December 2015

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Contact Us:

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

A Year in Review

We would like to begin by sharing a heartfelt thank you to those who read our provider newsletter each month. We strive to bring you articles that are interesting, worthwhile and grounded in topics we experience on a regular basis. That being said, 2015 has been an incredibly busy, sometimes a little challenging, but overall exciting year for our company.

Just to recap a few happenings, this year we:

Transitioned to ICD-10:
As technology advances, so does the opportunity to research and implement more advanced treatment methodologies. Moving to a more comprehensive coding system allows providers to more accurately report treatment in a manner that is easier to review, organize and track.

Updated ABA Coding:
In many markets that offer ABA services, we transitioned to the new ABA CPT coding structure released by the American Medical Association (AMA). Much like ICD-10, as the autism field expands, so does the ability to allow for data collection to support emerging technology, services and procedures.

Merged organizations:
While this technically happened at the end of 2014, many of the activities related to the merger are ongoing. We are busy rebranding the look and feel of our company as Beacon Health Options (Beacon), and you will see much more of this over the next few weeks.

As our new company comes together, we have recognized an opportunity to merge networks and share provider resources in order to be able to serve more than 48 million people across all 50 states and the United Kingdom.

Added new business:
It's hard to believe, but in addition to coming together as a new organization, we've maintained business as usual, which means we renewed relationships with existing clients, added new clients and health plans, and have expanded our own staff to accommodate this growth.

Improved electronic resources:
While necessary to make improvements to our provider portal to support ICD-10 and other initiatives, we also look for ways to make our website more user-friendly. In order to keep up with demands for more efficient, cost-effective administrative processes, we've increased the ability for providers to update demographic information, change an address, and upload documents, such as an updated W-9, through [ProviderConnect](#).

Provided training:
To support company initiatives, implementations and other activities, ValueOptions provided over 300 live provider webinars and face-to-face forums over the first three quarters of 2015. We also offered numerous opportunities for additional training, either through customized sessions based on individual needs, or archived webinars, video tutorials and training sessions available when most convenient for providers.

As we hope you can appreciate, each initiative, client, health plan, etc., is as diverse as the providers who make up our valued provider network. Therefore, there are many variables to consider in order to achieve the best possible outcome. We appreciate everyone's patience as we all grow and learn together during these times of transition. As an organization solely dedicated to managing behavioral health, we are passionate about helping people with mental illness and addiction live their lives to the fullest potential. We are here to serve you and our ultimate goal is to communicate to our provider community in a timely, efficient manner.

We wish you all a healthy, happy holiday and a prosperous new year.

~Provider Communications

Preventing Relapse: Changing Your Playgrounds and Playmates

Addiction is a stubborn thing. It is a chronic and long-term relapsing disease. There are many reasons for this. It is one of the only diseases in which its symptoms—abusing drugs or alcohol—actually make you feel good, if just for a short while. So good in fact, that in spite of serious consequences, the want to drink or use drugs seems overwhelming.

A word about craving:
Relapse also involves craving. Craving a drug or alcoholic drink is widely found in early recovery. Craving is triggered by sights, sounds, people and places. Preventing relapse will require that you are honest about what things set off your craving. Telling those close to you about your triggers will help you avoid bad situations and lower your chance for relapse. Identifying your own triggers and telling others is a good way to start being responsible for your recovery. It also helps you learn about how this disease works for you.

Lucy's story:
It starts with a little lie you tell yourself. For example, Lucy used to go to happy hour with friends after work for a couple drinks. This escalated to coming home drunk many nights a week which caused tremendous stress on her marriage. When her husband threatened to leave her, Lucy entered a local outpatient treatment program.

She had been sober for three months and was feeling confident. Her husband was out of town on business the same day her coworkers invited her out to happy hour, telling her she could drink diet sodas and just enjoy herself. Lucy agreed. This was the first little lie she told herself. Lucy never planned to get drunk that night. But she put herself in a bad setting with drinking friends. After an hour of drinking diet soda and watching her friends laughing and getting drunk she became bored and angry that she could not join in the fun.

