beacon health options

VALUED PROVIDER eNewsletter

ValueOptions, Inc.®, a Beacon Health Options company

July 2015

Spotlight:

In this Issue:

Contact Us:

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

How Can I Be More Flexible?

It has been said that the only constant in life is change. No one can really escape that fact—in the family, the workplace, in the world around us and in our own bodies—but some seem better than others at adjusting to change and even taking advantage of it. They have mental and emotional flexibility, an attitude that makes change more manageable and less intimidating.

Nature vs. nurture

Can flexibility be learned? It can, and to some extent it has to be. Humans naturally find comfort in routines—even in something as minor as sitting in the same spot in the same pew at church. They also find comfort in unchanging routines and duties in the workplace. Countering this love of the predictable is another human tendency of seeking the new. Different people have this urge to different degrees; to put it another way, some get bored more quickly than others with the same old thing. The right place to be is somewhere between boredom and anxiety. You should be able to accept the changes that are necessary without constantly seeking novelty for its own sake.

If you're on the side of the spectrum where change always seems to look like a threat, there are certain conscious steps you can take to adopt the habits of flexibility. One is to develop a positive attitude, which also involves a conscious process. Experts say such optimism can be learned by examining how you interpret events and making an effort to choose the interpretation that leads to an optimistic conclusion. This is the habit of seeing the glass half full, or, in a more real-world case, interpreting criticism as something directed (with a constructive intent) at a piece of work you have done rather than at you personally. It is the mindset that tells you, when turned down for a job or promotion, that the particular role you were seeking did not fit you, but that you are just as capable when the role is right.

“A habit of optimism is an antidote to the fear that may lie behind one’s resistance to change.”

Healthy habits
A habit of optimism is an antidote to the fear that may lie behind one’s resistance to change. “Most rigid people come either from chaotic or rigid environments,” says Tina Tessina, a Long Beach, Calif.-based psychotherapist. That is, they have grown up craving stability because they had too little, or fearing change because they were never allowed to experience it and adjust to it. In both cases, a positive mental attitude tells them that change need not lead to chaos, and that change can mean opportunity. “As long as you calm your fears,” says Tessina, “the more flexible and resilient you will be.”

Along with a positive attitude, there are specific actions you can take to develop a more flexible way of thinking. One is to get into the habit of considering more than just two alternatives when making a decision—even if it’s just about what to have for dinner. Tessina says this keeps you from seeing everything in black-and-white terms and should not slow you down unless you have a problem reaching decisions. Elizabeth Gibson, an Austin, Texas-based management psychologist, advises a similar process when making decisions as part of a group. Ask for “multiple inputs in a decision-making situation,” she says. If you are a manager, this behavior develops your own mental flexibility and lets employees know that their opinions are valued.

A learning experience
The act of learning something, like a new skill, also makes us more flexible. “Learning itself is a way to learn flexibility,” says John Baldoni, a management consultant in Ann Arbor, Mich. Baldoni urges employees to “take ownership” of their own career process by, among other things, taking advantage of opportunities for supplemental education and training. The effect of such action is twofold. First, the new skills and knowledge will make it easier for you to adapt to a changing workplace, and that will help you face change more confidently. Second, the more you learn the more you are likely to recognize options. You will be training yourself to become a more flexible thinker.

Another technique of learning flexibility is to take a fresh look at changes in the recent past. Macon, Ga.-based clinical psychologist Dan Johnston says he asks people to identify the most recent change they have gone through, and then to recognize from that example how change works. “I try to help them see that change is both danger and opportunity.” The key here is to learn to see the opportunity and not let the danger freeze you into rigidity. Johnston says he teaches flexibility using the analogy, “You can’t be the oak tree. You have to be the willow tree.”

Resources

Attitude Is Everything: Change Your Attitude . . . Change Your Life by Keith Keller. Attitude is Everything Inc., 2012.

The Difference Maker: Making Your Attitude Your Greatest Asset by John C. Maxwell. Thomas Nelson, 2006.

Great Motivation Secrets of Great Leaders by John Baldoni. McGraw-Hill, 2004.

