

# Provider eNews

## ACHIEVE SOLUTIONS® RANKS AMONG THE NATION'S BEST ONLINE HEALTH CARE SITES

ValueOptions®, the nation's largest independent behavioral health and wellness company, is proud to announce that its Achieve Solutions® website has been honored with platinum, silver and merit awards that recognize it as among the nation's best online health care sites.

- ⇒ **Achieve Solutions received platinum (Best Site Design) and silver (Best Health Care Content) eHealthcare Leadership Awards** during the **Annual Healthcare Internet Conference** held in November.
- ⇒ **Achieve Solutions also recently received a merit Web Health Award** (formerly World Wide Web Health Award).

This is the seventh year that Achieve Solutions has won an eHealthcare Leadership Award. In determining winners for the eHealthcare Leadership Awards, judges considered the website's ability to engage and to promote usability, as well as the extensiveness, organization and readability of content. This is the fifth year that Achieve Solutions has won a Web Health Award. In determining winners, judges considered content, design, creativity and user experience.

Achieve Solutions engages members. It gives members access to content that allows them to identify concerns early and to actively participate in their own treatment and recovery for mental/emotional illnesses, substance abuse disorders and work/life issues. Once engaged, members may use the site to improve their health and quality of life. Achieve Solutions consists of 225 customized sites and more than 7,000 content items with information, tools and other resources on more than 200 topics, including depression, stress, anxiety, alcohol, marriage, grief and loss, child/elder care and work/life balance.

## VALUEOPTIONS NORTH CAROLINA SERVICE CENTER COMMERCIAL DIVISION KEY UPDATES

The ValueOptions North Carolina service center commercial division is committed to maintaining excellence in care and service in behavioral health treatment. For information on:

- ⇒ Quality improvement program structure and operations
- ⇒ Access, availability and cultural needs
- ⇒ Satisfaction programs
- ⇒ Treatment records/criteria and practice guidelines
- ⇒ Coordination of care, quality improvement activity/initiatives
- ⇒ Utilization information and guidelines
- ⇒ Members' rights and HIPAA
- ⇒ Preventive health programs
- ⇒ Other quality improvement activities

Please log into our website at [www.valueoptions.com](http://www.valueoptions.com), click on "Providers", "Network-Specific", "NCSC State Government and HealthPlans", then click on "North Carolina Service Center Key Updates Newsletter for Providers & Practitioners." If you do not have Internet access, please call Carrie Turner, ValueOptions, at 866.719.6032, to request a hard copy.

## THE CHANGING BEHAVIORAL HEALTH LANDSCAPE

Advances in statistics and information technology in the behavioral health care field have resulted in the development of tools that therapists can use in their practice to evaluate the effectiveness of treatment and quantify outcomes. The data from randomized clinical trials are clearly positive: routinely using standardized feedback to measure progress and outcome of treatment cuts drop-out rates and significantly improves outcomes.

If you have not already done so, now is the time to register for the ValueOptions *On Track* outcomes program. By participating in this program, you will be able to measure your clients' progress using the Client Feedback Form (CFF). The CFF makes it possible for clinicians to monitor change during the course of treatment in comparison to normative benchmarks.

Participating in the *On Track* program will help you:

- ⇒ easily monitor treatment effectiveness
- ⇒ receive rapid feedback
- ⇒ track client progress
- ⇒ monitor critical items with at-risk clients

**On Track Introductory webinars are offered every month.**

The toll-free number is 877.785.0477; Access code 6417542.

⇒ **February 21, 2012** 2 p.m. - 3 p.m. ET;  
Webinar ID: 798-826-690

### Learning More about *On Track*

For more information, visit:

<http://www.valueoptions.com/providers/News/OnTrack.htm>

## CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) IDENTITY THEFT VICTIM VALIDATION/REMEDICATION INITIATIVE

The CMS Provider Victim Validation/Remediation Initiative assists providers who have suffered unwarranted financial liability as a result of having their identities stolen by thieves who use those identities to fraudulently bill Medicare.

Identity thieves steal the personal information of providers. For example, identity thieves may steal a provider's information by doing one or more of the following:

- ⇒ hacking databases
- ⇒ posting sham hiring ads

While the identity thieves receive the illegitimate Medicare payments, the victimized providers receive the attendant financial liabilities, including overpayment demands, tax liabilities, and credit degradation.

