

December
2014

VALUED PROVIDER eNEWSLETTER

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HAPPY HOLIDAYS AND A REMINDER FROM VALUEOPTIONS®

As we approach the holiday season, ValueOptions® wants to wish our provider network a safe and prosperous holiday season and a very happy new year.

We also would like to express to our providers that their participation and cooperation with ValueOptions' policies, procedures and quality activities is very much appreciated. Although the season brings with it gratitude for services provided, we wanted to send a gentle reminder that ValueOptions' employees are not permitted to accept or give gifts. Thank you for your understanding and cooperation with this policy.

COPING WITH HOLIDAY STRESS

'Tis the season to be jolly—and stressed out! For many, increased demands and expectations during the holidays can be overwhelming. Rather than being a time of joy and celebration, many homes are filled with tension, conflict and disappointment.

Several factors contribute to the onset of anxiety, depression and excessive indulgence at this time of year. Most of us begin establishing expectations for the holidays during childhood. What was once a magical and exciting time of year can turn into a dreaded annual chore if we carry unrealistic childlike expectations into adulthood. We may feel responsible for creating the perfect holiday season for our loved ones only to feel guilty or inadequate when we do not succeed.

Commercialism and media hype places pressure on us to over-consume. This burdens us with consumer debt, additional weight and emotional fatigue—which we must all try to rid ourselves of after the holidays.

The intense social and cultural pressure to experience nothing but bliss every holiday season becomes particularly painful for those suffering a loss in their lives—whether through death, divorce, job termination or serious health problems. Participating in holiday activities can make painful emotions and memories surface, serving as a sad reminder that someone or something is missing.

It is often difficult enough to meet the challenges of our daily responsibilities, let alone cope with the extra demands of time, energy and money associated with the holidays.

Contact Us: Please send your comments, ideas and suggestions for upcoming editions of the Valued Provider eNewsletter to PRelations@ValueOptions.com.

COPING WITH HOLIDAY STRESS CONT'D.

There are ways to manage these seasonal stressors without canceling the holiday season altogether! Here are a few suggestions:

- **Be realistic.** Few of us have ideal families, unlimited resources or perfect lives. Stop putting pressure on yourself to magically create a perfect scenario during the holidays.
- **Communicate.** Families often stick to rituals that are stress-producing or have lost their original pleasure. Talk to your loved ones about what has meaning for you at this time in your life.
- **Take care of yourself.** Don't overextend yourself to the point that a pleasure turns into a burden. Set limits in terms of your commitments so that you have time for rest, exercise, good nutrition and quality time with loved ones.
- **Be independent.** It's easy to get caught up with trying to compete with others because of the intense commercial hype surrounding the holidays. Think for yourself. Make plans that feel right for you. Organize a group and go caroling at a local hospital or nursing home. Give gifts, eat, drink and socialize on your terms.
- **Plan ahead.** Take inventory of past failures and disappointments and plan differently this year. Ask for support and assistance from family members so that no one is overtaxed.
- **Be creative.** Make your own traditions. Focus more on spirituality and interpersonal closeness rather than on materialism and over-consumption.

One gift you can give yourself is the gift of physical and emotional health. This is not such an easy thing to do during this time of year. But remember: By taking care of yourself and planning the holiday you *really* want, you can make this holiday season one that you and your loved ones will enjoy and cherish. You may even find that the true spirit of the season stays with you long after all the gifts are opened.

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“Set limits in terms of your commitments so that you have time for rest, exercise, good nutrition and quality time with loved ones.”



VALUEOPTIONS E-COMMERCE INITIATIVE

In previous newsletters, ValueOptions announced its E-Commerce Initiative. By January 2015, the goal is to transition existing providers in the ValueOptions' network to electronically perform all routine transactions. This includes verification of eligibility inquiries, submission of authorization requests, claims, and re-credentialing applications. We highly recommend providers register for or use ProviderConnectSM for these transactions.

Electronically conducting claim, authorization and other transactions with ValueOptions reduces the risk of error and processing delays since it enables providers to efficiently input information securely through a personal computer or mobile device. Once submitted, the information is rapidly received, reviewed and processed by ValueOptions. Due to this fast turnaround time and the time saved by not having to mail, fax or call ValueOptions, providers who use ProviderConnect for these types of transactions have reported that they have saved thousands of dollars each year.

For more information and helpful resources on ValueOptions.com:

[Online Demo](#)

["Getting Started with ProviderConnect" User Guide](#)

[ProviderConnect Registration Form](#)

[ProviderConnect Helpful Resources](#)

[ValueOptions' E-Commerce Initiative](#)

Additionally, ValueOptions offers monthly webinars on ProviderConnect:

[Authorizations on ProviderConnect](#)

[Tuesday December 16, 2014 1:00-2:00p.m. ET](#)

[An Overview of ProviderConnect](#)

[Thursday December 18, 2014 2:00-3:00p.m. ET](#)

If more individualized training would better suit your needs, contact our Provider Service Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday, or contact your [regional provider relations representative](#) to learn more about these benefits.

