

# Provider eNews

## PROVIDERCONNECT<sup>SM</sup> - STEPS TO SETTING UP A MEMBER REMINDER USING VALUEOPTIONS<sup>®</sup> HEALTH ALERT

- ⇒ Speak with the Member and ensure that they would like appointment reminders, reminders about when to take their meds, and/or medication refill reminders. Ask them how they would like to be reached (phone or email). Remind the Member that they can manage all reminders via MemberConnect<sup>SM</sup>.
- ⇒ From the ProviderConnect<sup>SM</sup> Provider's Home Page located under **WHAT DO YOU WANT TO DO TODAY?** Select [Enter Member Reminders](#)
- ⇒ Enter the Member's ID and Date of Birth.
- ⇒ Select  from the Member Demographics page.
- ⇒ Complete the Contact and Appointment or Medication Information for the Member.

**Enter Member Reminders**

How would you like to receive your Appointment and Medication reminders?

Phone  Email

Email Address:

\*Preferred Time of Day for Reminders:

\*Time Zone:

Phone #:     Ext:

**Appointment Reminders**  
(After Clicking SAVE another reminder can be added.)

Provider Name:  Provider Type:

Appointment Date (MMDDYYYY):  Appointment Time (hh:mm):   AM  PM

Physician Name	Appointment Date	Appointment Time
No records found.		

**Medication Reminders**  
(After Clicking SAVE another reminder can be added.)

Medication Name	Reminder	Time 1	Time 2	Time 3
	Refill	Days Supply		Last Date Refilled

- ⇒ Providers must click  after entering each reminder and contact information.
- ⇒ After saving the Member Appointment or Medication Reminder, the following message will appear: The member should receive a confirmation email regarding his/her selection of email for the reminder type. If s/he does not receive this email within 24 hours, please log back into the ProviderConnect<sup>SM</sup> reminders page and confirm that the email address is correct. Members can also log into MemberConnect<sup>SM</sup> to manage their reminders.

## 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<sup>SM</sup> overview
- And much more!

### Upcoming dates and times of webinars:

Date	Time
Thu, June 9, 2011	2 PM to 4 PM EDT
Fri, June 10, 2011	11 AM to 1 PM EDT

### Who should attend the webinar?

All providers affiliated with ValueOptions® are invited to attend.

### How to register for the webinars:

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

Date	Registration Link
Thu, June 9, 2011	<a href="https://www2.gotomeeting.com/register/731308954">https://www2.gotomeeting.com/register/731308954</a>
Fri, June 10, 2011	<a href="https://www2.gotomeeting.com/register/118829099">https://www2.gotomeeting.com/register/118829099</a>

## DO YOU NEED HIPAA 5010 INFORMATION?

Effective January 2, 2012, modifications will be made to the HIPAA electronic transaction standards. Current version HIPAA 4010 will be replaced with the 5010 version. In Summer 2011, ValueOptions® will begin outreach to providers that submit 834, 835 and 837 files for testing purposes. 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)

## CEQuick: An Online Training Portal for Providers

As a busy professional, it is hard to find the time and the money to invest in your professional development and earn continuing education credit. ValueOptions® has partnered with CEQuick which provides you affordable, relevant and research-informed online courses created by content experts. CEQuick is a convenient way to earn continuing education credit through engaging courses that provide concise, comprehensive information that will help you acquire new skills and learn about current research. Take courses at your own pace, any time of the day or night -- whenever you have the time.

It's easy to get started! For more details about CEQuick or to get started, go to:

<http://www.cequick.com/myeln/valueoptions/default.asp>

### **Once you have entered the CEQuick site above, you are able to do the following:**

- Browse courses by selecting an accreditation and subject area on the left of the screen.
- Select the \$99 All-Access Package.
- Place the courses you want in your shopping cart then check-out to make your purchase.
- Pass the course test and complete the course evaluation.
- Print your credit certificate.

## ONLINE RECREDENTIALING APPLICATION AVAILABLE ON PROVIDERCONNECT<sup>SM</sup>

The ValueOptions<sup>®</sup> Green<sup>SM</sup> Program has now expanded to include online recredentialing. We are pleased to provide you with an option to review and submit your recredentialing information online via ProviderConnect<sup>SM</sup>.

