make sure to indicate on the CFF whether or not the case is an EAP case.

5. Fax the CFF to 866-408-7240

- This is a toll free, confidential fax line. You do not need to send a cover page.
- Retain a copy of the CFF in the client’s file.

6. View CFF results by Connecting to *On Track* Through ProviderConnect

- CFF results are typically available within one (1) business day after faxing the form.
- Click on the “View *On Track* Results” link to access the *On Track* web-based Toolkit.
- You may receive an e-mail reminder to check your results online when a CFF with potentially severe clinical risks is received. A ValueOptions representative may contact you in a small percentage of potentially high-risk ValueOptions cases.

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. v.111009