

February  
2015

# VALUED PROVIDER eNEWSLETTER



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## ANOREXIA NERVOSA: WHAT IS IT?

Anorexia nervosa is a chronic, potentially life-threatening eating disorder. It is characterized by deliberate restriction of calories to the point of starvation. Anorexia usually begins at the start of puberty and is more common among women. The *Diagnostic and Statistical Manual of Mental Disorders (DSM-5)* states that within a one-year time period, anorexia affects 0.4 percent of the female population and significantly less males. However, *DSM-5* also eliminates the absence of three menstrual cycles as a criterion for the diagnosis, which will make the diagnosing the condition possible in males.

Anorexia nervosa is specifically diagnosed by:

- Restriction of calories to maintain a body weight that is less than 85 percent of the individual's normal healthy weight. For example, if the normal weight for a 5'4" 15-year-old is 100 pounds, 85 percent of her normal weight is 85 pounds.
- Obsessive preoccupation with body weight and intense fear of gaining weight or becoming fat
- Grossly distorted body image, resulting in unwarranted psychological impact on how one sees and values herself

### Types of anorexia

There are two types of anorexia nervosa, the *restricting type* and the *binge-eating/purging type*. Someone who has the restricting type of anorexia simply does not eat enough to maintain a healthy weight, but does not engage in binge-eating or purging behavior. Binge-eating and purging type engage in self-induced vomiting or the misuse of laxatives, diuretics, or enemas and excessive exercise. In both types the symptoms are driven by fear of weight gain.

### Who develops anorexia nervosa?

Anorexia predominately affects adolescent girls and young adult women and those for whom thinness and/or fitness is required, such as athletes, actors, dancers, models and media personalities.

## ANOREXIA NERVOSA: WHAT IS IT? (CONT'D)

Evidence indicates that approximately 0.9 percent of females in the United States may develop anorexia nervosa in their lifetime. Because more than 90 percent of all those who are affected are adolescent and young women, the disorder has been characterized as primarily a young woman's illness. It should be noted that males and children as young as 7 years old have been diagnosed with this illness, as well as middle-aged and elderly women.

The hallmarks of anorexia nervosa are a preoccupation with body weight and calories and a pathological insistence that the person looks fat in spite of objective evidence that he is sick and emaciated.

### Causes of anorexia

Anorexia is a poorly understood, multifaceted disease; the exact cause or causes are unknown. In an attempt to determine the origins of anorexia, scientists have studied the personalities, genetics, environments and biochemistry of people with this disorder.

Scientists have found that the neurotransmitters (brain chemical messengers) serotonin and norepinephrine are frequently decreased in patients with anorexia in much the same way as individuals with depression.

Common personality traits among those with anorexia include low self-esteem, obsessive tendencies and perfectionism. Those with anorexia tend to be very driven to succeed in academics and sports, but inside these seemingly perfect people are never satisfied with themselves or their performance. This hidden low self-esteem is pathologically tied to their appearance and body image.

Some characteristics or family traits associated with anorexia include:

- Excessive concern within the family with outward appearances, including body shape and weight
- Parental focus on perfection and performance; harsh criticism for mistakes and inappropriate ways of dealing with conflict
- Family history of sexual abuse
- Strained relationship between husband and wife
- Arbitrary role boundaries where children are encouraged to act more responsible than their age should permit and to take on roles or responsibilities for which they are psychologically ill-prepared

*“Those with anorexia tend to be very driven to succeed in academics and sports, but inside these seemingly perfect people are never satisfied with themselves or their performance.”*



## ANOREXIA NERVOSA: WHAT IS IT? (CONT'D)

### Medical complications

The physical complications associated with anorexia nervosa are potentially life-threatening. Damage to vital organs as a result of dehydration and malnutrition can result in:

- Low blood pressure
- Electrolyte imbalance
- Cardiac arrhythmias
- Thyroid gland deficiencies which can lead to cold intolerance and constipation
- Appearance of fine baby-like body hair (lanugo)
- Bloating or edema
- Decrease in white blood cells, which leads to increased susceptibility to infection
- Osteoporosis
- Tooth erosion and decay from malnutrition and self-induced vomiting
- Seizures related to fluid shifts due to excessive diarrhea or vomiting

The course and outcome of anorexia vary. While some who receive treatment recover after a single episode, the majority experience a chronically deteriorating course of illness over many years. Research also shows that treating anorexia early in life is associated with better outcomes.

