

## August 2016

### Spotlight:

[Provider Handbook](#) [Read More](#)

[Upcoming Webinars](#) [Read More](#)

[Contact Us](#) [Read More](#)

### In this Issue:

- Finding Peace During Traumatic Times
- When Disaster or a Traumatic Event Strikes: Easing Anxiety
- After a Trauma: Self-Care Tips for Dealing with Stress
- North Carolina Engagement Center 2016 Key Updates Provider Newsletter is Now Available
- Medication-Assisted Treatment (MAT) for Opioid Use Disorder
- REMINDER: Prohibition on Balance Billing Qualified Medicare Beneficiaries (QMBs)
- CMS Requirement: Maintaining Accurate Demographic Data
- CAQH ProView™ Updates
- Webinar Opportunity: Giving Value Back to our Providers
- ProviderConnect: Capabilities and Benefits
- ProviderConnect: Putting Control in Your Own Hands
- Beacon Lens
- Upcoming Webinars

### Contact Us:

Please send your comments, ideas, and suggestions for upcoming editions of the Valued Provider eNewsletter to [PRcommunications@beaconhealthoptions.com](mailto:PRcommunications@beaconhealthoptions.com).



## Finding Peace During Traumatic Times

Recent national and world events have rocked our sense of stability. These violent attacks are very unsettling and we at Beacon Health Options (Beacon) offer our condolences to families, friends, and loved ones of anyone involved. If you, your employees, or your patients have been impacted by this violence, please know that Beacon is here to help. No matter the impact, we stand ready to assist with telephonic counseling, links to resources, and educational information.

We've included the following article which may be helpful during this time. More can be found by searching the "Violence and Trauma" topic in Achieve Solutions.

## When Disaster or a Traumatic Event Strikes: Easing Anxiety

During a disaster or traumatic event, most people initially feel dazed or numb. Some events are so sudden, unpredictable, or devastating that denial kicks in immediately: "This can't really be happening." Feelings of fear, helplessness, hopelessness, and sadness are also common. Sometimes, people are just happy to be alive or are grateful that the tragedy wasn't worse.

### Lack of control produces anxiety

If we actually knew when a hurricane, terrorist act, or tornado would strike, we could prepare ourselves and lessen the impact that the disasters have on our lives. As we do not know these things ahead of time, when the event happens, our world is shaken to its core.



*“Instead of worrying or shaking your fist at whatever happened, you can choose to be a part of the solution. Recognizing that you have choices is empowering in the aftermath of disaster.”*

We realize that we are not in control, which produces anxiety. When fear and anxiety dominate our emotions and the emotions of those around us, it is hard to regain balance and perspective. But it is necessary if we are to get on with our lives.

### **Give yourself time to feel better**

People respond differently when faced with a disaster. Some initially turn their anxiety outward and launch into action by helping others and staying busy. They may fall to pieces after the initial crisis has subsided. Others remain in a state of shock and confusion, experiencing the entire gamut of emotions. You may have strong feelings right away, or you may not notice a change until much later, after the crisis is over. Prolonged worry can change how you interact with your friends and family. It may take time for you to feel better and for your life to return to normal. Give yourself time to adjust.

### **Things you can do**

There is no simple or straightforward way to fix things or make things better right away. Disasters are like that. But there are things you can do to help yourself, your family, and your community.

- **Recognize that some things**—perhaps many things—are beyond your control. Acceptance of reality is a big hurdle in coming to grips with a tragic event.
- **Get back to a normal routine as soon as possible and as much as possible.** This is especially important for children.
- **Take care of your health.** Stress can wreak havoc on emotions and on physical well-being by suppressing the immune system, raising blood pressure, and facilitating a host of other physiological and/or psychological processes.
- **Eat well and get as much rest as you can** during and after the disaster.
- **Take time to talk with loved ones, friends, co-workers, or clergy.** Talk about your feelings with them.
- **Don't obsess over what has already happened.** Stay informed; but turn off the media and remove yourself emotionally from the painful reality of the disaster. Just because we live in a world with 24-hour news access doesn't mean that we have to remain glued to the television, radio, or Internet.
- **Get involved.** Instead of worrying or shaking your fist at whatever happened, you can choose to be a part of the solution. Recognizing that you have choices is empowering in the aftermath of disaster.