Lead by Example: 50 Ways Great Leaders Inspire Great Results by John Baldoni. AMACOM, 2008.

Sources: Dan Johnston, PhD, assistant professor of psychiatry and behavioral science, Mercer University School of Medicine, Macon, Ga.; Tina Tessina, PhD, Long Beach, Calif.; Elizabeth Gibson, PhD, co-founder, KnoWorks, Wimberly, Texas; John Baldoni, Baldoni Consulting, LLC, Ann Arbor, Mich.

By Tom Gray

The Road Ahead: Merging Life's Solutions EAP Accounts

Effective July 1, 2015, Life's Solutions EAP accounts served by the Beacon Miami Service Center were added to the national legacy ValueOptions' EAP structure. These accounts will continue to be served in Miami but will switch to the national EAP technology platform. Any authorizations issued on or after July 1st will receive standard ValueOptions' authorization letters, billing forms, and Statements of Understanding. You will enter claims through the ProviderConnect portal or send to the fax or mailing address indicated on any authorization letter issued after July 1, 2015.

If you have been serving these accounts under Life's Solutions, you will begin using the EAP Case Activity and Billing form (CAF) to submit case information and claims dates instead of using the CMS 1500. Reimbursement will be based on ValueOptions' EAP network rates and will no longer be based on CPT codes.

For existing Life's Solutions authorizations issued prior to July 1, you will continue to follow Life's Solutions procedures for visits with a date of service through the end of July.

The following national accounts are impacted by this transition:

- ADP, Inc.
- ADP TotalSource and Resource
- Phonon

The following Florida accounts are impacted by this transition:

- American Medical Security
- AvMed, Inc.
- The Terraces
- United Way of Miami Dade
- Boca Pointe Country Club
- City of Leesburg
- Grow Financial Credit Union
- Haven Hospice
- North Florida Retirement Village
- Sun Tire

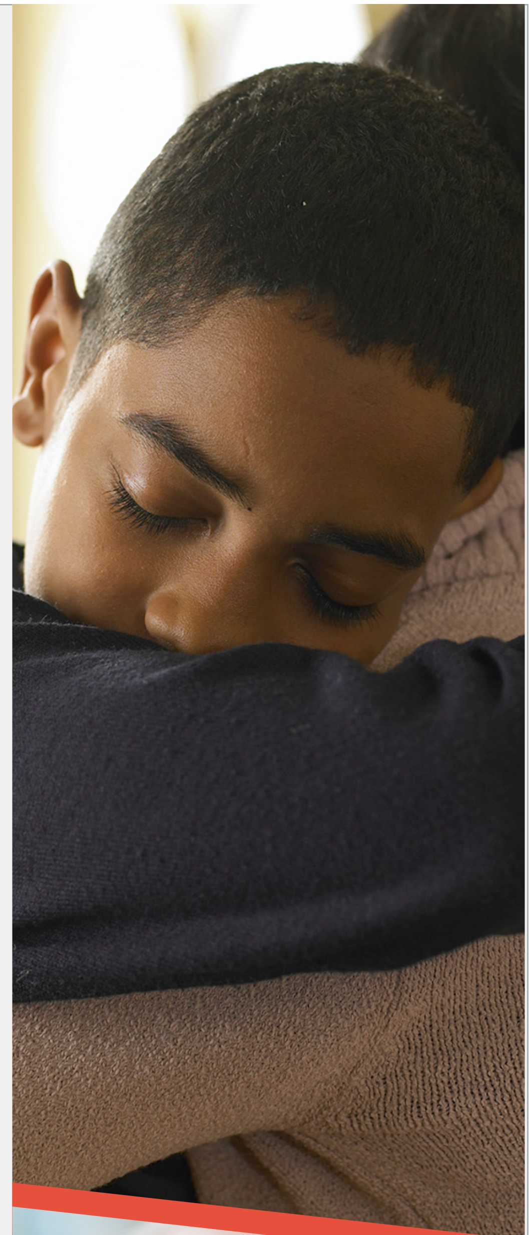
If you are currently seeing members in these accounts and are not contracted for EAP services with legacy ValueOptions, please contact our National Provider Service Line at 800.397.1630 or email northcarolinaservicecenter@valueoptions.com if you would like to join the national EAP network.