The mortality rate among young women and teens with anorexia is 12 times higher than the annual death rate due to all causes of death among females ages 15-24 in the general population. The most common causes of death are cardiac complications and suicide.

If you have, or think you might have, anorexia or another eating disorder, get help immediately.

By Drew Edwards, EdD, M.S.  
©2005 Achieve Solutions

This article is presented in recognition of National Eating Disorders Awareness Week, February 22-28, 2015. For more resources and information regarding eating disorders, please [click here](#) to visit the Achieve Solutions' website.

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## NEW BUSINESS: VALUEOPTIONS & KAISER PERMANENTE OF SOUTHERN CALIFORNIA

Effective February 1, 2015, ValueOptions entered into an agreement with Kaiser Permanente to provide an alternative resource for outpatient mental health services for Kaiser Permanente members in the Southern California region. This agreement is intended to give Kaiser Permanente the capacity to provide temporary additional access for members in selected locations and who are referred to ValueOptions after triage by Kaiser Permanente of Southern California.

As a ValueOptions' provider in this region, you now have the opportunity to deliver services to these Kaiser Permanente members. By doing so, please be aware of the specific referral, authorization and claim procedures associated with this agreement. **Please note, due to the nature of this agreement, all services delivered to Kaiser Permanente members will require prior authorization from ValueOptions.**

ValueOptions' in-network providers will receive direct telephonic outreach from ValueOptions to refer the Kaiser Permanente Southern California member. Additional authorization requests or questions should be submitted through the ValueOptions online portal, [ProviderConnect](#).

Participating providers should submit claims electronically through ProviderConnect either through direct claims submission or batch claim submission to achieve the greatest efficiency in claims processing. Please refer to the ProviderConnect [Helpful Resources](#) page for more information. 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](mailto:e-supportservices@valueoptions.com).

If providers are unable to electronically submit claims, paper claims for services rendered by participating providers with dates of service on or after February 1, 2015 can be mailed to ValueOptions at:

ValueOptions  
P.O Box 930321  
Wixom, MI 48393-0321

Additional questions regarding Kaiser Permanente Southern California claims should be directed to ValueOptions at (855) 207-9314.

*“Effective February 1, 2015, ValueOptions entered into an agreement with Kaiser Permanente to provide an alternative resource for outpatient mental health services for Kaiser Permanente members in the Southern California region.”*





## PROVIDER ALERT: IMPORTANT INFORMATION REGARDING AFTRA HEALTH PLAN AND RETIREMENT PLAN MENTAL HEALTH AND SUBSTANCE USE BENEFITS

The AFTRA Health Plan and Retirement Plan (AFTRA H&R) has a new claims mailing address for submitting mental health and chemical dependency claims.

For dates of service beginning January 1, 2015, submit all mental health and chemical dependency benefit claims to:

ValueOptions  
P.O. Box 1290  
Latham, New York 12110

Claims with service dates on or before December 31, 2014, send claims directly to:

AFTRA H&R  
261 Madison Avenue, 8th Floor  
New York, NY 10016-2312

If you have any questions regarding an AFTRA H&R participant, please contact ValueOptions at (800) 704-1421.

As a reminder, ValueOptions prefers to receive electronic claims submissions. Claims can be sent through our [ProviderConnect](#) portal or through a clearinghouse. To register for ProviderConnect, please [click here](#) or submit the [online services account request form](#).

The ProviderConnect portal offers direct claim submission for professional services as well as batch claim submission in HIPAA-compliant 837 format. Clearinghouses will submit batch claims. If you intend to use a clearinghouse, please complete and submit the [intermediary authorization request form](#).