In accordance with the credentialing standards of the National Committee for Quality Assurance (NCQA), it is the policy of ValueOptions<sup>®</sup> to recredential providers on a tri-annual basis. Several months prior to your recredentialing due date, you will receive a call from ValueOptions<sup>®</sup> notifying you that your recredentialing application is available for your review and submission. To access your recredentialing application online, you can log into ProviderConnect<sup>SM</sup> using your ProviderConnect User ID and password at <http://www.valueoptions.com/providers/Providers.htm>. For information concerning how to use ProviderConnect<sup>SM</sup>, please refer to the ProviderConnect<sup>SM</sup> Users Guide. It is available by clicking on the ProviderConnect<sup>SM</sup> Helpful Resources link on the ValueOptions<sup>®</sup> provider home page or by calling our EDI Help Desk at 888-247-9311.

Once you have logged into ProviderConnect<sup>SM</sup>, select **Provider Data Sheet** on the left-hand menu, review all of the information and make any necessary changes or additions. After you have completed the entire application, including the Provider Profile questions, please electronically sign and date the attestation and submit it for review by the ValueOptions<sup>®</sup> Credentialing staff. **Please Note:** If you choose to print the Attestation/Participation Statement page and sign and return via fax, you must click on **Submit** to successfully complete and submit your online application.

If you do not wish to access your application via ProviderConnect<sup>SM</sup>, please contact the National Provider Line at 800-397-1630 between 8 a.m. to 5 p.m. (ET), Monday through Friday, to request a copy to be faxed or mailed to you. **It is important that you complete your recredentialing application within 30 days of notification to avoid any interruption in your network participation status.**

## VALUEOPTIONS<sup>®</sup> 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 important that ValueOptions<sup>®</sup> 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<sup>®</sup> your most recent information please do one of the following:

- ⇒ Send an inquiry through ProviderConnect<sup>SM</sup>
- ⇒ Call our Provider Services Line at 1-800-397-1630

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

ValueOptions<sup>®</sup> introduces Provider Pulse<sup>SM</sup>, a convenient, up-to-the-minute ValueOptions<sup>®</sup> 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> is a telephonic technology that alerts providers about upcoming events, training opportunities and credentialing reminders. ValueOptions<sup>®</sup> will enhance the ability to keep our provider community aware of all that is up and coming with Provider Pulse<sup>SM</sup>.

Providers should have already started to receive Provider Pulse<sup>SM</sup> messages regarding Federal Mental Health Parity and recredentialing 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 email at

[PRelations@valueoptions.com](mailto:PRelations@valueoptions.com).



**Contact Us:** Please send your comments, ideas and suggestions for upcoming editions of Provider eNews to [PRelations@ValueOptions.com](mailto:PRelations@ValueOptions.com).

## MINI WEBINAR SERIES - OUTPATIENT SERVICES - FEDERAL MENTAL HEALTH PARITY (FMHP) OUTPATIENT OUTLIER MODEL REFRESHER

This webinar is a shortened version of the parity webinar presentations completed in December 2010 and early January 2011. This mini webinar series will familiarize outpatient providers and administrative staff with information about federal mental health parity. Providers will learn about procedural updates and clinical model changes associated with outpatient services under parity that went into effect January 1, 2011.

### 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
Mon, June 13, 2011 1:00 -2:00 PM EDT	<a href="https://www2.gotomeeting.com/register/314350178">https://www2.gotomeeting.com/register/314350178</a>
Tue, June 14, 2011 10:00 -11:00 AM EDT	<a href="https://www2.gotomeeting.com/register/547577739">https://www2.gotomeeting.com/register/547577739</a>

## FEDERAL MENTAL HEALTH PARITY OUTPATIENT OUTLIER MODEL REMINDER

If you are receiving a red error message indicating to select the Outpatient Outlier level of care when initiating an "Outpatient Review" on ProviderConnect<sup>SM</sup>, that is the system's way of alerting you that NO authorization is required. You do not need to continue with the review, unless you have received a specific request for an outlier review, as the member's plan has moved to parity. The member's benefit information can be obtained in ProviderConnect<sup>SM</sup> on the member's benefit tab.

**ProviderConnect Staging** ProviderConnect Home

**Requested Services Header**

All fields marked with an asterisk (\*) are required.  
Note: Disable pop-up blocker functionality to view all appropriate links.

\*Requested Start Date (MMDDYYYY)  \*Level of Service

**The Outpatient authorization request protocol is not utilized for this member. Please select Outpatient Outlier level of care if additional clinical information is being requested by the clinical department at ValueOptions®.**

\*Type of Service  \*Level of Care  \*Type of Care

» Provider