

**MARCH
2014**

VALUED PROVIDER eNEWSLETTER

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CHILDREN WITH SLEEP APNEA HAVE HIGHER RISK OF BEHAVIORAL, ADAPTIVE AND LEARNING PROBLEMS

A new study found that obstructive sleep apnea, a common form of sleep-disordered breathing (SDB), is associated with increased rates of attention-deficit/hyperactivity disorder-like behavioral problems in children as well as other adaptive and learning problems.

"This study provides some helpful information for medical professionals consulting with parents about treatment options for children with SDB that, although it may remit, there are considerable behavioral risks associated with continued SDB," said Michelle Perfect, Ph.D., the study's lead author and assistant professor in the school psychology program in the department of disability and psychoeducational studies at the University of Arizona in Tucson. "School personnel should also consider the possibility that SDB contributes to difficulties with hyperactivity, learning and behavioral and emotional dysregulation in the classroom."

Study method

The five-year study, which appears in the April 2013 issue of the journal *SLEEP*, used data from a longitudinal cohort, the Tucson Children's Assessment of Sleep Apnea Study (TuCASA). The TuCASA study prospectively examined Hispanic and Caucasian children between six and 11 years of age to determine the prevalence and incidence of SDB and its effects on neurobehavioral functioning. The study involved 263 children that completed an overnight sleep study and a battery of assessments that included parent and youth reported rating scales.

Findings

Results show that 23 children had incident sleep apnea that developed during the study period, and 21 children had persistent sleep apnea throughout the entire study. Another 41 children that initially had sleep apnea no longer had breathing problems during sleep at the five-year follow-up.

The odds of having behavioral problems were four to five times higher in children with incident sleep apnea and nine times higher in children that had persistent sleep apnea. Compared to youth that never had SDB, children with sleep apnea were more likely to have parent-reported problems in the areas of hyperactivity, attention, disruptive behaviors, communication, social competency and self-care.

CHILDREN WITH SLEEP APNEA HAVE HIGHER RISK OF BEHAVIORAL, ADAPTIVE AND LEARNING PROBLEMS, CONT'D.

Children with persistent sleep apnea also were seven times more likely to have parent-reported learning problems and three times more likely to have school grades of C or lower.

Source: American Academy of Sleep Medicine

Posted 4/10/13

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UPDATE FROM VALUEOPTIONS ON ICD-10

ValueOptions, along with numerous other health plans, facilities and practices across the country, continues preparing for the October 2014 compliance date for the ICD-10 update. As we get closer to this date, we have been receiving questions from our providers on many key aspects of the change, including:

- Timelines
- Frequency of provider updates
- Downtime occurrences
- Additional costs
- Provider support
- Reimbursement methodology

Many answers to these ICD-10 questions can be found on the [ICD-10 FAQ Document](#) located at ValueOptions.com. Additionally, we will continue to update providers on this initiative through our newsletter, website and email/phone communications.

If you have a specific testing/technical question or concern, you can also call the EDI Help Desk at 888.247.9311 8 a.m. to 6 p.m. ET or for all other provider ICD-10 questions, contact the Provider Services Line at 800.397.1630 from 8 a.m. to 8 p.m. ET.



“ValueOptions, along with numerous other health plans, facilities and practices across the country, continues preparing for the October 2014 compliance date for the ICD-10 update.”

REMINDER ABOUT 2014-15 E-COMMERCE DEADLINES

In previous newsletters, ValueOptions announced its E-Commerce initiative which begins this year and expands into 2015. By January 2015, the goal is to transition existing providers in the ValueOptions network to electronically perform all routine transactions, including verification of eligibility inquiries, submission of authorization requests and submission of claims and re-credentialing applications. New providers with a contract date on or after July 1, 2014 will be expected to use electronic resources for these types of transactions at the time they join ValueOptions.

To assist in this transition, we encourage providers if they haven't already done so, to register for ProviderConnect®, our own secure and HIPAA-compliant platform for claim, authorization and credentialing transactions. For direct deposit of your payments, we recommend providers rely on our partner, [PaySpan](#). ValueOptions also accepts claim submissions from clearinghouses, which reference our payer ID, FHC & Affiliates.