Rebranding Update: Webinars

You may notice a different look as you join a webinar or view a recorded webinar these days. As has been reported in previous newsletters, we are working on rebranding our materials to show our new Beacon Health Options branding. We began rebranding our Provider Trainings and Webinars in June so you may see some recordings showing the old ValueOptions branding while others show the new Beacon Health Options branding.

Please keep in mind that we are transitioning these materials in a staged fashion, so there may be some comingling of the ValueOptions and Beacon Health Options branding. Throughout this implementation, we will err on the side of over communication to ensure there is no confusion.

This is an exciting time for our company. We see this rebranding as an opportunity to bring to bear the best of both companies in delivering better service to you and the individuals we serve.



ValueOptions Expands to Georgia

The Georgia Collaborative ASO

Effective July 1, 2015, ValueOptions is now providing administrative services for the Georgia Department of Behavioral Health and Developmental Disabilities in support of Georgia's public, fee-for-service, integrated behavioral health and intellectual and developmental disability services system. ValueOptions also negotiated two exclusive subcontracts with the Delmarva Foundation, which supports the intellectual developmental disabilities work of the contract and Behavioral Health Link, which helps operate crisis and access hotlines.

Combined, the Georgia Collaborative ASO has a goal to provide easy access to high quality care for Georgians receiving behavioral health and developmental disability services. Improving outcomes for individuals, delivering clinically appropriate telephonic crisis intervention, and coordination of systems allows for a seamless service delivery for both providers and the individuals we serve.

For more information, please visit www.georgiacollaborative.com.

North Carolina Operations Center Buprenorphine Guidelines

A North Carolina Service Center initiative is to increase the rate of engagement in treatment for opiate dependency. Based on 2013 National Survey on Drug Use and Health, approximately twenty-four million Americans abuse or are dependent on opiates. In 2013, twenty-two million individuals ages 12 and older needed treatment at a specialty facility (inpatient) for illicit drugs or alcohol use.

Counseling, involvement in community mutual help programs, and medication management are a cornerstone of treatment. Buphrenorphine and injectable naltrexone are pharmacological tools in recovery that do not require delivery in a federally approved opioid treatment program. When appropriately administered, these medications show significant positive outcomes and are an underutilized aid in recovery. Medications alone are less effective without the integration of behavioral and psychosocial approaches.

ValueOptions has adopted the Substance Abuse and Mental Health Services Administration (SAMHSA) TIP # 40, ***Clinical Guidelines for the Use of Buprenorphine in the Treatment of Opioid Addiction*** as well as ***An Introduction to Extended-Release Injectable Naltrexone for the Treatment of People with Opioid Dependence Guide***. These documents provide consensus and evidenced based guidance on the use of these medications. The goal of the TIP and Guide are to provide information that physicians can use to make practical and informed decisions about the use of Buprenorphine and Naltrexone to treat opioid addition.

A one-page reference sheet based on the TIP # 40 and guide are available for easy reference. If you are interested in obtaining the reference sheet or guide, copies may be downloaded from the ValueOptions website at: http://www.valueoptions.com/providers/Network/NCOC_State_Local_Government.htm.

Please call 866.719.6032 for a copy if you do not have Internet access.

"In 2013, twenty-two million individuals ages 12 and older needed treatment at a specialty facility (inpatient) for illicit drugs or alcohol use."

"[Attention New York practitioners who serve GHI ABA members]: At this time, GHI will not be moving to the new ABA codes effective August 15, 2015; therefore, providers will need to continue to use the current HCPCs codes until further notice."

Coming Soon: LOCADTR Tool & Medical Necessity Determinations for New York Health Plan Providers

Per New York State regulations, managed care plans will be required to use the LOCADTR (Level of Care for Alcohol and Drug Treatment Referral) tool to make medical necessity determinations for Substance Use treatment for all members covered by NYS Medicaid beginning on October 1, 2015. Plans will rely on and utilize the LOCADTR tool for review of level of care for substance use treatment. Until October 1, 2015, ValueOptions will continue to utilize American Society of Addiction Medicine (ASAM) for Substance Use Level of Care Criteria for its New York health plan members.

