

February 2016

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Contact Us:

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Forgiveness

“Grace is the fragrance the violet sheds on the heel that has crushed it.”
—Anonymous

The inability to reconcile unresolved feelings of anger and blame for past wounds can harm physical health and cause immeasurable emotional damage in people’s lives. Only forgiveness offers the potential of healing the emotional and spiritual scars of hurt, betrayal and resentment. Forgiveness restores the possibility of emotional and spiritual health, intimacy and the creation of new and gratifying relationships.

A nationwide Gallup poll showed that 94 percent of Americans believe it is important to forgive others. However, the same survey also showed that 48 percent said that they actually had tried to forgive those who offended them. It would seem that although most agree that forgiveness is a good idea—knowing when, who and how to forgive remains elusive.

Forgiveness research

Several studies have shown that forgiveness can be effective in improving health and reducing hurt and stress. Psychologist Michael McCullough, PhD, at Southern Methodist University in Dallas, Texas, has investigated the physiological aspects of forgiveness on overall health. During one study, subjects were asked to think about someone who had hurt them significantly and to reflect on that person in both forgiving and unforgiving ways while their heart rate, blood pressure, perspiration and facial patterns were monitored. During unforgiving reflection, subjects had higher heart rates, higher blood pressure, increased sweating and increased frowning.

Increased forgiveness also can be a tool for enhancing existing interpersonal relationships. In one study, investigator Peter Larson, PhD, found that one-third of marriage satisfaction is related to the ability to



forgive and be forgiven. As forgiveness ability increased, Dr. Larson found that marriage partners reported fewer symptoms of depression, anxiety and fatigue.

The Stanford Forgiveness Project assesses the impact of forgiveness training. In one investigation, 259 participants with unresolved interpersonal hurt participated in four and a half months of educational training groups. The study revealed that young adults who felt hurt or offended made substantial improvements in reducing anger and blame and increased their willingness and their confidence to forgive others in offensive situations. As a result of the training:

- 70 percent of the participants reported a decrease in feelings of hurt
- 13 percent reported a reduction in long-term experience of anger
- 27 percent reported a reduction in physical symptoms of stress (backache, dizziness, sleeplessness, headache, stomach upset, etc.)
- 15 percent noted a decrease in emotional experience of stress
- 34 percent reported an increase in forgiveness for the person that hurt them

Spiritual aspects of forgiveness

Forgiveness is not a psychological or emotional issue. It is an act of volition based on the tacit understanding that even at our best, the human condition is self-centered and largely self-serving.

What results from the act of forgiveness is grace, which cannot be described in psychological language. It is the realization that in spite of our bad choices, forgiveness and redemption are possible. Perhaps the best way to describe grace is that it is the opposite of shame and resentment. Forgiveness, like nothing else, produces equal amounts of grace and healing for both the wounded and the aggressor.

By Drew Edwards, EdD, MS
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1099 Questions

It is tax season! Beacon Health Options (Beacon) will be mailing 1099s no later than January 31, 2016.

1099s are only created for providers who were issued total payments of \$600 or greater in 2015.

Please note: Beacon has many different legal entities. Providers may receive multiple 1099s if total payments of \$600 or more were issued from different legally recognized entities within our organization. Each will be sent in separate envelopes, and all will be mailed no later than January 31, 2016.

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.

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Beacon Health Options Continues Full NCQA Accreditation as a Managed Care Organization

We are pleased to share that Beacon has received four consecutive Full Accreditations as a Managed Behavioral Health Organization from the National Committee for Quality Assurance (NCQA) in 2015.

The accreditations include the following Engagement and Service Centers:

- Massachusetts Behavioral Health Partnership (MBHP) Engagement Center through March 20, 2018 for the Medicaid line of business
- Michigan Engagement Center through July 10, 2018 for Commercial, Medicare and Marketplace lines of business
- Latham, NY Service Center through July 24, 2018 for Commercial, Medicaid, Medicare and Marketplace lines of business
- Woburn Service Center through November 30, 2018 for Commercial, Medicaid, Medicare and Marketplace lines of business

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

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

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

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

There are over 150 standard elements for quality included in the following categories:

- Quality Management and Improvement
- Utilization Management
- Credentialing and Recredentialing
- Members' Rights and Responsibilities
- Care Coordination

"The NCQA Accreditation confirms our dedication to providing first-class, accessible care to the individuals and other stakeholders we serve," said Christine Degan, Beacon's Senior Vice President, Quality and Outcomes. "We make it our mission to provide innovative solutions for our members so they might live their lives to the fullest potential. By accepting nothing but the highest standards of quality for ourselves, we can continue to realize that mission every day."

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



Learn About the Utilization Management Program

Beacon strives to enhance the well-being of the people we serve. We see ourselves as an integral part of the communities in which we provide service and understand that many factors impact the state of a person's health. To best serve 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.

Beacon 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. They are always afforded the opportunity to discuss and review any decision regarding inpatient admissions or other levels of care.