To learn more about ProviderConnect, providers can access the following resources available on ValueOptions.com:

- [Online Demo](#)
- ["Getting Started with ProviderConnect" User Guide](#)
- [ProviderConnect Registration form](#)

Additionally, ValueOptions offers monthly webinars on ProviderConnect. Upcoming dates are:

- [Tuesday, March 11, 2014 3:00 – 4:00 p.m. ET](#)
- [Tuesday, April 8, 2014 3:00 – 4:00 p.m. ET](#)

If these dates don't fit into your schedule, we also offer personalized training. To learn more about this benefit, contact our Provider Services line at 800.397.1630 or contact your [regional provider relations representative](#).

Technical Questions regarding using 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 e-mail at e-supportservices@valueoptions.com.

"By January 2015, the goal is to transition existing providers in the ValueOptions network to electronically perform all routine transactions, including verification of eligibility inquiries, submission of authorization."



PROCESS UPDATE FOR ITR REQUESTS IN TX, NC AND CA ENGAGEMENT CENTERS

The Commercial Texas, North Carolina, and California Engagement Centers are no longer accepting faxed Inpatient Treatment Reviews (ITRs) requests for Acute Mental Health or Acute Detox Services.

For the most efficient and timely service, submitting an authorization request on [ProviderConnect®](#), our secure HIPAA-compliant provider application, is the preferred method. Alternatively, you may contact us by dialing the toll-free number on the member's insurance card to complete a telephonic review for these acute services during normal business hours Monday – Friday.

Authorization request for Residential, Partial and Intensive Outpatient services should also be submit requests via ProviderConnect.

Faxed Inpatient Treatment Reviews (ITRs) will continue to be accepted for Residential, Partial and Intensive Outpatient service via a newly established fax number at 855.855.4470 for these specific ValueOptions Engagement Centers.

If you have questions regarding this communication or are unsure as to which ValueOptions Engagement Center services your member, please contact customer service by dialing the toll-free number on the member's insurance card.

“The Commercial Texas, North Carolina, and California Engagement Centers are no longer accepting faxed Inpatient Treatment Reviews (ITRs) requests for Acute Mental Health or Acute Detox Services.”

NEW HOURS FOR VALUEOPTIONS' PROVIDER SERVICES LINE

Effective January 1, 2014, ValueOptions has extended its hours for its Provider Services Line. Providers can now reach a provider representative Monday-Friday, from 8:00 a.m. – 8:00 p.m. ET with questions related to joining the ValueOptions network, contracting, credentialing or accessing ProviderConnect.

To contact Provider Services, call the specific number associated with your contract, the main Provider Services Line at 800.397.1630.





VALUEOPTIONS VICE PRESIDENT NAMED 2014 PEER SPECIALIST OF THE YEAR

ValueOptions is pleased to announce that Clarence Jordan, ValueOptions Vice President of Wellness & Recovery, was recently named the 2014 Peer Specialist of the Year by the National Council for Behavioral Health. This prestigious award recognizes a person with lived experience who uses his or her strengths to help peers on their road to recovery. The honor includes a \$10,000 monetary award that will be given in Clarence's honor to a nonprofit organization of his choice.

As a 15-year veteran of the U.S. Navy and a person in recovery since 1998, Clarence Jordan has dealt with the obstacles individuals face in accessing appropriate treatment, and has shared this experience with thousands of military service members who could benefit from VA services but may not be getting them.

For the past 15 years, Clarence has been an effective advocate for the National Alliance on Mental illness (NAMI), the Department of Mental Health and Developmental Disabilities and other organizations in his home state of Tennessee. These accomplishments, along with his current role at ValueOptions, have made him a strong voice in the Recovery and Peer movements and our own Stamp Out Stigma Campaign.

A PROVIDER'S INSIGHT ABOUT STAMPING OUT STIGMA

As part of ValueOptions' Stamp Out Stigma campaign, Dr. Gary Proctor, Chief Medical Officer at ValueOptions, was kind enough to publicly share his personal story related to mental illness. His story, communicated through video and featured on www.stampoutstigma.com, describes growing up with a family member who struggled with mental illness, and how this experience became his first step in his journey to becoming a physician and psychiatrist. According to Dr. Proctor, this experience helped him empathize, be a better doctor and understand first-hand the real challenges the mentally ill are going through, and how to better help their families cope with these illnesses.

In this video, Dr. Proctor urges society to look differently at mental illness and the associated stigma. By understanding the symptoms and realizing that these are treatable illnesses, we can help our loved ones realize that mental illness is not something to be ashamed of or hidden, and help stamp out the stigma.