## REMINDER: VALUEOPTIONS & KAISER PERMANENTE OF NORTHERN CALIFORNIA

ValueOptions also has an agreement with Kaiser Permanente to provide an alternative resource for outpatient mental health services for Kaiser Permanente members in the Northern California region. ValueOptions' in-network providers will receive direct telephonic outreach from ValueOptions to refer the Kaiser Permanente Northern California member. Additional requests for authorization should be submitted through the ValueOptions online portal, [ProviderConnect](#).

## REMINDER: VALUEOPTIONS & KAISER PERMANENTE OF NORTHERN CALIFORNIA (CONT'D)

Participating providers should submit claims electronically through ProviderConnect either through direct claims submission or batch claim submission to achieve the greatest efficiency in claims processing. Please refer to the ProviderConnect [Helpful Resources](#) page for more information. 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](mailto:e-supportservices@valueoptions.com).

Questions regarding Kaiser Permanente Northern California authorizations should be directed to ValueOptions at (855) 267-1511. Questions regarding Kaiser Permanente Northern California claims should be directed to ValueOptions at (855) 847-8347.

## NORTH CAROLINA ENGAGEMENT CENTER: ALCOHOL PREVENTION AND SCREENING DURING PREGNANCY

Alcohol can damage a fetus at any stage of pregnancy. Damage can occur in the earliest weeks of pregnancy, even before a woman knows that she is pregnant. The Centers for Disease Control and Prevention (CDC) reported in an article (*Alcohol Use and Binge Drinking Among Women of Childbearing Age – United States, 2006-2010*) published July 20, 2012, that alcohol use during pregnancy is a leading preventable cause of birth defects and developmental disabilities. The CDC estimates that 7.6 percent of pregnant women use alcohol affecting at least 1 percent of all births with Fetal Alcohol Spectrum Disorders (FASDs). FASDs include fetal alcohol syndrome, alcohol-related birth defects, and alcohol-related neurodevelopmental disorders which result in neurodevelopmental deficits and lifelong disability.

ValueOptions is collaborating with Health Plans on an initiative to increase the screening of pregnant women for alcohol use during pregnancy. Early screening can contribute to “better risk identification, secondary prevention efforts, and improved pregnancy outcomes for offspring at risk from heavy prenatal alcohol exposure.” (Sokol RJ, Martier SS, Ager JW: *American Journal of Obstetrics/ Gynecology* 1989 Apr, 160(4): 863-8).

ValueOptions is recommending practitioners use the T-ACE (T= tolerance, A= annoyed, C= cut down, E= eye opener) Screening Tool developed by R. J. Sokol, MD, to help identify risk drinking. The T-ACE was developed specifically for prenatal use based on the CAGE Substance Abuse Screening Tool. It is four questions that take less than a minute to complete. ValueOptions is also recommending the ethylglucuronide (EtG) urine test for high risk women. Positive screening may indicate exposure to alcohol up to five days prior testing.

*“This agreement is intended to give Kaiser Permanente the capacity to provide temporary additional access for members in selected locations and who are referred to ValueOptions after triage by Kaiser Permanente of Northern California.”*



## NORTH CAROLINA ENGAGEMENT CENTER: ALCOHOL PREVENTION AND SCREENING DURING PREGNANCY (CONT'D)

In addition, a brochure from the CDC entitled *Think Before You Drink*, will be enclosed in mailings to pregnant women along with other educational prenatal materials. The brochure provides education regarding the effects of alcohol on the baby and provides information should the woman need assistance to stop drinking.

[http://www.valueoptions.com/providers/Network/NCSC\\_State\\_Local\\_Government.htm](http://www.valueoptions.com/providers/Network/NCSC_State_Local_Government.htm)

Please call (866) 719-6032 for a copy if you do not have Internet access.