Providers looking for more information can access the LOCADTR manual or Contact OASAS to request an ID and a schedule of training. The external tool is located on OASAS's website here: https://extapps.oasas.ny.gov.

Updated Information Regarding AMA ABA Coding Changes

Recently, you may have received an invitation or attended an ABA coding change webinar. As you are aware, the American Medical Association (AMA) recently published CPT® Category III temporary codes for Adaptive Behavioral Assessments & Treatments. The AMA publishes temporary codes to allow for data collection for emerging technology, services and procedures.

These codes will now go into effect for ValueOptions' ABA providers on **August 15, 2015**. This will allow additional time for our providers to prepare for the change. In addition, fee schedules will be sent in a separate provider mailing that you will receive by mid to late July. For more information, including a list of Frequently Asked Questions and a crosswalk of the new coding system, please visit our ABA Network Specific page.

We invite you to join us for our next ABA Provider Update webinar, where we will discuss the coding changes and review our ProviderConnect portal.

Register Now!
Tuesday, July 7, 2015
11:00 a.m.-12:30 p.m. ET

Please note: This will be a repeat of recent ABA coding change webinars. If you attended one of our May or June sessions, the presentation slides have been updated to reflect the new effective date and a copy posted on our ABA page.

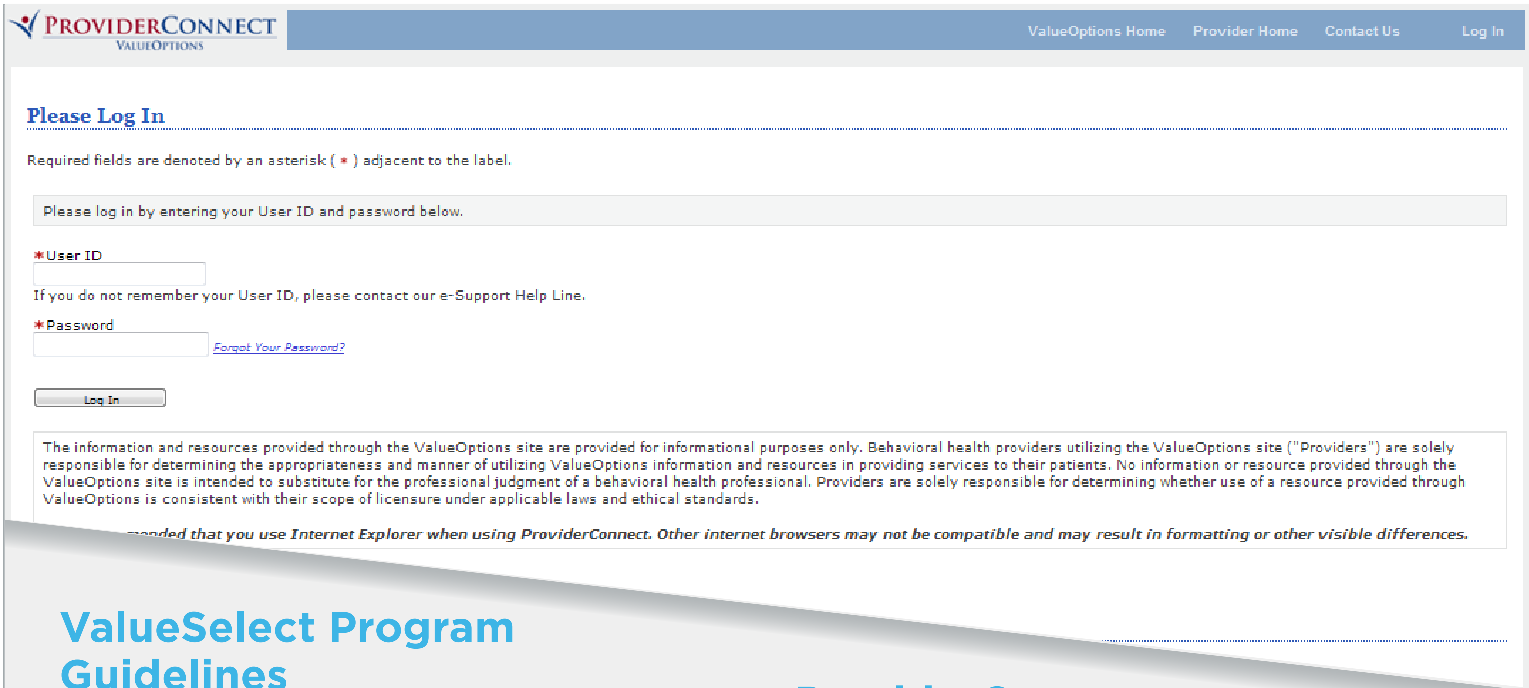
Attention New York practitioners who serve GHI members: At this time, GHI will not be moving to the new codes effective August 15, 2015; therefore, providers will need to continue to use the current HCPCs codes until further notice.