[View Dr. Proctor's video >>](#)

“By understanding the symptoms and realizing that these are treatable illnesses, we can help our loved ones realize that mental illness is not something to be ashamed of or hidden, and help stamp out the stigma.”

INTERESTED IN DEVELOPING YOUR OWN S.O.S. CAMPAIGN? BE SURE TO CHECK OUT OUR S.O.S PROVIDER TOOLKIT

As ValueOptions continues in its mission to remove the stigma surrounding mental illness, we urge our providers to join us in developing their own Stamp Out Stigma (S.O.S.) campaign within their office or facility. To assist in this endeavor, we encourage providers to refer to our provider toolkit available at <http://www.valueoptions.com/providers/stampoutstigma/>, which includes resources such as:

- S.O.S. Overview document that provides the message behind the campaign
- Interview tips and examples for conducting a personal story collection
- Guidelines for using person-centric language in a campaign communication
- Talking points to help you summarize the campaign's goals
- Posters that you can display in common areas of your office

Providers can now order S.O.S. bracelets to wear themselves or share with others, to help start the conversation about the importance of removing the stigma associated with mental illness. To order these bracelets, visit our [S.O.S. Toolkit webpage](http://www.valueoptions.com/providers/stampoutstigma/) or <https://stampoutstigmashop.com/>

Are you already participating in this campaign? We'd love to hear from you about your experience and get your feedback about ways to improve the campaign or the differences you think we're making as a whole. Share your stories with us by e-mailing us at prelations@valueoptions.com.

"As ValueOptions continues in its mission to remove the stigma surrounding mental illness, we urge our providers to join us in developing their own Stamp Out Stigma (S.O.S.) campaign within your office or facility."



EMPIRE PLAN PROVIDER QUICK GUIDE

Beginning on January 1, 2014, the Empire Plan Mental Health and Substance Abuse Program is administered by ValueOptions. ValueOptions has created an **Empire Plan Provider Quick Guide** to assist providers with the transition process.

Are you an Out-of-Network Provider (OON) or have a Pending Credentialing Application with ValueOptions?

- A 90-day transition benefit is available.
- Benefits will be paid at the in-network (INN) benefit level for the 90-day period.
- After the 90-day period expires, the enrollee will need to transition to a ValueOptions INN provider or the services will be paid at the out-of-network level of benefits.
- Current authorizations with the previous carrier do not carry over. 10 bypass visits are available per member, per provider, per episode of care.
- Authorization is required after the initial 10 bypass sessions expire.
- **For further authorization, Outpatient Review forms** can be faxed to 855.732.1197.

Are you a ValueOptions INN Provider?

- Providers should confirm ValueOptions network participation status prior to seeing an Empire Plan enrollee.
- Current authorizations with the previous carrier do not carry over. 10 bypass visits are available per member, per provider, per episode of care.
- Authorization is required after the initial 10 sessions expire.
- **Authorization Requests should be submitted online via ProviderConnect.**

Important Phone Numbers, Links and Claims Information

ProviderConnect

- **Register**
- **Try the Demo**
- **ProviderConnect User Guide**
- **ProviderConnect Video Tutorials**
- **Upcoming ProviderConnect Webinars**
- EDI Helpdesk for ProviderConnect Electronic Claims and Technical Questions
 - 888.247.9311

Empire Plan Provider Network Specific Page

- **Empire Plan Provider Frequently Asked Questions**
- **Empire Plan Provider Orientation Webinar Presentation Slides**

*“ValueOptions has created an **Empire Plan Provider Quick Guide** to assist providers with the transition process.”*



Continued >>

EMPIRE PLAN PROVIDER QUICK GUIDE, CONT'D.

Forms

- [Clinical Forms](#)

ValueOptions Payer ID

- FHC & Affiliates

Empire Plan Claims Address (INN & OON Claims)

