

Provider eNews

MAY IS MENTAL HEALTH MONTH

DEPRESSION RESOURCES AND SUPPORT TO SHARE WITH MEMBERS

There are many organizations and resources for those dealing with depression and for their loved ones. Here is a listing of websites and books that may be helpful to your members.

Organizations

Mental Health America

<http://www.nmha.org/>

National Alliance on Mental Illness

<http://www.nami.org/template.cfm?section=Depression>

National Depressive and Bipolar Support Alliance

www.dbsalliance.org

National Institute of Mental Health

<http://www.nimh.nih.gov/about/index.shtml>



Books

Depression: A Guide for the Newly Diagnosed by Lee H. Coleman, Ph.D., ABPP. New Harbinger Publications, 2012.

Depression Survival Workbook by Dr. Steven Thomas. Swordworks, 2010.

The Cognitive Behavioral Workbook for Depression by Bill Knaus, Ed.D., New Harbinger Publications, 2006.

The Depression Solutions Workbook: A Strengths and Skills-based Approach by Jacqueline Corcoran. New Harbinger Publications, 2009.

By Chris E. Stout, Psy.D., Clinical Professor, Department of Psychiatry, College of Medicine, University of Illinois at Chicago

© 2012 Achieve Solutions

OIG HEAT OFFERS TRAININGS SPECIFIC TO PROVIDERS

In the Patient Protection and Affordable Care Act , there are increased compliance requirements for healthcare providers specific to fraud, waste, and abuse. Healthcare providers are now required to implement compliance programs that will reduce fraud, waste, and abuse. Subsequently, the United States Health and Human Services (HHS) Office of Inspector General (OIG) Health Care Fraud Prevention and Enforcement Action Team (HEAT) published compliance trainings and webinars that are directed to assist healthcare providers with these new requirements. The OIG HEAT trainings and webinars are available at the OIG website:

<http://oig.hhs.gov/compliance/provider-compliance-training/index.asp>.

The following compliance trainings and webinars are available on the OIG HEAT Training webpage:

- ⇒ Federal Health Care Fraud and Abuse Laws
- ⇒ Comparison of the Anti-Kickback Statute and Stark Law
- ⇒ Physician Self-Referral Law
- ⇒ Commonly Used Physician Self-Referral Law Exceptions
- ⇒ Commonly Used Anti-Kickback Statute
- ⇒ Safe Harbors
- ⇒ Health Care Compliance Program Tips
- ⇒ Operating an Effective Compliance Program
- ⇒ Understanding Program Exclusions
- ⇒ Recommended Compliance Resources
- ⇒ Tips for Success in the OIG Self-Disclosure Protocol

The OIG HEAT trainings convey three-pronged messages that identify the following steps for each topic to assist healthcare providers with the new compliance requirements:

- ⇒ **Get the Facts.** Understand the law and the consequences of violating it.
- ⇒ **Make a Plan.** Cultivate a culture of compliance within your health care organization.
- ⇒ **Know Where To Go.** Learn what to do when a compliance issue arises.

Additionally, healthcare providers can use the OIG HEAT webinars as part of their staff training and education. Finally, the OIG HEAT updates the webpage frequently with new webinars and changes to requirements that are valuable for healthcare providers to maintain the effectiveness of their compliance programs.

ARE YOU FAMILIAR WITH PROVIDER PULSESM?

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.

2011 PROVIDER SATISFACTION SURVEY HIGHLIGHTS

ValueOptions is committed to providing quality care to its members. To assist with this effort ValueOptions annually surveys our provider community through a variety of areas including overall provider satisfaction, customer service and claims processing. The purpose of the annual provider satisfaction survey is for ValueOptions to determine the level of provider satisfaction with our service and identify opportunities for improvement.

Satisfaction Survey Results -- 2010--2011		
	2010	2011
Overall satisfaction with ValueOptions	92%	94%
Experience with ValueOptions Compared to Other Managed Care Companies	87%	85%
Ease of Getting Someone Who Can Help at the Toll-Free Telephone Number	93%	94%
Overall satisfaction with the quality of claims services	80%	83%

For areas identified as needing improvement, special attention and targeted activities will be initiated in 2012.

Thank you to all our providers who participated in our 2011 satisfaction survey.

PAYFORMANCE CORPORATION NOW PAYSPAN®, INC.

PaySpan, Inc, previously known as Payformance Corporation, is a multi-payer adjudicated claims settlement service that partners with ValueOptions to deliver electronic payments and electronic remittance advice based on provider preferences.

Due to the recent name change, PaySpan, Inc. has also changed their website URL to: <http://www.payspan.com/>

ICD-10

ValueOptions continues to make changes to comply with the 10th modification to International Classification of Diseases (ICD) codes. ValueOptions will be compliant with the regulation and only accept ICD-10 codes on or after the official compliance date which is still to be determined by CMS.

For further information about the ICD-10 transition, providers should read the latest Frequently Asked Questions (FAQs): http://www.valueoptions.com/providers/Files/pdfs/ICD-10_FAQ.pdf

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, June 7, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/762341650 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: https://www2.gotomeeting.com/register/652140554 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: https://www2.gotomeeting.com/register/321121890 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: https://www2.gotomeeting.com/register/750381250 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: https://www2.gotomeeting.com/register/716806482 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: https://www2.gotomeeting.com/register/418198818 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.