Lucy decided she could have one glass of wine; the second little lie. She sipped it slowly as if to prove to herself she could handle it. So she had one more, then another and another. Soon she was very drunk and tried to drive home. Three blocks from her home, Lucy was arrested for DUI and spent the night in jail.

In truth, Lucy's relapse began early that day when her coworkers asked her out. Deep down she knew this was a bad idea, but with her husband gone she was even more vulnerable. In recovery groups they call it "stinking thinking." Lucy was in the wrong playground with the wrong playmates. Her coworkers should not have put her in that position. They could have just as easily gone to see a movie or to a restaurant without drinking alcohol.

Relapse is a process, not an event:
Relapse is provoked by many things. But you can take charge of where you go and who you are with. Changing your lifestyle can be very hard. If it were easy, more people would succeed. It takes time to establish new friendships and recreational activities. But you must stay committed. Stay connected to others in recovery and when in doubt, just say, "No, thanks. Not today."

By Drew Edwards, MS, EdD
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Introducing Beacon Lens

Beacon Health Options has the ability and responsibility to help shape the conversation about behavioral health. Through the Beacon Lens blog, we respond rapidly to pressing and controversial areas in behavioral health today to help drive real, effective change.

Because of our partnership with you, Beacon is eager to communicate these insights. You can subscribe for email notifications for the blog by visiting the site directly, and we welcome and look forward to your commentary.

If you have a topic suggestion, don't hesitate to let us know by emailing: beaconlens@beaconhealthoptions.com.

Together, let's lead the conversation on behavioral health!

"Preventing relapse will require that you are honest about what things set off your craving."

Beacon Highlights Free Online Course to Help Providers Better Serve our Military

We would like to take a moment to recognize and appreciate our providers who work with active duty service members, veterans and their families by sharing an opportunity for free professional development. The following online course, titled "Military Culture: Core Competencies for Healthcare Professionals" was developed by the Department of Veteran Affairs and the Department of Defense (DOD) and is offered at no charge to providers.

The "Military Culture: Core Competencies for Healthcare Professionals" course is offered in four modules with two continuing education units (CEU) for each module by the DOD's Center for Deployment Psychology (CDP). The CDP's mission is to train military and civilian behavioral health professionals to provide high quality, culturally sensitive, evidence-based behavioral health services to military personnel, veterans and their families. To learn more about the four individual learning modules, visit the Military Culture Course page on the Center's website.

The four learning modules of the course are:

- **Module 1: Self-Assessment and Introduction to Military Ethos**
- **Module 2: Military Organization and Roles**
- **Module 3: Stressors and Resources**
- **Module 4: Treatment, Resources, and Tools**

To take the course and earn free CEU credits, participants must first create an account on the TRAIN system if they do not already have one. Once that is completed, they can begin with Module 1.
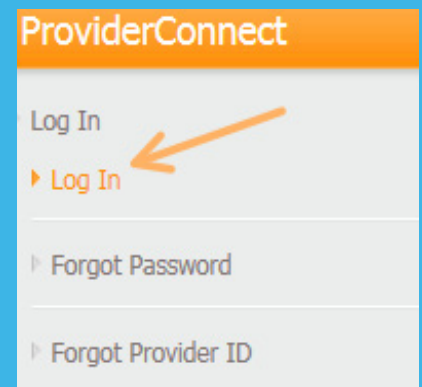
"As a behavioral health company, we believe one way to best serve our veterans is to help mental health care providers better understand the veterans they treat," said Dr. Gary Proctor, Regional Medical Director for Beacon Health Options. "The more they understand military experience and military family life, the better they are able to support service members and their families."

Note: Please be aware that this course does not take the place of required trainings mandated by particular contracts (such as Military OneSource).

