

January
2015



SPOTLIGHT:

Provider Handbook

[Read
More](#)

Upcoming Provider
Webinars

[Read
More](#)

Contact Us

[Read
More](#)

IN THIS ISSUE:

- BEACON HEALTH STRATEGIES AND VALUEOPTIONS FINALIZE MERGER
- LEARN ABOUT THE UTILIZATION MANAGEMENT PROGRAM
- CLINICAL PRACTICE GUIDELINES
- MEMBER RIGHTS & RESPONSIBILITIES
- CONFIDENTIALITY
- SAVE THE DATE: EASNA'S 2015 EASNA INSTITUTE APRIL 22-24
- HOW FAMILIES CAN HELP, OR HINDER, RECOVERY
- IMPORTANT INFORMATION REGARDING AFTRA HEALTH PLAN
- IMPORTANT NOTICE FOR GHI PROVIDERS
- FIDA - NYC IS NOW LIVE
- VALUEOPTIONS' ON TRACK OUTCOMES PROGRAM
- 1099 QUESTIONS
- VALUEOPTIONS PRESENTS NEW WEBINAR SERIES
- UPCOMING WEBINARS

BEACON HEALTH STRATEGIES AND VALUEOPTIONS® FINALIZE MERGER

Beacon Health Strategies and ValueOptions finalized the completion of their merger. The combined company is known as Beacon Health Options and serves 45 million people across all 50 states and the United Kingdom, making it the premier managed behavioral health care company.

While our name has changed, your provider contacts and the policies and procedures you follow will remain the same as very little is changing at this time. You will continue to work with Beacon or ValueOptions depending on your contract affiliation. Please view our [Provider Homepage](#) for more information.

Headquartered in Boston, Beacon Health Options has over 4,000 employees, and is led by Chief Executive Officer Timothy Murphy, who formerly served as CEO of Beacon Health Strategies. Mr. Murphy is supported by an executive team comprised of experienced leaders from both companies, bringing together decades of behavioral health care experience.

"Individually, Beacon Health Strategies and ValueOptions have long been recognized leaders in the behavioral health management industry. Together as Beacon Health Options, we are now the partner of choice for forward thinking organizations who recognize the importance that mental health and wellness plays in achieving a healthy and productive workforce and community and desire a partner who brings expertise and proven results on managing care for mental health and substance use disorders," said Murphy. "Beacon Health Options is built on a mission of helping people live their lives to the fullest potential. We focus exclusively on behavioral health, delivering best-in-class clinical care management services and superior analytic techniques that combined assist providers in delivering high quality care and for patients in achieving a better state of physical and mental health."

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



BEACON HEALTH STRATEGIES AND VALUEOPTIONS FINALIZE MERGER (CONT'D)

“The name Beacon Health Options is an obvious tribute to the past and the many accomplishments of our two predecessor companies,” adds Murphy. “And our new brand is emblematic of the many opportunities we see ahead as one company. The brand represents Beacon Health Options’ next-generation approach to behavioral health management, and reinforces our commitment to guiding each individual we serve toward a life of resiliency and recovery.”

About Beacon Health Options

Beacon Health Options is a health improvement company that serves 45 million individuals across all 50 states and the United Kingdom. On behalf of employers, health plans and government agencies, we manage innovative programs and solutions that directly address the challenges our behavioral health care system faces today. A national leader in the fields of mental and emotional wellbeing, recovery and resilience, employee assistance, and wellness, Beacon Health Options helps people make the difficult life changes needed to be healthier and more productive. Partnering with a network of providers nationwide, Beacon Health Options helps people take important steps in the right direction. We help them live their lives to the fullest potential. Visit www.beaconhealthoptions.com for more information.



“While our name has changed, your provider contacts and the policies and procedures you follow will remain the same as very little is changing at this time. You will continue to work with Beacon or ValueOptions depending on your contract affiliation.

Please view our [Provider Homepage](#) for more information.”

LEARN ABOUT THE UTILIZATION MANAGEMENT PROGRAM

ValueOptions strives to enhance the well-being of the people we serve. We see ourselves as an integral part of the communities we serve and understand that many factors impact the state of a person's health. To best service a given population and ensure the relevant design of appropriate programs and services, we seek to learn from, and work with, individuals in those communities. In managing the behavioral health benefits of millions of people, we are acutely aware of our responsibility to afford each individual every opportunity to achieve optimal outcomes.