Technical Questions regarding ProviderConnect can be directed to our EDI Help Desk at (888)247-9311 between 8 a.m. and 6 p.m. ET, Monday through Friday or by email at e-supportservices@valueoptions.com.

"Due to this fast turnaround time and the time saved by not having to mail, fax or call ValueOptions, providers who use ProviderConnect for these types of transactions have reported that they have saved thousands of dollars each year."



“This year EASNA will offer a mix of plenary sessions, breakout sessions, and dynamic sessions in the form of rapid fire presentations.”

SAVE THE DATE: EASNA’s 2015 EASNA INSTITUTE, APRIL 22-24, HILTON CLEARWATER BEACH HOTEL, CLEARWATER, FL

The Employee Assistance Society of North America will hold its next annual conference, April 22-24, 2015 in Clearwater, FL. Registration will open in January. Room reservations are now being accepted at the host hotel, the Hilton Clearwater Beach Hotel.

The Institute offers two days of creative presenters and panelists who will deliver interactive and advanced-level sessions that demonstrate best practices and leadership trends in EAP. This year EASNA will offer a mix of plenary sessions, breakout sessions, and dynamic sessions in the form of rapid fire presentations.

Your registration will include a welcome reception, two continental breakfasts, a seated lunch and a boxed lunch. Registrants will arrive on April 22, unless they choose to attend the one-day Pre-Institute on April 22. Details for that event, which requires a separate registration fee, will be announced in January.

For additional details and links to the registration page and hotel reservation page, visit the Institute website: <http://www.easna.org/conferences/>.

A N N U A L
INSTITUTE
APRIL 22-24, 2015
HILTON CLEARWATER BEACH HOTEL
F L O R I D A



VALUESELECTSM PROGRAM BENEFITS AND RELIAS LEARNING

If you are a ValueSelectSM provider, did you know you are eligible for a number of valuable benefits, including free CEU's offered by our business partner, Relias Learning? These online CEU courses can be accessed at any time through our online web portal, [ProviderConnect](#), and are FREE to ValueSelect providers. The ValueSelect Outpatient Program is an exclusive program designed to recognize credentialed outpatient providers who are engaging in activities that promote clinical effectiveness, member access to services, member satisfaction, and administrative efficiency.

We encourage all our ValueSelect providers to take advantage of this no charge service to help fulfill your continuing education or professional development requirements!

For more information, refer to the [ValueSelect Outpatient Program Description](#).





VALUEOPTIONS CONTINUES TO GROW WITH NEW AND EXPANDED BUSINESS GOING LIVE NOVEMBER 2014 – JANUARY 2015

As we end the year and look forward, we are excited to announce continued growth and collaboration as a leading partner in the behavioral health industry.

Beginning January 1, 2015, we will be continuing our contract with the Maryland Department of Mental Health and Hygiene and adding substance related disorders to our existing mental health book of business. This benefits our members because their mental health and substance use treatments will be better coordinated, allowing for integrated treatment in a single system of care.

In addition, we are happy to report added EAP membership with the following companies: Amtrak, Mercer Marketplace, Dean Foods, Goodyear, and Providence Health Systems; and both EAP and behavioral health expansion with employees through Southern Company.

We anticipate being able to share additional information about new changes, including information about the merger, in the weeks to come.

“In an effort to enhance your experience with the use of ProviderConnect, ValueOptions conducts routine maintenance to our ProviderConnect applications in the form of scheduled enhancements.”

December 12-14: PROVIDERCONNECTSM DOWNTIME

Throughout the year, in an effort to enhance your experience with the use of ProviderConnect, ValueOptions conducts routine maintenance to our ProviderConnect application in the form of scheduled enhancements.

ProviderConnect and MOS ProviderConnect will be unavailable December 12-14, 2014 so that ValueOptions can perform standard maintenance.

During this time, both ProviderConnect and MOS ProviderConnect applications may be unavailable for a period of time. While system downtime occurs on the weekends to minimize interruption to our providers' normal operations, we do regret any inconvenience you may experience during this process.

Please visit the [ValueOptions' Provider Homepage](#) to check the pop-up message as it will be updated to reflect system availability

VALUEOPTIONS MICHIGAN ENGAGEMENT CENTER: DEPRESSION AND RISK ASSESSMENT

The risk of suicide in people with Major Depressive Disorder is approximately 20 times that of the general population, and is the 11th leading cause of death in the United States. Over 60% of people who die by suicide suffer from depression. Clinicians working in a range of settings will invariably encounter depressed people who may be at risk. It has been reported that 1 in 6 psychiatric patients who die by suicide, were in active treatment at the time of their death (Meichenbaum Pd.D., Donald, *35 Years of Working with Suicidal Patients: Lessons Learned*, 2005). As such, it is necessary that a clinical risk assessment for suicide be completed during each clinical contact and documented in the member's record.