### **Get help if emotions are overwhelming**

Many people experience bad memories or dreams or have trouble sleeping, eating, or focusing on important things in the aftermath of disaster. Mood swings, crying, or getting angry can be signs of anxiety, depression, or a stress disorder. Professional help is available if you feel that your emotions are overwhelming you.

By Drew W. Edwards, EdD

©2010-2016 Beacon Health Options

*This newsletter article is provided by the [Achieve Solutions website](#), a product of Beacon Health Options, Inc (Beacon). This article and other information provided on the Achieve Solutions website, 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.*

## After a Trauma: Self-Care Tips for Dealing with Stress

### Things to remember when trying to understand traumatic events

- No one who sees a traumatic event is untouched by it
- It is normal to feel anxious about you and your family's safety
- Profound sadness, grief, and anger are normal reactions to an abnormal event
- Acknowledging your feelings helps with recovery
- Focusing on your strengths and abilities will help you to heal
- Accepting help from community programs and resources is healthy
- We each have different needs and different ways of coping

### Signs that adults need stress management assistance

- Difficulty communicating thoughts
- Difficulty sleeping
- Difficulty maintaining balance
- Easily frustrated
- Increased use of drugs/alcohol
- Limited attention span
- Poor work performance
- Headaches/stomach problems
- Tunnel vision/muffled hearing
- Colds or flu-like symptoms
- Disorientation or confusion
- Difficulty concentrating
- Reluctance to leave home
- Depression/sadness
- Feelings of hopelessness
- Mood swings
- Crying easily
- Overwhelming guilt and self-doubt
- Fear of crowds, strangers, or being alone

### Ways to ease the stress

- Talk with someone about your feelings—anger, sorrow, and other emotions—even though it may be difficult
- Don't hold yourself responsible for the disastrous event or be frustrated because you feel that you cannot help directly in the rescue work
- Take steps to promote your own physical and emotional healing by staying active in your daily life patterns or by adjusting them. This healthy outlook will help you and your family. (i.e., healthy eating, rest, exercise, relaxation, meditation)
- Maintain a normal household and daily routine, limiting demanding responsibilities of you and your family
- Spend time with family and friends
- Participate in memorials, rituals, and use of symbols as a way to express feelings
- Use existing support groups of family, friends, and church

#### Source:

The Center for Mental Health Services  
U.S. Department of Health and Human Services



*“Talk with someone about your feelings—anger, sorrow, and other emotions—even though it may be difficult.”*

## North Carolina Engagement Center 2016 Key Updates Provider Newsletter is Now Available

The Beacon's North Carolina Engagement Center is committed to maintaining excellence in care and service in behavioral health treatment.

Our newsletter includes information on:

- Quality improvement program structure and operations
- Access, availability, and cultural needs
- Satisfaction programs
- Treatment records/criteria and practice guidelines
- Coordination of care
- Quality improvement activity/initiatives
- Utilization information and guidelines
- Members' rights and HIPAA
- Preventive health screening programs
- Other quality improvement activities

The [2016 Key Updates Newsletter](#) is available on the Beacon website. If you do not have Internet access, please call 866.719.6032 to request a copy.

## Medication-Assisted Treatment (MAT) for Opioid Use Disorder

Beacon's initiative is to increase the rate of engagement in treatment for opiate dependency. Based on 2014 National Survey on Drug Use and Health (NSDUH), approximately seven million Americans use or are dependent on opiates. This is a significant increase compared to the two to four million reported in the 2013. The 2014 NSDUH data also demonstrates that approximately twenty-two million individuals 12 years of age and older needed treatment at a specialty facility (inpatient) for illicit drugs or alcohol use.

Involvement in community self-help programs, integration of behavioral and psychosocial approaches and medication management are effective strategies of treatment. This integrated approach has the potential to play an important role in the successful treatment of opioid use disorder and provide a foundation for recovery.