ICD-9 to ICD-10 Transition

On April 1, 2014, the President signed into law legislation passed by the House and Senate delaying ICD-10. The Centers for Medicare and Medicaid Services (CMS) has announced the new compliance date for health care providers, health plans, and health care clearinghouses to transition to ICD-10 is October 1, 2015. ValueOptions plans to be in full compliance with CMS for coding rules as of October 1, 2015.

For additional information, including our Frequently Asked Questions, please visit our ICD-10 Spotlight Page.

If you have additional questions, please call the ValueOptions Provider Service Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.


PROVIDERCONNECT
VALUEOPTIONS

ValueOptions Home | Provider Home | Contact Us | Log In

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

*Password

Forgot Your Password?

Log In

The information and resources provided through the ValueOptions site are provided for informational purposes only. Behavioral health providers utilizing the ValueOptions site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing ValueOptions information and resources in providing services to their patients. No information or resource provided through the ValueOptions site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through ValueOptions is consistent with their scope of licensure under applicable laws and ethical standards.

…mended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.

ValueSelect Program Guidelines

The ValueSelect 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.

As a member of the ValueSelect program, providers are eligible to receive:

- **Opportunity for increased referrals**
- **Free CEU/CMEs through Relias Learning**
- **Training Discounts** through Behavioral Tech, LLC
- **Access to Achieve Solutions** –ValueOptions' award-winning website that offers valuable mental health resources, assessment tools and articles that may be shared with clients

To promote continued network excellence, ValueOptions has updated the program criteria for 2015, which was implemented beginning with the Spring 2015 eligibility review cycle. In order to qualify for the ValueSelect designation, providers must demonstrate all of the following:

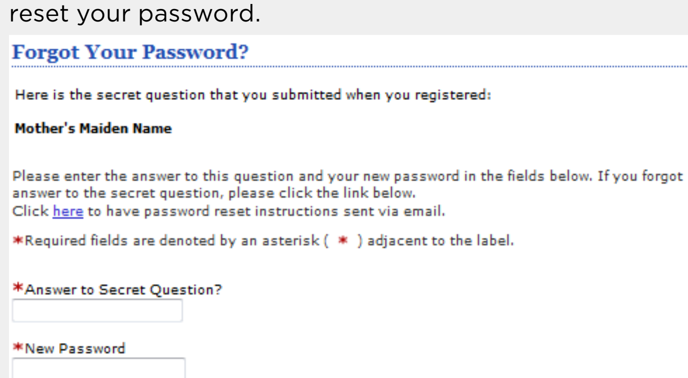
- **Accessibility**: Seeing 10 or more ValueOptions members or having 10 or more UR-only authorizations in the past 12 months (or at least 25 commercial members for clinics).
- **Administrative efficiency**: conducting transactions using ValueOptions' ProviderConnect portal within the past 12 months.
- **ValueSelect Activities**: Engaging in one or more of the following activities:
  - Participation in the On Track Outcomes Program
  - Submitting at least 75% of non-EAP claims electronically
  - Having clients complete the ValueOptions' Patient Treatment Survey
  - Having a CEAP credential

To learn more about this program, refer to the ValueSelect Outpatient Program Description or contact your Provider Relations representative.