To learn more about this program visit:

<http://www.ama-assn.org/resources/doc/washington/identity-theft-victim-program-letter-oct2011.pdf>

## 1099 Questions?

### It is tax season!

ValueOptions® mailed 1099s prior to January 31, 2012. 1099s are only issued for providers who were issued total payments of \$600 or greater in 2011.

In order to answer your questions regarding your 1099, ValueOptions has set up a specific 1099 hotline. Please call **703.390.4936**. This number is a voicemail box that is monitored by our Finance Department. All calls will be returned within three (3) business days.

## UPDATED HIPAA 5010 INFORMATION

CMS announced its delay in enforcing 5010 standards until March 31, 2012 as long as each covered entity makes a good faith effort to become compliant.

This delay in enforcement will allow ValueOptions to extend our 5010 testing period with trading partners beyond the original January 1, 2012 compliance date. ValueOptions began accepting 5010 files from trading partners ready for 5010 submission on January 1, 2012.

For additional information, 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)

## IMPORTANT DOCUMENT CHANGES - ORF 1 & ORF 2

The ORF 1 and ORF 2 are no longer accepted as of January 1, 2012. Please use the Outpatient Review Document.

The Outpatient Review can be found on the ValueOptions website at:

<http://www.valueoptions.com/providers/Clinforms.htm>

## OFFICE OF INSPECTOR GENERAL (OIG) COMPLIANCE TRAINING VIDEOS

The OIG has released the first 11 video and audio trainings to help educate providers about compliance issues. The recorded video trainings cover a variety of health care compliance subjects. These presentations will be posted on the OIG website at the start of each week for the month of February. Please visit the OIG website for further information:

<http://oig.hhs.gov/index.asp>

## 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 our communications 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 update your e-mail address, go to "My Online Registration Profile" in ProviderConnect®
- ⇒ To update your mailing address, telephone number or fax number you can:
  - ⇒ Send an inquiry through ProviderConnect
  - ⇒ Call our Provider Services Line at 800.397.1630

## ARE YOU FAMILIAR WITH PROVIDER PULSE<sup>SM</sup>?

Provider Pulse, is a convenient, up-to-the-minute ValueOptions provider news system designed to enhance communication with network providers. The technology sends automated telephonic messages to provider phone numbers. Provider Pulse alerts providers about upcoming events, training opportunities and credentialing deadlines. With Provider Pulse, ValueOptions enhances the ability to keep our provider community informed.

Stay tuned for new Provider Pulse messages throughout 2012. If you have any questions regarding Provider Pulse, please contact us via e-mail:

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

## EMBLEMHEALTH BEHAVIORAL HEALTH SERVICES PROGRAM GO LIVE - JANUARY 1, 2012

On January 1, 2012 ValueOptions' contract with EmblemHealth to administer the Emblem Behavioral Health Services Programs to plan members in products underwritten by HIP or GHI HMO became effective.

Provider agreements that were sent out earlier this year should be returned to ValueOptions to ensure completion of the credentialing and contracting processes. If you have not already received your Welcome Packet, and are concerned about your participation status, contact the Provider Service Line at 800.235.3149.

Emblem Behavioral Health Services Program members who are in active treatment may elect to continue treatment for a period of 90 days with a provider who has declined network participation or has not completed the contracting process with ValueOptions. If a patient chooses to remain under the care of a provider who has declined network participation after the transitional 90-day period, services will not be covered as in-network and the patient may be responsible for all or a portion of the provider's charges, depending on the plan.

If you were delivering routine outpatient mental health and substance abuse services prior to January 1, 2012, no authorization is required to deliver continued care during the 90-day transitional period. For all other behavioral health services, you can obtain prior authorization to deliver continuing care starting January 1, 2012 by contacting the Emblem Behavioral Health Services Program at 888.447.2526.

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!

## VALUEOPTIONS AND MILITARY ONESOURCE

ValueOptions is pleased to have been chosen by the U.S 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, which began 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 assist military members and their families with the challenges and 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 communications from ValueOptions via e-mail, 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 participation. If you already returned your MOS documents, it is imperative that the required trainings be completed immediately. You may access these trainings at: <http://vomilitaryonesource.training.essentiallearning.com/lib/Authenticate.aspx?ReturnUrl=%2f>

For more information on the MOS program and to view the Frequently Asked Questions document, visit: [http://www.valueoptions.com/providers/Network/Military\\_OneSource.htm](http://www.valueoptions.com/providers/Network/Military_OneSource.htm).