ValueOptions is proud of its focus on quality care and best practices. The primary responsibility of the utilization management staff is to guide and oversee the provision of effective services in the least restrictive environment and to promote the well-being of members. We are very committed to supporting individuals in becoming responsible participants in their treatment.

Decisions:

Utilization management clinicians are appropriately licensed behavioral health care professionals who work cooperatively with practitioners and provider agencies to ensure member needs are met. Providers and practitioners are always afforded the opportunity to discuss and review any decision regarding inpatient admissions or other levels of care.

Criteria:

ValueOptions utilizes internally developed behavioral health clinical criteria for mental health and substance use based on nationally established clinical practice guidelines including the American Psychiatric Association (APA), the American Academy of Pediatrics (AAP), and the American Society of Addiction Medicine (ASAM). Criteria is assessed annually, by the ValueOptions' National Executive Medical Management Committee, and revised as necessary. The criteria are available for review on our website in the ValueOptions' [Provider Handbook](#). If you are having difficulty accessing our online handbook, 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.

Financial Incentives:

ValueOptions does not provide rewards or incentives, either financial or otherwise, to any of the individuals involved in conducting utilization review, for issuing denials of coverage or service, or inappropriately restricting care. Utilization-related decisions are based on the clinical needs of the member, benefits available, and appropriateness of care. Objective, scientific-based criteria and treatment guidelines, in the context of provider or member-supplied clinical information, guide the decision-making process.



CLINICAL PRACTICE GUIDELINES

ValueOptions' clinical practice guidelines are adopted from recognized sources such as professional behavioral health care organizations and professional literature. The clinical guidelines incorporate content from clinicians who are considered specialists in their respective fields, as well as feedback from practitioners in the community.

ValueOptions has adopted our clinical practice guidelines from the American Psychiatric Association (APA), the American Academy of Child and Adolescent Psychiatry (AACAP), Canadian Psychiatric Association (CPA), Substance Abuse and Mental Health Services Administration (SAMHSA) and Department of Veterans Affairs Department of Defense (VA/DoD).

Clinical practice guidelines from the American Psychiatric Association (APA):

- Bipolar Disorder
- Eating Disorders
- Major Depression
- Obsessive-Compulsive Disorder
- Panic Disorder
- Schizophrenia
- Stress and Post-Traumatic Stress Disorder
- Substance Use Disorders
- Assessing and Treating Suicidal Behaviors

Clinical practice guidelines from the American Academy of Child and Adolescent Psychiatry (AACAP):

- Attention Deficit Hyperactivity Disorder
- Assessment and Treatment for Children-Adolescents with Autism Spectrum Disorder
- Assessment and Treatment of Children and Adolescents with Substance Use Disorders
- Children and Adolescents with Depressive Disorders
- Generalized Anxiety Disorder in Children and Adolescents

Clinical practice guidelines from the Canadian Psychiatric Association (CPA):

- Generalized Anxiety Disorder in Adults

Clinical practice guidelines from the Department of Veterans Affairs Department of Defense (VA/DoD):

- Management of Substance Use Disorders (SUD)

Clinical practice guidelines from the Substance Abuse and Mental Health Services Administration (SAMHSA):

- Suboxone Treatment
- Opioid-Related Disorders
- Substance Use Treatment for Persons w/Co-Occurring Disorders – Tip 42
- SUD Treatment for People with Physical and Cognitive Disorders – Tip 29
- Enhancing Motivation for Change In-Service Training – Tip 35
- Incorporating Alcohol Pharmacotherapies into Medical Practice – Tip 49

“The clinical guidelines incorporate content from clinicians who are considered specialists in their respective fields, as well as feedback from practitioners in the community.”

CLINICAL PRACTICE GUIDELINES (CONT'D)

- Managing Chronic Pain in Adults with or in Recovery from Substance Use – Tip 54
- Buprenorphine in the Treatment of Opioid Addiction – Tip 40
- Substance Use Treatment: Addressing the Specific Needs of Women – Tip 51

Guidelines have been adopted based on clinical best-practices, national review including journal articles, outcomes research, provider advisory feedback, and related practice guidelines (sources attached to each guideline). Practice guidelines are available on the ValueOptions' website in the [Treatment Guidelines](#) section.