ProviderConnect: Forgot Password?

Have you ever forgotten your password when logging into ProviderConnect and needed to call the EDI Helpdesk for assistance? Did you know there are now two different ways to reset your own ProviderConnect password without even having to pick up the phone? First, you can answer your secret question, which will give you access to reset your password immediately. To begin, from the login screen, you'd click "Forgot your Password" and then enter your user ID. Once you've done this, you will be asked your security question and if you can provide an accurate response, you will be able to create a new password.

If you don't know the answer to your security question, you can also have the password reset instructions emailed to you. By clicking "here" as shown below, a message will direct you to the email address on your file, and you receive an email with password reset instructions. From here you can check your email and reset your password.


Forgot Your Password?

Here is the secret question that you submitted when you registered:

Mother's Maiden Name

Please enter the answer to this question and your new password in the fields below. If you forgot answer to the secret question, please click the link below.
Click here to have password reset instructions sent via email.

*Required fields are denoted by an asterisk (*) adjacent to the label.

*Answer to Secret Question?

*New Password

If you have additional questions, or need further assistance troubleshooting your ProviderConnect account, please contact the EDI Helpdesk at 888.247.9311 between 8 a.m. and 6 p.m. ET, Monday through Friday.

Tips and Tricks: Keeping your Provider File Current

ValueOptions recognizes that it can be a challenge to keep information organized when you work with many different managed care organizations. Having the ability to utilize CAQH (the Council for Affordable Quality HealthCare) and our online portal, ProviderConnect, has made it easier for commercial providers to share information with us. We hope these tips help us help you maintain a current provider file, which in turn will enable more timely, accurate member referrals and claim payments for you and/or your practice.

Addresses and Contact Information

When you move, you complete a change of address form through the post office to forward your mail. However, this does not always prompt a business to change your address in their system. This is one reason why ValueOptions added the "Update Demographic" feature to ProviderConnect. This functionality saves you time because you can update your contact information online and see the changes reflected immediately. And if you forget? That's okay, you can update service and billing information up to a year after the address became effective.

Note: There are some limitations to updating your information online. If your Tax ID is not on file with us yet, you will need to fax or mail a paper change of address form and W9 for documentation purposes. These forms can be found in our administrative forms. In addition, some contracts have specific requirements where addresses need to be updated through a different entity first before ValueOptions can update your file. Here is a list of our network specific pages.

Disclosure of Ownership Form Requirements

ValueOptions requires credentialing and recredentialing for all participating providers, including individual practitioners and organizations. Credentialing and recredentialing are not only a ValueOptions' requirement for participation or continued participation in its network, but is also required by State and Federal laws. Failure to submit a completed application with all required documents will result in denial of participation in any ValueOptions network or the termination from a ValueOptions network.