Maintaining Accurate Provider Demographic Data for Member Referrals

To maximize your business potential and assist us with providing accurate referrals for members seeking services, we ask all of our providers to maintain accurate demographic data. As a Qualified Health Plan through CMS (Centers for Medicare and Medicaid Services), ValueOptions must also be compliant and provide an accurate, easily accessible provider directory. As outlined in our Provider Handbook, we ask all participating providers to contact us with any demographic changes in advance, whenever possible and practical.

As our members look for providers, they have the option to perform advanced searches through MemberConnect by specialty, gender and office hours, in addition to proximity and licensure. You can review and update most of this information through the "My Practice Information" and "Update Demographic Information" sections on ProviderConnect to ensure information reflected in our online directory is accurate.

Recent enhancements to our ProviderConnect portal now permit providers to electronically input information to update their Tax Identification Number and billing information online. The W-9 was also conveniently modified to be an editable W-9 form that can be downloaded, saved and then uploaded to ProviderConnect right from our website.

ValueOptions verifies demographic data through various channels, including CAQH (the Council for Affordable Quality HealthCare) and provider self-reporting through online ProviderConnect submission or paper form. In order to assure your file is current, we encourage you to become familiar with these platforms and review where you update your information on a regular basis to maintain consistency across all of your participating companies and managed care organizations. Many states and clients also require that we maintain current license, malpractice and board certification information on file. Please submit any updates to this information along with your demographic updates

If you have any questions or need assistance updating your demographic data, you may contact our National Provider Service Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday through Friday. In addition, you may also reach out to your local Regional Provider Relations' team via email should you have a situation not addressed here (e.g., upcoming retirement).

Introducing Telehealth Services

The field of behavioral health is constantly evolving, as is the desire for a way to create treatment options "without borders," so to speak. We have the ability to use technology to bridge the miles and reach people in rural areas through telemedicine. Being able to use technology can be a powerful tool to help someone work through issues with PTSD that make it difficult to be in public. We are pleased to share that we have added Telehealth services as an option for participating providers who meet the appropriate criteria.

Consistent with American Telemedicine Association (ATA) guidelines, Telehealth can be delivered in a variety of settings. Services can include both initial evaluations and ongoing treatment, including both psychotherapies and medication management. Patient acuity can range from routine to emergent. This can be seen as an additional option for those patients receiving face to face treatment or may be the only treatment modality. Because some of our benefit plans have already added Telehealth services, we have added Telemental Health Treatment Guidelines. We also encourage you to continue to check benefits and eligibility through ProviderConnect or by calling the number located on your member's identification card.

If you have contacted us to express an interest in providing Telehealth services, we have not forgotten you! We'll be reaching out to you shortly and updating our website with details about how to complete the required training and paperwork to be considered for Telehealth referrals. Once providers have been approved, they will be contacted and added to our online provider directory.

With additional questions, or to contact us to express an interest in Telehealth, you may contact our National Provider Service Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

"ProviderConnect and MOS ProviderConnect will be unavailable December 19-20, 2015 to perform standard maintenance."

NCQA Awards Full Accreditation to our Latham and Michigan Engagement Centers

We are pleased to announce that two of our engagement centers received full accreditation this fall from the National Committee for Quality Assurance (NCQA). Our Michigan Engagement Center will be accredited through September 24, 2018. Our Latham Engagement Center will be accredited through October 16, 2018.

NCQA is an independent, not-for-profit organization that accredits and certifies a wide range of managed behavioral healthcare organizations (MBHOs). NCQA MBHO accreditation is a nationally recognized evaluation that purchasers, regulators and consumers can use to assess organizations like ours. This accreditation evaluates how well a health plan manages all aspects of its delivery system – physicians, hospitals, other providers and administrative services – in order to continuously improve healthcare for its members.

Accreditation through NCQA is a voluntary review process. NCQA reviews include thorough onsite and offsite evaluations conducted by a team of physicians and managed care experts. A national oversight committee of physicians and behavioral health providers analyzes the team's findings and assigns an accreditation level based on the MBHO's performance compared to NCQA standards.