A copy of the article Alcohol Use and Binge Drinking Among Women of Childbearing Age – United States, can be viewed at:

[http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6128a4.htm?s\\_cid=mm6128a4\\_e%0d%0a](http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6128a4.htm?s_cid=mm6128a4_e%0d%0a)

## PROMOTING EARLY DETECTION AND SCREENING OF ALCOHOL USED BY YOUTHS

Alcohol is the most commonly used drug among youths in the United States. Studies reviewed by The Centers for Disease Control and Prevention (CDC) revealed that alcohol is responsible for 189,000 emergency rooms visits and more than 4,300 deaths annually for underage youths (*CDC Fact Sheets – Underage Drinking*).

ValueOptions is partnering with Health Plans on an initiative to promote early detection of teen alcohol use by promoting early screenings and prevention in primary care. ValueOptions created a toll-free PCP Consultation Line for Pediatricians and Family Practices which is staffed by board certified psychiatrists who provide consultations regarding substance use assessment and treatment. ValueOptions is also promoting the use of the CRAFFT questionnaire. The CRAFFT is a highly recognized behavioral health screening tool recommended by the American Academy of Pediatrics' Committee on Substance Abuse for identifying youth at risk. A major clinical challenge is identifying youths who need treatment and identifying those who are at risk of developing chronic substance use disorders in adulthood.

The ValueOptions toll-free PCP Consultation Line for Pediatricians and Family Practices is available from 9 a.m. to 5 p.m. ET at (877) 241-5575.

Copies of the CRAFFT questionnaire can be downloaded at: [http://www.valueoptions.com/providers/Network/NCSC\\_State\\_Local\\_Government.htm](http://www.valueoptions.com/providers/Network/NCSC_State_Local_Government.htm)

A copy of the CDC Facts Sheet - Underage Drinking:

<http://www.cdc.gov/alcohol/fact-sheets/underage-drinking.htm>

## NORTH CAROLINA ENGAGEMENT CENTER: NEW SCREENING PROGRAMS

The ValueOptions North Carolina Engagement Center (NCEC) has developed two new screening programs. Both of these screening programs are being implemented in 2015. The new programs are:

- Adult Co-Occurring Bipolar and Alcohol Use Screening and Stabilization

The impact of alcohol use disorders on persons with a bipolar disorder can be significant and result in poorer outcomes. The American Journal of Managed Care published an article, *Bipolar Disorder Costs and Comorbidity*, which presented statistics compiled from studies conducted by the National Institute of Mental Health. It was found that 46 percent of individuals with bipolar disorder had alcohol use or dependence, and individuals with bipolar disorder are more than three times as likely as those in the general population to have alcohol or dependence. The NCEC Co-Occurring Bipolar and Alcohol Use Screening Program will identify those members and will assist with education, support and treatment needs.

- Post Discharge Depression Screening for Members with a Cardiac Event History

About one in five who have a heart attack are found to have depression soon after the heart attack (*Depression and Heart Disease*). In March 2014, The American Heart Association elevated depression to the status of an independent risk factor for adverse medical outcomes in patients with acute coronary syndrome. The NCEC Post Discharge Depression Screening for Members with a Cardiac Event History program will address members who have been discharged from the hospital following a cardiac event. The program will assist with education, support and treatment needs in efforts to decrease medical consequences of unidentified depression in adults with cardiovascular disease. Subsequent cardiac events requiring inpatient care and improving quality of life for members with co-occurring depression and cardiovascular disease will be addressed.