- ValueOptions P.O Box 1800 Latham, New York 12110

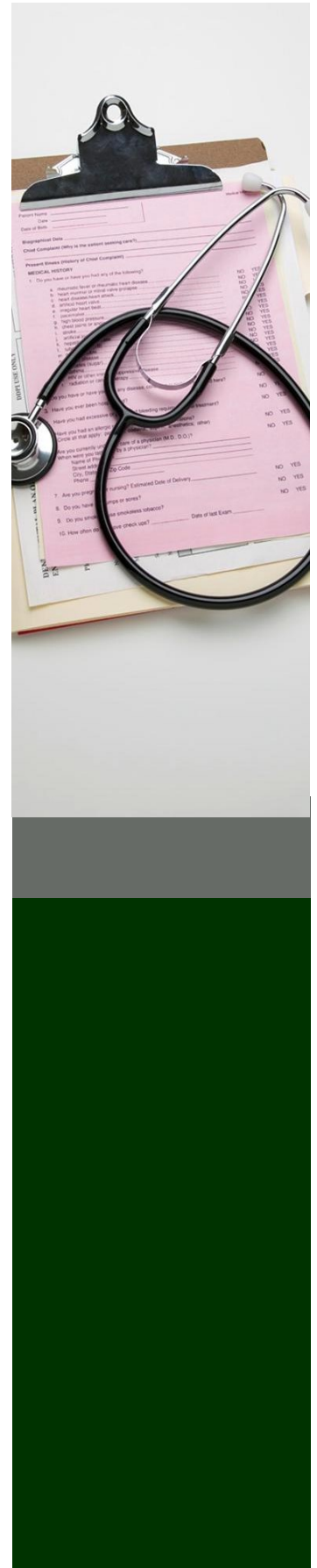
Network Participation Status, Provider Relations, Credentialing and Contracting Questions

- Provider Service Line
800.235.3149 between 8 a.m. and 8 p.m. ET, Monday through Friday.

Clinical and Claims Questions

- 1.877.7.NYSHIP (877.769.7447) Option 3

If you have additional questions, please contact the Provider Service Line at 800.235.3149 between 8 a.m. and 8 p.m. ET, Monday through Friday.



UPCOMING WEBINARS

An Overview of ProviderConnect®

This webinar will provide 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
Tuesday, March 11, 2014	3-4 p.m. ET	https://www2.gotomeeting.com/register/888039378
Tuesday, April 8, 2014	3-4 p.m. ET	https://www2.gotomeeting.com/register/888609634
Tuesday, May 13, 2014	3-4 p.m. ET	https://www2.gotomeeting.com/register/889671970

Giving Value Back to the Provider

This webinar will introduce and discuss new initiatives, and familiarize providers with administrative, procedural and general information about ValueOptions. Additionally, ValueOptions experts will address the topic of Fraud, Waste and Abuse.

Date	Time	Registration Link
Thursday, March 6, 2014	2-4 p.m. ET	https://www2.gotomeeting.com/register/465107298
Friday, March 7, 2014	11 a.m -1 p.m. ET	https://www2.gotomeeting.com/register/580644290

Introduction to On Track Outcomes

This webinar will provide 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, March 13, 2014	1 - 2 p.m. ET	https://www2.gotomeeting.com/register/140095010



VALUEOPTIONS UPDATES PROVIDER SECTION OF VALUEOPTIONS.COM

"In an effort to assist providers in finding information easier and quicker on ValueOptions.com, some updates have recently been made to the provider pages of the ValueOptions website."

Upon visiting the Provider section, by clicking on the Provider link in the top right of ValueOptions.com, providers will immediately see a reduced number of navigation options and an updated collection of Spotlight topics.

Additional new features in this section include:

- A collection of older Spotlight articles that are categorized by topic (accessible by clicking on the "More Spotlight Topics" link in the Spotlight section of the navigation)
- A webinar archive that includes links to numerous webinars conducted over the months, accessible by clicking on the "Education Center" link and selecting the link titled "Webinars"
- An "Applications/Programs" navigation section, providing quick access to ValueOption's most popular provider tools and platforms

If you have any trouble searching for any information on these updated pages, please contact us at prelations@valueoptions.com.

CALL FOR COMMITTEE MEMBERS

ValueOptions currently has openings within our National Credentialing Committee (NCC) and Provider Stakeholder Committee (PSC).

The NCC is comprised of representatives of major clinical disciplines, participating providers and representatives of service center and corporate departments including national network management, provider relations, quality management and clinical services. Responsibilities of the NCC include providing oversight, meaningful advice, recommendations on policy, and decisions regarding credentialing, recredentialing and provider sanctions using a peer review process.

The PSC is a forum for committee members to provide input on ValueOptions' Utilization Management and Quality Management programs.

Openings are also available on many of our clients' committees nationwide.

If you are interested in potentially serving on one or more of these committees, please e-mail us at prelations@valueoptions.com.