There are four key areas to consider when doing a suicide risk assessment: Ideation, Plan, Intent, and Behavior. For a list of essential elements in each category that should be taken into consideration when determining risk, review the "Suicide Risk Assessment" in our website's [Clinical Tools' section](#), under the Suicide Prevention Tool Kit. Another resource there is the "Depression and Suicide Risk" (2014) tip sheet, provided by the American Association of Suicidology.

Additional clinical information, data, statistics, and training can be found at www.suicidology.org

THE MICHIGAN ENGAGEMENT CENTER'S 2014 QUALITY NEWSLETTER IS NOW AVAILABLE ONLINE

The ValueOptions' Michigan Engagement Center makes available to all clients, members, practitioners, and stakeholders copies of its Clinical Practice Guidelines, Annual Evaluation, Quality Management (QM) Program, Utilization Management (UM) Program, screening programs, and other items of interest on its [website](#). Many clinical and service activities require your knowledge, leadership, input and cooperation.

Review our Provider Newsletter, [Quality Connect](#), for the results of many of our annual programs, services, and initiatives.

Additionally, several trainings and clinical tools are available for practitioner use. Visit our [Education Center](#) for more information.

"It is necessary that a clinical risk assessment for suicide be completed during each clinical contact and documented in the member's record."



IMPORTANT NOTICE FOR EMBLEMHEALTH® Providers

ValueOptions contracts with EmblemHealth® (Emblem) to administer behavioral health benefits for Emblem's members and Emblem's member access to the ValueOptions' network. As a result of a settlement between Emblem and the Health Care Bureau of the New York State Office of the Attorney General (OAG), ValueOptions has agreed to offer participating providers the opportunity to appeal authorization and claim denials which were based on lack of medical necessity. In order to be eligible to appeal, you must meet the following criteria:

1. The authorization or claim denial based on lack of medical necessity is for an Emblem member.
2. You balanced billed the member or entered into a self-pay arrangement with the member.
3. You did not collect payment.
4. The authorization or claim denial must have occurred between January 1, 2011 and July 3, 2014.

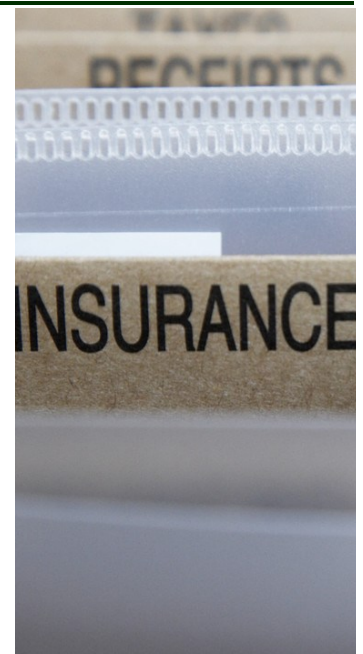
If you meet the criteria, you may appeal such denials to an independent entity and Emblem will waive the applicable appeal deadline. If the Emblem member is already appealing the same denied claims or authorization requests to an independent entity pursuant to the OAG's settlement, or if a New York State external appeal has already been filed for the authorization or claim denial, this waiver does not apply and you may not appeal. If the independent entity determines that the treatment was medically necessary, Emblem will reimburse the member, subject to any related cost-sharing.

Therefore, please see the attached link for downloading an [appeal application](#). If you wish to pursue the appeal, please complete and return the application within four (4) months from the date of this posting and/or mailing. If you need assistance in this process, please contact us at:

888-447-2526

If you have any concerns regarding the appeal process, you may also contact the OAG's Health Care Bureau for assistance by phone at (800)428-9071 or by writing to:

NYS Office of the Attorney General Health Care Bureau
The Capital, Albany, N.Y. 12224-0341



“If you wish to pursue the appeal, please complete and return the application within four (4) months from the date of this posting and/or mailing.”



UPCOMING WEBINARS

An Overview of ProviderConnect

Provides a high level overview of the platform and a detailed look at direct and batch claim submission, authorizations and role-based security.

Date	Time	Registration Link
Thursday, December 18, 2014	2:00 p.m. – 3:00 p.m. ET	Register Here

Authorizations on ProviderConnect

Provides a detailed demonstration of the authorization process using ProviderConnect.

Date	Time	Registration Link
Tuesday, December 16, 2014	1:00 p.m. – 2:00 p.m. ET	Register Here

Introduction to On Track Outcomes

Provides an overview of this program, designed to support network providers as they help clients stay “on track” in achieving their goals.

Date	Time	Registration Link
Thursday, December 11, 2014	1:00 p.m. – 2:00 p.m. ET	Register Here

EAP Core Technologies: Updating the Strategies

Provides enhanced awareness of EAP Core Technologies and helps providers deliver optimal EAP services to our clients, their employees and dependents.

Date	Time	Registration Link
Wednesday, December 17, 2014	11:00 a.m. – 12:00 p.m. ET	Register Here

****Please note: Space is limited so webinars are first come, first served. If a date fills up, refer to our [Webinar Page](#) as additional dates may be added!**