Copies of the APA guidelines can be downloaded from:

http://www.psych.org/MainMenu/PsychiatricPractice/PracticeGuidelines_1.aspx or call APA customer service line at (800) 368-5777.

Copies of the AACAP guidelines can be downloaded from:

http://www.aacap.org/AACAP/Resources_for_Primary_Care/Practice_Parameters_and_Resource_Centers/Practice_Parameters1.aspx or call AACAP at (202) 966-7300, x137.

Copies of the CPA guidelines on Generalized Anxiety Disorder can be downloaded from:

<http://publications.cpa-apc.org/browse/documents/213> or call CPA at (613) 234-2815.

Copies of the VA/DoD guidelines on Management of Substance Use Disorders can be downloaded from:

<http://www.healthquality.va.gov/guidelines/MH/sud> or call VA/DoD at (800) 827-1000.

Copies of the SAMHSA guidelines can be downloaded from:

<http://store.samhsa.gov/pages/searchResult/guidelines> or call SAMHSA at (877) SAMHSA-7.

MEMBER RIGHTS & RESPONSIBILITIES

ValueOptions is committed to respecting our enrollees' rights and responsibilities.

Enrollees have a right to:

- Receive information about the organization, services, practitioners and providers, and the enrollees' rights and responsibilities.
- Be treated with respect and recognition of their dignity and right to privacy.
- Participate with practitioners in making decisions about their health care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about the organization or the care it provides.
- Make recommendations regarding the organization's enrollees' rights and responsibilities policies.





MEMBER RIGHTS & RESPONSIBILITIES (CONT'D)

- Have anyone they choose speak on their behalf in contacts with ValueOptions.
- Know the facts about any charge or bill they receive, no matter who is making payment.

Enrollees have a responsibility to:

- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Follow plans and instructions for care they have agreed upon with their practitioners.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

To access or print resource documents related to ValueOptions' member rights and responsibilities, [click here](#).

CONFIDENTIALITY

ValueOptions has written policies regarding protected health information (PHI). These policies address disclosure of PHI, restrictions on use of PHI, the ability to amend PHI and the accounting process for disclosures, as well as internal/external protection of oral, written and electronic information across the organization. To read additional information about Confidentiality, Privacy, and Security of Identifiable Health Information please access our [Provider Handbook](#).

SAVE THE DATE: EASNA'S 2015 EASNA INSTITUTE, APRIL 22-24, 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>.

HOW FAMILIES CAN HELP, OR HINDER, RECOVERY

Recovery from addiction is both a wonderful thing and, at times, a difficult process for everyone involved. No one intuitively knows how to effectively deal with someone else's addiction or recovery. Without adequate knowledge about addictive disease and its impact on relationships this turmoil can be overwhelming.

As a result, families, friends and co-workers "tip toe" around the person with the problem in fear that they may cause him to get angry and relapse. This all-too common behavior is based on the faulty belief that we are somehow responsible for the mood and bad choices of another. The result—everyone stays sick.

What is recovery?

Recovery from addictive disease—which includes drug and alcohol addiction, compulsive gambling and sexual addiction—is a process of learning, accepting, making responsible choices and letting go of fear.

For families, recovery begins when the decision is made to quit covering up, lying or making excuses for the person with an addiction. In other words, you can choose to be responsible for yourself and your happiness and allow the other person to be responsible for her choices. If lecturing, worrying, rescuing, screaming and losing sleep were effective, then every person with an addiction problem would be cured.

Recovery is much more than stopping the addictive behavior. Some of the most miserable people are those who have stopped an addictive behavior but have not found an ounce of inner peace, forgiveness or joy. They just seem to stay angry. Recovery involves restoration of the body, mind and relationships, and redemption of the spirit. The same can be said for the family members who have also been hurt by addiction.

How to help

How can those closest to someone with an addiction help him in recovery? First, admit that you do not have the power to cause someone to use drugs or gamble—but you do have some influence. Therefore, there are things that help, and things that do not. As trite as it may sound, you have to start with your own thinking and choices.

Here are some suggestions for what helps and what does not:

- **Don't take your loved one's addiction, relapse or even success personally.** Remember—you did not cause it, and you cannot cure it. The hallmark of codependency is when the actions of another control how you feel or behave. Remember that those with an addiction choose their way toward happiness or toward relapse—so do you.