Beacon has adopted the Substance Abuse and Mental Health Services Administration (SAMHSA) [TIP 43: Medication-Assisted Treatment for Opioid Addiction in Opioid Treatment Programs](#) and [TIP 40: Clinical Guidelines for the Use of Buprenorphine in the Treatment of Opioid Addiction](#), as well as a [Naltrexone Guide for the Treatment of People with Opioid Dependence](#). These documents provide consensus and evidence-based guidance on the use of these medications. The goal of the TIPs and Guides is to provide information that physicians can use to make practical and informed decisions about the use of medications to treat opioid addiction.

A one-page reference sheet based on TIP 40 and pocket guide based on TIP 43 are available for easy reference. If you are interested in obtaining the reference sheet or guide, copies may be downloaded from the Beacon website at: [http://www.valueoptions.com/providers/Network/NCOC\\_State\\_Local\\_Government.htm](http://www.valueoptions.com/providers/Network/NCOC_State_Local_Government.htm) under the "Substance Use Resources" header. Please call 866-719-6032 for a copy if you do not have Internet access.

For additional information resources and available programs, visit the SAMHSA website at <http://www.samhsa.gov/medication-assisted-treatment>.



*“Involvement in community self-help programs, integration of behavioral and psychosocial approaches and medication management are effective strategies of treatment. This integrated approach has the potential to play an important role in the successful treatment of opioid use disorder and provide a foundation for recovery.”*



## REMINDER: Prohibition on Balance Billing Qualified Medicare Beneficiaries (QMBs)

Under Section 1902(n)(3)(B) of the Social Security Act, as modified by Section 4714 of the Balanced Budget Act of 1997, Medicare and Medicaid payments received for furnishing services to a Qualified Medicare Beneficiary (QMB) are considered payments in full. Providers may not balance bill QMBs for any Medicare cost sharing (including deductibles, coinsurance, and copayments) for these services. Providers are subject to sanctions if you bill a QMB for amounts above the Medicare and Medicaid payments (even when Medicaid pays nothing). For more information, please refer to Medicare Learning Network (MLN), [MLN Matters® Number SE1128 Revised](#).

Please be advised this reminder is for all providers, including those who serve University of Maryland Health Advantage members.

For additional resources about dual eligible categories and benefits, please visit <http://www.medicare.gov/Publications/Pubs/pdf/10126.pdf>. Also, for more information about QMBs and other individuals who are dually eligible to receive Medicare and Medicaid benefits, please refer to the Medicare Learning Network® publication titled "[Medicaid Coverage of Medicare Beneficiaries \(Dual Eligibles\)](#)," available on the Centers for Medicare & Medicaid Services (CMS) website.

## CMS Requirement: Maintaining Accurate Demographic Data

To be compliant with recent requirements set forth by the Centers for Medicare & Medicaid Services (CMS), providers may receive reminders from Beacon regarding maintaining accurate demographic data. We encourage providers to be conscientious regarding any communication which may require action or response to ensure that necessary information is received in a timely fashion.

As we develop our provider network strategy related to the merger of our two organizations, it is crucial that we maintain the most current, up-to-date information on file for our network. This also helps maximize your business potential and assists Beacon with providing accurate referrals for members seeking services. As outlined in our [Provider Handbook](#), we ask providers to contact us with any demographic changes in advance, whenever possible and practical. Most information, such as contact information, website URL, office hours, service, and billing locations can be easily updated through the "Update Demographic Information" section on ProviderConnect. To notify Beacon of a change in gender, specialties, licensure, or patient population seen, an inquiry can be sent through provider details by viewing provider contact information in the "My Practice Information" section of ProviderConnect.

You may receive reminders like these throughout the year. This is in no way to advise that your information is inaccurate; however, it is our hope they serve as a steady reminder to review often and update as necessary. Beacon verifies demographic data through various channels, so while your information may be accurate with us, if something is outdated through Council for Affordable Quality HealthCare (CAQH), for example, an update with them will ensure that everything stays consistent.

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 or reach out to your [Regional Provider Relations](#) team via email.