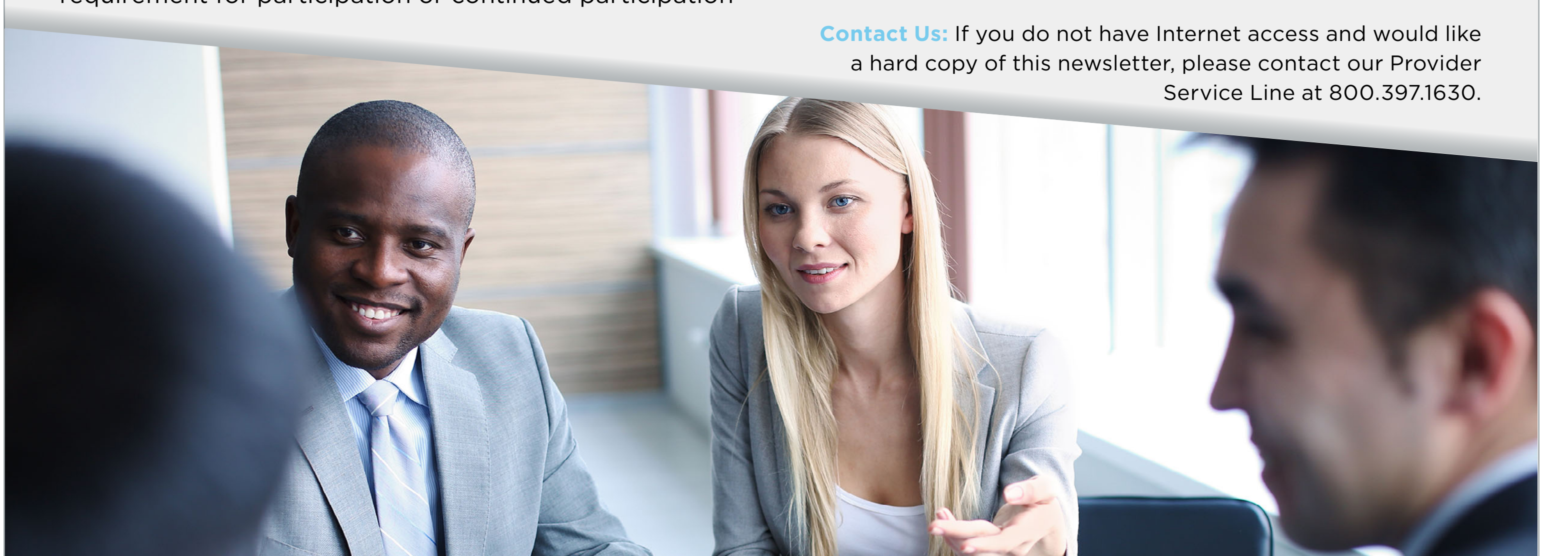
Both credentialing and recredentialing begin with the submission of completed and signed applications, along with all required supporting documentation. This form is included as a standard document for any paper application generated by ValueOptions. Providers who subscribe to CAQH are encouraged to submit their CAQH ID when requested and can forward any pertinent supporting documentation as needed to fulfill credentialing requirements.

The Disclosure of Ownership form is one example of required supporting documentation necessary to complete the credentialing/recredentialing process. This form is required for participation with any EAP or government line of business (Medicaid, Medicare, United States Coast Guard or Military One Source). Certain information regarding ownership and control is required by the Centers for Medicaid and Medicare (CMS) and included on the Disclosure of Ownership form. CMS requires proof that we are not contracted with an entity that has been excluded from any federal or state health programs, or with an entity that is owned or controlled by an individual who has been convicted of a criminal offense, has had civil monetary penalties imposed against them, or has been excluded from participation in Medicare or Medicaid.

ValueOptions' supporting documentation is not available through CAQH at this time, so providers need to either submit it as part of supplemental credentialing materials or fax it under separate cover to 866.612.7795. Please note this fax number has recently changed.

The Disclosure of Ownership form can be found with our administrative forms on the ValueOptions website by clicking here. For additional information or to provide your CAQH ID if you are in the recredentialing process, please contact the Provider Service Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

Contact Us: If you do not have Internet access and would like a hard copy of this newsletter, please contact our 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		
Thursday, August 6, 2015	3:00-4:00 p.m. ET	Register Here!

ProviderConnect: Claims		
Thursday, August 20, 2015	2:00-3:00 p.m. ET	Register Here!

Authorizations on ProviderConnect		
Wednesday, July 15, 2015	1:00-2:00 p.m. ET	Register Here!

ProviderConnect Enhancements		
Thursday, July 9, 2015	2:00-3:00 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		
Tuesday, August 4, 2015	2:00-3:00 p.m. ET	Register Here!

ABA Provider Update: Upcoming Coding Changes

Provides detailed information on the upcoming coding changes as well as our ProviderConnect portal.

ABA Provider Update: Upcoming Coding Changes		
Tuesday, July 7, 2015	11:00 a.m.-12:00 p.m. ET	Register Here!

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.

Giving Value Back to the Provider		
Tuesday, September 3, 2015	2:00 p.m.-4:00 p.m. ET	Register Here!
Tuesday, September 4, 2015	11:00 a.m.-1:00 p.m. ET	Register Here!