The American Journal of Managed Care article *Bipolar Disorder Costs and Comorbidity*:  
<http://www.ajmc.com/publications/supplement/2005/2005-06-vol111-n3suppl/jun05-2074ps85-s90/1>

Johns Hopkins Medicine article *Depression and Heart Disease*:  
[http://www.hopkinsmedicine.org/heart\\_vascular\\_institute/clinical\\_services/centers\\_excellence/womens\\_cardiovascular\\_health\\_center/patient\\_information/health\\_topics/](http://www.hopkinsmedicine.org/heart_vascular_institute/clinical_services/centers_excellence/womens_cardiovascular_health_center/patient_information/health_topics/)

*“In March 2014, The American Heart Association elevated depression to the status of an independent risk factor for adverse medical outcomes in patients with acute coronary syndrome.”*



## CLINICAL TOOLS: MEDICAL NECESSITY CHECKLIST

ValueOptions has many [clinical tools](#) available for providers to use free of charge. We are pleased to introduce the [Medical Necessity Checklist](#). Our hope is that this can serve as a guideline when preparing to request authorization for care. It is designed to assist with familiarizing yourself with the questions our clinicians will be asking in order to help determine medical necessity. Depending on each case and the responses received, there may be follow-up questions. We believe this checklist will help provide a baseline for where to begin. Our goal is to increase efficiency, thereby resulting in a decreased turn-around time for authorization request processing.

Did you know that many authorization requests can be completed through our online portal, ProviderConnect? For additional information, please visit ProviderConnect [Helpful Resources](#).

## IMPORTANT: A FRIENDLY REMINDER

In an effort to ensure the best outcomes for our members, we would request that you outreach to patients when practical to remind them of upcoming appointments, especially when:

- It is their initial appointment with your practice
- It is their first appointment following an inpatient hospitalization
- For an appointment following a longer span of time such as a vacation or an illness

Conveying a sense that the practice or provider is looking *forward* to meeting will:

- Help alleviate any trepidation and/or anxiety the member may be experiencing
- Help to reduce possible cancellations or no shows

Even with established patients, a reminder helps to keep the member on track with their appointments as well as their health and wellness.



## 1099 QUESTIONS

It is tax season!

ValueOptions mailed all 1099s as of January 31, 2015.

**1099s were only issued for providers who were issued total payments of \$600 or greater in 2014.**

If you have questions regarding your 1099, please contact our 1099 Hotline at (703) 390-4936. This is a voicemail box monitored by our Finance Department and all calls will be returned within three business days.

## PROVIDER HANDBOOK UPDATE – CLAIMS BILLING AUDIT PROCESS

In order to better identify performance improvements with our providers, the ValueOptions' National Program Integrity Department has updated the Claims Billing Audits section (page 70) of the [Provider Handbook](#). The following language has been added:

*ValueOptions has established an audit error rate threshold of 10% to determine whether the provider/participating provider had accurate, complete and timely claim/encounter submissions for the audit review period.*

ValueOptions will now identify a standard audit error rate of 10% or less in claims billing audits in order to quantify a provider's performance. We hope this will help providers with identifying areas for more effective oversight procedures for claims billing in the future.

If you have questions, please contact your [Regional Provider Relations Team](#) or the ValueOptions' Provider Service Line at (800) 397-1630, 8 a.m. - 8 p.m. ET, Monday-Friday for assistance.

*“ValueOptions will now identify a standard audit error rate of 10% or less in claims billing audits in order to quantify a provider's performance.”*

## VALUESELECT<sup>SM</sup> PROGRAM BENEFITS AND RELIAS LEARNING

If you are a ValueSelect 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 network 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](#).

## RECREREDENTIALING AND CAQH

When you receive correspondence from ValueOptions regarding recredentialing, it is imperative that you complete and return all required documentation to ValueOptions in a timely manner. You can complete and submit your current information through [ProviderConnect](#) or via the Council for Affordable Quality HealthCare (CAQH) and update ValueOptions with your CAQH ID as soon as possible to avoid termination of your Practitioner Agreement. Our National Provider Service Line can submit your CAQH ID and review your file to determine what additional supporting documentation may be needed. They are available Monday through Friday, between 8 a.m. and 8 p.m. ET at (800) 397-1630.