*"You may receive reminders like these throughout the year. This is in no way to advise that your information is inaccurate; however, it is our hope they serve as a steady reminder to review often and update as necessary"*

## CREDENTIALING

### Utilize CAQH® to Credential or Recredential with Beacon Health Options

Network providers with Beacon Health Options, Inc. (Beacon), formerly known as ValueOptions, Inc., are encouraged to utilize the Council for Affordable Quality Healthcare (CAQH) ProView™ online Universal Provider Datasource® (UPD) for demographic updates and recredentialing purposes. In addition, new providers eligible to join the Beacon provider network may use CAQH's UPD for the initial provider credentialing process. CAQH offers providers a rapid and simple solution to securely submit credentialing information to multiple health plans.

▶ [View Frequently Asked Questions \(PDF\)](#)

▶ [CAQH Website](#)

▶ [ProView User Guide](#)

### CAQH ProView™ Updates

Beacon's provider network is encouraged to use CAQH ProView for demographic updates and credentialing purposes. For more information, please see our [CAQH Spotlight](#).

This past month, recent enhancements to CAQH ProView added new functionality to allow organizations like ours to receive complete provider data profiles. Providers should now allow a little more time to review CAQH ProView as there are a few new screens and some required fields which were previously optional. These improvements will reduce the need to follow up with providers after the attestation has been completed as well as make it easier to enter information.

Please note these changes will not affect a provider's CAQH current status, nor will it impact our ability to view provider data. Providers may be asked to complete additional fields if they are in the middle of a "Re-Attestation" status during the transition. For questions related to CAQH ProView, please email [providerhelp@proview.caqh.org](mailto:providerhelp@proview.caqh.org).

### Webinar Opportunity: Giving Value Back to our Providers

If you are new to the Beacon Health Options (Beacon), formerly ValueOptions, provider network or looking for a refresher course on Fraud, Waste, and Abuse to make sure you remain compliant within your practice, then we invite you to join us for our quarterly "Giving Value Back to the Provider" webinar series. We have two sessions scheduled for early September and encourage you or your administrative office staff to register for the one that best fits your schedule.

In addition to program integrity, this presentation will provide a company overview and explanation of various processes, such as credentialing and clinical operations. We will share recent initiatives and ongoing activities as well as review electronic resources available to our provider community.

To register for one of our upcoming sessions, click one of the links below:

[Thursday, September 1, 2016 from 2-4 p.m. ET](#)

[Friday, September 2, 2016 from 11 a.m.-1 p.m. ET](#)

*"In addition to program integrity, [the Giving Value Back to the Provider webinar] will provide a company overview and explanation of various processes, such as credentialing and clinical operations."*

# ProviderConnect: Capabilities and Benefits

We can help you save time and frustration by using our Provider Portal enter information into the system. ProviderConnect is a secure, HIPAA-compliant website that enables participating Beacon Health Options network providers to conduct online claims and authorization transactions accurately and efficiently, while also providing them the opportunity to spend more time with who matters most — their patients.

## Capabilities

- Verify member eligibility
- Submit claims, recredentialing applications, and provider updates
- View and submit authorization requests
- Print forms and authorization letters
- Communicate to Beacon Health Options via online message center
- Access Provider Summary Vouchers
- Providers can now complete credentialing and recredentialing applications online
- Upload supporting documents directly to improve the quality and timeliness of completed applications

## Benefits

- Reduce paper files, phone calls, labor, and postage expenses and potential errors
- Improve cash flow due to faster claims processing
- Submit claims files from any system outputting 5010 HIPAA formatted 837P or 837I files (and from EDI claims submission vendors)
- Complete multiple transactions in a single sitting

New to ProviderConnect? Visit our [Upcoming Webinar](#) page to register for one of our upcoming sessions for more information. For additional assistance with ProviderConnect, please contact the EDI Helpdesk at 888-247-9311 from 8:00 a.m. – 6:00 p.m. ET or by email at [e-supportservices@beaconhealthoptions.com](mailto:e-supportservices@beaconhealthoptions.com).

## New Mailing Address for Credentialing Correspondence

We are in the process of relocating our primary credentialing office from Norfolk, Virginia to Latham, New York. We have a new mailing address to use for provider correspondence. In addition, future return addresses will also be updated with this information. If you have any questions or concerns, please contact our National Provider Services Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday through Friday or reach out to your [Regional Provider Relations team](#) via email.