If you have other MOS related questions or know of other providers that are qualified in this area, please contact us at: [mosproviderrelations@valueoptions.com](mailto:mosproviderrelations@valueoptions.com).

## 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	Online Webinar Registration Directions
Thursday, March 8, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/280724082">https://www2.gotomeeting.com/register/280724082</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, March 9, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/910878858">https://www2.gotomeeting.com/register/910878858</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Thursday, June 7, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/762341650">https://www2.gotomeeting.com/register/762341650</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, June 8, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/652140554">https://www2.gotomeeting.com/register/652140554</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Thursday, September 13, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/321121890">https://www2.gotomeeting.com/register/321121890</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, September 14, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/750381250">https://www2.gotomeeting.com/register/750381250</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Thursday, December 6, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/716806482">https://www2.gotomeeting.com/register/716806482</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, December 7, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/418198818">https://www2.gotomeeting.com/register/418198818</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.

## DID YOU MISS ANY 2011 WEBINARS?

ValueOptions offered many educational webinars in 2011. Our webinars are recorded in order to offer providers a more convenient way to listen and view trainings.

### **A few webinars recorded in 2011 include:**

- ⇒ Fast, Easy Convenient...ValueOptions Online Re-credentialing
- ⇒ Giving Value Back to the Provider
- ⇒ Outpatient Services - Federal Mental Health Parity Outpatient Outlier Model Refresher

Providers can access 2011 archived webinar recordings by visiting the following link:

[http://www.valueoptions.com/providers/Training/Training\\_Workshops\\_Archives\\_2011.htm](http://www.valueoptions.com/providers/Training/Training_Workshops_Archives_2011.htm)

ValueOptions continues to strive to make educational webinars available to our providers. Please e-mail [PRelations@ValueOptions.com](mailto:PRelations@ValueOptions.com) with ideas and/or suggestions.

## CHANGES TO VALUEOPTIONS FACILITY CREDENTIALING CRITERIA

ValueOptions has recently made changes to our facility credentialing criteria. Specifically, our criteria now requires that ValueOptions members have an initial visit with an attending physician within 24 hours of admission for evaluation and treatment planning and a documented daily visit with an attending licensed prescribing provider. Please share this information with the clinical leadership of your inpatient psychiatric program(s) to ensure compliance with this requirement.

The decision to effectuate this change to our credentialing criteria has been done primarily for purposes of aligning with our medical necessity criteria, which currently requires daily medical evaluation and management for acute inpatient mental health services. Secondly, frequency for inpatient psychiatric sessions is based on review of Managed Behavioral Health Organization (MBHO) accrediting organization standards as well as clinical criteria expert entities (e.g., McKesson, InterQual, Milliman) recommendations for frequency of care.

Please know that ValueOptions will monitor in order to ensure that credentialing criteria are routinely being met. In the event that facility non-compliance in this area is identified, you can expect to receive notification from us explaining details of findings and any potential contract implications.

In the event that your facility and/or its clinical leadership desire further conversation on this change, you may contact the Provider Services Line at 800.397.1630, Monday-Friday between 8 a.m. and 5 p.m. ET.

## IMPORTANT ONLINE RE-CREDENTIALING INFORMATION REGARDING SUPPORTING DOCUMENTATION

Providers will see a new "Supporting Documentation" tab within your online re-credentialing application (Provider Data Sheet). Specific contracts may require additional documentation in order to complete the re-credentialing process. Please go to our website and check the **Credentialing Supporting Documentation Forms** section on the Administrative Forms page to access any applicable contract-specific documents to print, complete and then upload to the Supporting Documentation tab to submit.

When uploading any supporting documentation (e.g., contract-specific documents, copies of licenses, certifications, and malpractice insurance) within your online re-credentialing application please be aware that we accept PDF files (preferred format), Microsoft Office files, Image files and text files. We are unable 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 online capability, you may fax your document(s) to **866.612.7795**.

## ONLINE RE-CREDENTIALING APPLICATION NOW 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 call from ValueOptions notifying you that your re-credentialing application is available for your review and submission. To access your re-credentialing application online, log into ProviderConnect using your ProviderConnect User ID and password at: <http://www.valueoptions.com/providers/Providers.htm>.

For information on using ProviderConnect, please refer to the ProviderConnect Users Guide. It is available by clicking on the ProviderConnect Helpful Resources link on the ValueOptions provider homepage. 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, 8 a.m. to 5 p.m. ET, Monday - 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.**