Full Accreditation is granted to those plans that have excellent programs for continuous quality improvement and meet NCQA's rigorous standards. NCQA MBHO accreditation standards are developed with input from employers, health plans, state and federal regulators, MBHOs and other experts. Standards are set high to encourage MBHOs to continuously enhance their quality.

NCQA MBHO accreditation standards are intended to help organizations achieve the highest level of performance possible, reduce patient risk for untoward outcomes and create an environment of continuous improvement.

There are approximately 60 standards for quality included in the following categories:

- Quality management and improvement
- Utilization management
- Credentialing and re-credentialing
- Members' rights and responsibilities
- Preventive behavioral health care services

"Full Accreditation is granted to those plans that have excellent programs for continuous quality improvement and meet NCQA's rigorous standards."

Substance Use Disorder and ASAM Criteria

Effective October 1, 2015, ValueOptions replaced level-of-care criteria for utilization management of substance use disorders. Some accounts currently using ASAM did not experience a change. Other accounts are required to use a specific criteria set and most will likely continue to do so at this time.

ASAM criteria is a nationally recognized, widely used and comprehensive set of guidelines for placement, continued stay and transfer/discharge of patients with addiction and co-occurring conditions. To order a copy of the ASAM criteria, please go to the following website: www.asam.org/PatientPlacementCriteria.html.

ICD-10: Moving Forward

The transition to ICD-10 was completed on October 1, 2015. It is our hope that all of our providers were well prepared and are experiencing business as usual. You may have received a recent call or an email related to the ICD transition – we continue to be here to help make this process as smooth and seamless as possible to ensure there is no interruption in claims' payment or patient care. In addition, we will maintain our website resources on our ICD-10 Spotlight page.

As always, we encourage providers to use our online ProviderConnect portal to verify member benefits and eligibility, as well as to submit or view authorizations and claims. When submitting authorizations through ProviderConnect, did you know you can select the category from the dropdown menu and then click diagnosis code to access a list of appropriate codes?

If you have questions about our ProviderConnect portal, our EDI help desk can be reached at 888.247.9311, between 8 a.m. and 6 p.m. ET, Monday through Friday. For assistance with specific billing or authorization questions, we encourage you to reach out to the appropriate customer service team on the member's benefit plan.

ProviderConnect 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 19-20, 2015 to 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 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. We also invite you to check our Webinar Calendar for the upcoming "ProviderConnect Enhancement" webinar in January.

Happy Holidays and a Reminder from ValueOptions

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

We also wanted 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.

Contact Us: If you do not have Internet access and would like a hard copy of this newsletter, please contact our National Provider Service Line at 800.397.1630.

UPCOMING WEBINARS

ProviderConnect

These webinars are designed to review our ProviderConnect system and support the E-Commerce Initiative for network providers.

An Overview of ProviderConnect		
Wednesday, January 20, 2016	2:00 p.m.-3:00 p.m. ET	[Register Here!](#)

ProviderConnect Claims		
Tuesday, February 16, 2016	2:00 p.m.-3:00 p.m. ET	[Register Here!](#)

Authorizations in ProviderConnect		
Thursday, February 4, 2016	2:00 p.m.-3:30 p.m. ET	[Register Here!](#)

ProviderConnect Enhancements		
Thursday, January 7, 2016	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.

Introduction to On Track Outcomes		
Wednesday, December 16, 2015	2:00 p.m.-3:00 p.m. ET	[Register Here!](#)
Tuesday, January 19, 2016	1:00 p.m.-2:00p.m. ET	[Register Here!](#)
Thursday, February 18, 2016	2:00 p.m.-3:00 p.m. ET	[Register Here!](#)

You can view previous webinar slides and recordings in our [Webinar Archive](#).
For additional trainings and information please visit our [Video Tutorials](#) as well as your [Network Specific Page](#).