[View CAQH Provider Credentialing and Recredentialing FAQs](#)

### **\*\*CAQH SYSTEM UPDATES\*\***

Please be advised that the CAQH UPD online system will be down for system upgrades from 8 p.m. ET Tuesday, February 17, 2015 through Monday morning, February 23, 2015. We encourage you to plan ahead and make any CAQH updates in the UPD system as soon as possible and contact ValueOptions with your information prior to February 17, 2015. Any questions regarding the CAQH system can be directed via email to [upd@caqh.org](mailto:upd@caqh.org).







## **BILLING CODE UPDATE: M0064 DISCONTINUATION**

As of January 1, 2015, the HCPCS code M0064 has been discontinued by CMS (Centers for Medicare and Medicaid Services) with no direct replacement code. If you aren't already, you should now bill using E&M codes with psychotherapy add-on codes as clinically appropriate.

If you have any questions regarding this matter, please contact your local [Regional Provider Relations Team](#) or our National Provider Service Line. They can be reached Monday through Friday from 8 a.m. - 8 p.m. ET at (800) 397-1630.

## **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  
FLORIDA







## PROVIDERCONNECT MESSAGE CENTER

Here at ValueOptions, we understand it may be difficult to get to a phone during the day as providers are very busy. We would like to remind you of our ProviderConnect Message Center, where you can ask questions or check status on benefits, authorizations, and claims.

Auth Summary | Auth Details | Associated Claims

The information displayed indicates the most current information we have on file. It may not reflect claims or other information that has not been received by ValueOptions.

### Authorization Header

Member ID	987654321
Member Name	SUSAN ASLAN
Authorization #	01- 042210- 1- 10
Client Auth #	N/A
Authorization Status	O - Open
From Provider	PETER TUMNUS
Admit Date	12/01/2009
Discharge Date	

Return to search results

Send Inquiry

Complete Discharge Review

When in a member's benefit, authorization, or claim screen, click "Send Inquiry" as shown in the example on the left. The next page will allow you to send a question or check status as needed.

Inquiries are responded to within five business days and will show in your Message Center Inbox on the ProviderConnect home screen.

YOUR MESSAGE CENTER (8 **NEW**) Message



Click on inbox to view your messages

## VALUEOPTIONS PRESENTS: PROVIDERCONNECT CLAIMS TRAINING

In an effort to assist with the E-Commerce Initiative, ValueOptions is pleased to announce we are adding new ProviderConnect webinars during 2015.

Our next webinar, "ProviderConnect Claims," will begin in February and will delve deeper to focus on how to submit claims through ProviderConnect.

Topics will include:

- Direct Claim Submission
- Batch Claim Submission
- Replacement Claim Submission
- Viewing Provider Summary Vouchers

**Register today!**

[ProviderConnect Claims](#)

[Thursday, February 26, 2015 1 – 2 p.m. ET](#)

We will continue to offer our "ProviderConnect Overview" and "Authorizations in ProviderConnect" series throughout 2015 as well. Review our [Upcoming Webinars](#), also listed on the last page of this month's newsletter, for additional dates and times.



## 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

Date	Time	Registration Link
Tuesday, February 10, 2015	3-4 p.m. ET	<a href="#">Register Here!</a>
Wednesday, March 18, 2015	3-4 p.m. ET	<a href="#">Register Here!</a>

#### ProviderConnect Claims

Date	Time	Registration Link
Thursday, February 26, 2015	12-1 p.m. ET	<a href="#">Register Here!</a>
Wednesday March 11, 2015	11 a.m.-12p.m. ET	<a href="#">Register Here!</a>

### Giving Value Back to the Provider

This forum will introduce and discuss the new exciting initiatives for providers and familiarize you with administrative, procedural and general information about ValueOptions.

Date	Time	Registration Link
Thursday, March 5, 2015	2-4 p.m. ET	<a href="#">Register Here!</a>
Friday, March 6, 2015	11 a.m. –1 p.m. ET	<a href="#">Register Here!</a>

### 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
Wednesday, February 18, 2015	11 a.m. –12 p.m. ET	<a href="#">Register Here!</a>

### 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
Thursday, March 12, 2015	11 a.m. –12 p.m. ET	<a href="#">Register Here!</a>