"Remember that those with an addiction choose their way toward happiness or toward relapse—so do you."



HOW FAMILIES CAN HELP, OR HINDER, RECOVERY (CONT'D)

- **Acknowledge and affirm.** Recovery can be difficult. In your own words, let your loved one know that you recognize how hard recovery can be. Affirm her good choices and tough decisions. With an addiction, early recovery seems like a long list of things they cannot do or things they must give up. Give your loved one choices about little things, such as where to go for dinner, or about how to handle kids and family life. Ask for his advice or opinion on things in your life. Be aware. This is harder than you think, especially for spouses who, out of necessity, may have spent years trying to control almost everything.
- **Empower whenever possible.** For those with an addiction, early recovery seems like a long list of things they cannot do or things they must give up. Give your loved one choices about little things, such as where to go for dinner, or about how to handle kids and family life. Ask for his advice or opinion on things in your life. Be aware. This is harder than you think, especially for spouses who, out of necessity, may have spent years trying to control almost everything.
- **Celebrate milestones in recovery together.** Let your loved one know that you are proud of her accomplishments. Thirty days, 90 days and one year of sobriety are especially big markers. Plan accordingly.
- **Lose the drama.** Creating emotional distance between you and the person's "drama of the day" will keep you objective and healthy. When a problem or crisis arises, become a non-anxious presence and simply ask what he wants from you. Remember, never do for a person with an addiction problem what he is capable of doing for himself, even when it is hard.
- **Get help, support and counsel from others.** You can't do this alone. Isolation from friends and extended family is a common occurrence in families overcoming addiction. Friends, clergy and counselors can help you remain balanced during difficult times because they can look at you more objectively than you can look at yourself. Self-help programs such as Al-Anon, Nar-Anon and many faith-based programs offer excellent support for families.
- **Let go of worry.** This is perhaps the most difficult hurdle for the loved ones of those with an addiction problem. In this sense, worry is connected to a false sense of control, when in fact, the opposite occurs. Worry keeps you preoccupied with things you cannot change and pulls your attention from other family members and responsibilities.
- **Be present and future oriented.** Addiction brings out the worst in everyone. You cannot change the past. Seek forgiveness from others and forgive yourself—and move on.

Recovery from addiction offers tremendous hope for a better future, but it is not easy.

By Drew Edwards, EdD © 2006 Achieve Solutions

This newsletter article is provided by the Achieve Solutions website. This article and other information provided on the Achieve Solutions site, including, but not limited to, articles, quizzes and other general information, is for informational purposes only and should not be treated as medical, psychiatric, psychological or behavioral health care advice. This article is not intended to be used for medical diagnosis or treatment or as a substitute for consultation with a qualified health care professional.



“Recovery from addiction offers tremendous hope for a better future, but it is not easy.”

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](#).

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. ProviderConnect forms referenced above can be faxed to (866) 698-6032.

IMPORTANT NOTICE FOR GHI PROVIDERS

If you provide services to members covered by GHI Health Plans that follow a pass through model for the administration of outpatient visits (i.e., you were required to submit an Outpatient Treatment Report form after a certain number of visits), this practice will no longer be applicable effective December 31, 2014. However, all benefits remain subject to medical necessity.

If you have any questions about a GHI Health Plan member, please contact our customer service department at (800) 619-0630.





FIDA - NYC IS NOW LIVE

FIDA (Fully Integrated Duals Advantage) has launched as of January 1, 2015. FIDA is a program designed to integrate care for members with both Medicare and Medicaid who may require home and/or community-based Long-Term Care Support Services. ValueOptions has partnered with ArchCare, GuildNet, Emblem, and VNSNY Choice to help make this launch a success. As of January 1, 2015, members residing in NYC have access to FIDA providers and are able to voluntarily enroll in the program. In April 2015, passive enrollment begins which will further increase membership within this plan and expand to include members in Long Island and Westchester Counties.

Thank you to all providers who have prepared to serve these important members!

VALUEOPTIONS ON TRACK OUTCOMES PROGRAM

Over the last few decades, behavioral therapy has been shown to be effective for a range of ailments, including anxiety, depression, post-traumatic stress disorder and eating disorders. Research also tells us psychotherapy is often *more effective* than medications in helping relieve the symptoms of common mental disorders. However, evidence suggests a substantial number of patients do not benefit from therapy and that therapists routinely fail to identify these breakdowns in treatment.