### Sending Credentialing Correspondence via USPS

For Commercial Providers	For Horizon Providers
Beacon Health Options Attn: Person and/or Department P.O. Box 989 Latham, NY 12110	Beacon Health Options Attn: Person and/or Department P.O. Box 29 Latham, NY 12110

### Sending Credentialing Correspondence via FedEx, UPS, or Certified Mail

For All Providers
Beacon Health Options Attn: Person and/or Department 10B British American Blvd. Latham, NY 12110

*“New to ProviderConnect? Visit our [Upcoming Webinar](#) page to register for one of our upcoming sessions for more information.”*



*“Providers can grant varying levels of functionality to employees within their office, so that only specific employees will have access to processes and information.”*

## ProviderConnect: Putting Control in Your Own Hands

With the goal of helping larger practices manage their own staff in ProviderConnect, the Super User functionality was born. While offering flexibility, ProviderConnect maintains the need to enhance security measures for providers and ensure compliance with HIPAA regulations.

With this functionality, providers can:

- Create new login accounts
- Deactivate login accounts
- Control user access to certain areas within ProviderConnect

Super Users can grant varying levels of functionality to employees within their office, so that only specific employees will have access to processes and information. For example, a Super User can restrict access so that their accounts payable clerk can only process claims.

Three user types are available:

- Super User
  - Manages other users' login accounts
  - Creates new login accounts and disables users
  - Controls access to specific areas within ProviderConnect
- Managed User (with rights managed by the Super User)
  - Managed by a Super User and only has access to functions to which they have been granted access
- Standard User
  - Not managed by another user or manages other users
  - Has access to certain areas of ProviderConnect depending on his/her assigned role

For additional information, please refer to the “Role-based Security” section in the [ProviderConnect user guide](#).

To obtain a Super User Account, complete the [Account Request form](#) and include information for the Super User sections. For additional assistance with ProviderConnect, please contact the EDI Helpdesk at 888-247-9311 from 8 a.m. – 6 p.m. ET or by email at [e-supportservices@beaconhealthoptions.com](mailto:e-supportservices@beaconhealthoptions.com).

**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.



Beacon 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. Here are some of our recent posts:

- [Play Golf, Take the Pledge, and Help Stamp Out Stigma](#)
- [Beacon to Measure a Different Level of Outcomes](#)
- [Asking the Right Questions About Gun Violence](#)
- [The Unacknowledged Potential of PTSD: Posttraumatic Growth](#)

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](mailto:beaconlens@beaconhealthoptions.com).

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



## Upcoming Webinars

### ProviderConnect

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

**Overview of ProviderConnect** is intended for providers and office staff becoming familiar with ProviderConnect for the first time. This also serves as a good refresher training.

Overview of ProviderConnect		
Thursday, September 15, 2016	2-3 p.m. ET	<a href="#">Register Here!</a>

**Authorizations in ProviderConnect** is designed for providers and office staff who submit authorizations through ProviderConnect.

Authorizations in ProviderConnect		
Thursday, August 11, 2016	1-2:30 p.m. ET	<a href="#">Register Here!</a>

**ProviderConnect Claims** is designed for providers and office billing staff who submit claims electronically by either batch or directly through ProviderConnect.

ProviderConnect Claims		
Wednesday, September 21, 2016	12-1 p.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 Beacon Health Options.

Giving Value Back to the Provider		
Thursday, September 1, 2016	2-4 p.m. ET	<a href="#">Register Here!</a>
Friday, September 2, 2016	11 a.m.-1 p.m. ET	<a href="#">Register Here!</a>

### Introduction to On Track Outcomes

Provides an overview of this program which is designed to support network providers as they help clients stay “on track” in achieving their goals.

Introduction to On Track Outcomes		
Tuesday, August 23, 2016	1-2 p.m. ET	<a href="#">Register Here!</a>
Tuesday, September 13, 2016	11 a.m.-12 p.m. ET	<a href="#">Register Here!</a>

*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](#).*