If practitioners want to enhance their effectiveness, research indicates they will benefit from monitoring their client's treatment outcomes and acting responsively to client feedback provided by such monitoring. The use of client feedback to enhance performance has a long history of study. Client-focused systems have been developed to monitor and provide feedback about client progress in psychotherapy as a method of enhancing outcomes for those who are likely to experience treatment failure. Results show that clients in the feedback group stayed in therapy longer and had superior outcomes.

Multiple, carefully-controlled, randomized clinical trials document that outcomes-informed care, also known as feedback-informed treatment, improves outcomes while simultaneously decreasing the risk of drop out and deterioration in care. The ValueOptions' *On Track* Outcomes Program enables clinicians to systematically integrate client feedback into their clinical practice and use that information to improve outcomes. With timely, objective feedback on client progress in comparison to benchmarks, clinicians can better identify at-risk clients, keep them engaged, and make adjustments to their treatment plans to improve outcomes.

Individual clinicians with access to the [ProviderConnect](#) web portal can access the *On Track* tools. The first time a provider connects to the *On Track* site, they will be asked to confirm key information used by the program before being connected to the *On Track* forms and tools. While available to group practices and group practice administrators, clinicians in group practices will not be able to access *On Track* through ProviderConnect. Group practices should send an email to OnTrackOutcomes@valueoptions.com for information about how to begin using *On Track*.

VALUEOPTIONS' ON TRACK OUTCOMES PROGRAM (CONT'D)

We would like to invite you to attend one of our introductory teleconferences for an orientation to this exciting program. To expedite your connection to the webinar, we encourage you to register in advance by using one of the links provided below:

Date	Time	Registration Link
Tues., January 20, 2015	1-2 p.m. ET	Register Here!
Wed., February 18, 2015	11 a.m. -12 p.m. ET	Register Here!

1099 QUESTIONS

It is tax season!

ValueOptions will be mailing 1099s no later than January 31, 2015.

1099s are sent to the pay to address of providers who were issued total payments of \$600 or more per Tax ID 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.

ValueOptions Presents New Webinar Series!

In an effort to assist with the E-Commerce Initiative, ValueOptions is pleased to announce we are adding new ProviderConnect webinars during 2015. The first new webinar, "ProviderConnect Enhancements," will begin in January and will review new enhancements as they are added to ProviderConnect in an effort to improve our providers' online experience.

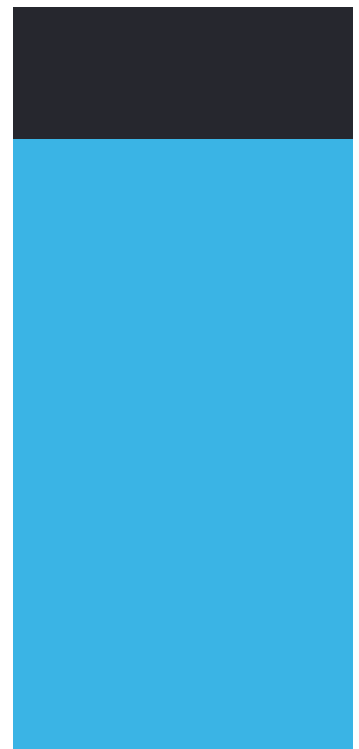
Topics will include:

- Role Based Security
- New Provider Summary Voucher Search
- Account Linking
- Provider/Member Communications
- Demographic Updates

Register today!

[ProviderConnect Enhancements](#)
[Thursday, January 22, 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 next page, 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	Register Here!

Authorizations on ProviderConnect

Date	Time	Registration Link
Thursday, January 15, 2015	2-3 p.m. ET	Register Here!

ProviderConnect Enhancements

Date	Time	Registration Link
Thursday, January 22, 2015	1-2 p.m. ET	Register Here!

ProviderConnect Claims

Date	Time	Registration Link
Thursday, February 26, 2015	12-1 p.m. ET	Register Here!

Introduction to On Track Outcomes

Provides an overview of this program, designed to support network providers as

Date	Time	Registration Link
Tuesday, January 20, 2015	1-2 p.m. ET	Register Here!
Wednesday, February 18, 2015	11 a.m. -12 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, February 4, 2015	10-11 a.m. ET	Register Here!