Criteria

Beacon 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, and if necessary, revised annually, and in some cases more often, by the Beacon National Executive Medical Management Committee.

This criteria is available for review in the [Provider Handbook](#). If you are having difficulty accessing our online handbook, please contact your [Regional Provider Relations Team](#) or the Provider Services Line at 800.397.1630, Monday through Friday, from 8 a.m. to 8 p.m. ET for assistance.

Financial Incentives

Beacon does not provide rewards or incentives, either financially 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 members, benefit availability, and appropriateness of care. Objective, scientifically based criteria and treatment guidelines, in the context of provider or member-supplied clinical information, guide the decision-making process.

Clinical Practice Guidelines

Beacon's 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.



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“Beacon’s clinical practice guidelines are adopted from recognized sources such as professional behavioral health care organizations and literature.”

Beacon 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) for:

- 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) for:

- 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 (secondary guideline from 05/19/14)
- Generalized Anxiety Disorder in Children and Adolescents

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

- Generalized Anxiety Disorder in Adults

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

- Management of Substance Use Disorders (SUD)

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

- Suboxone Treatment
- Buprenorphine in the Treatment of Opioid Addiction - Tip 40
- Opioid-Related Disorders
- Substance Use Treatment for persons w/Co-Occuring 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
- Managing Chronic Pain in Adults with or in Recovery from Substance Use - Tip 54
- 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 Beacon website in the [Provider Handbook](#) section.

Copies of the [APA guidelines](#), including Psychiatric Evaluation of Adults, can be downloaded. Please call APA customer service line if you do not have Internet access at: 800.368.5777

Copies of the [AACAP guidelines](#) can be downloaded. Please call AACAP at 202.966.7300, x137 if you do not have Internet access.

Copies of the [CPA guidelines on Generalized Anxiety Disorder](#) can be downloaded. Please call CPA at 613.234.2815 if you do not have Internet access.

Copies of the [VA/DoD guidelines on Management of Substance Use Disorders](#) can be downloaded. Please call VA/DoD at 800.827.1000 if you do not have Internet access.

Copies of the [SAMHSA guidelines](#) can be downloaded. Please call SAMHSA at 877.726.4727 if you do not have Internet access.

Copies of the [ASAM National Practice Guideline for the Use of Medications in the Treatment of Addiction Involving Opioid Use](#) can be downloaded. Please call ASAM at 301.656.3920 if you do not have Internet access.

Member Rights and Responsibilities

Beacon is committed to respecting our members' rights and responsibilities.

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

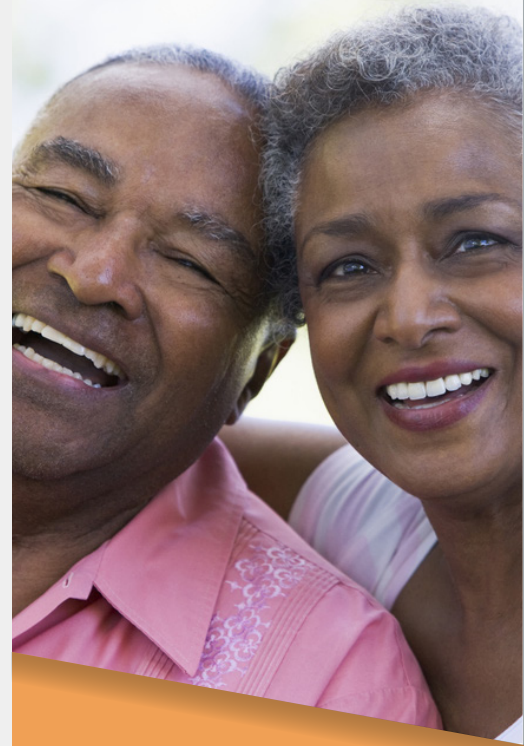
Members have a responsibility to:

- 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 that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

Copies of the [Member Rights and Responsibilities](#) can be downloaded.

Confidentiality

Beacon 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](#). To view the Privacy Statement follow this link: <http://www.valueoptions.com/providers/ProPrivacy.htm>.



“Beacon is committed to respecting our members' rights and responsibilities.”

New Preferred Laboratory: Quest Diagnostics®

The behavioral health field is always evolving, and our company is no exception. We want to share some great news that effective January 1, 2016, our providers and members now have the ability to access laboratory testing through our new relationship with Quest Diagnostics.

What does this mean?

Quest Diagnostics is a national, preferred laboratory with more than 2,200 convenient patient service centers. It's easy for members to access convenient testing locations. Quest offers more than 3,500 tests—from routine blood tests to complex genetic and molecular testing—to meet your patients' diverse needs. Our goal is to help you get the information you need to provide the best care possible.

Since Quest is available nationwide, members will now be able to receive in-network benefits when testing is medically necessary. Sharing this lab treatment option is a potential cost-saving opportunity through reduced or eliminated deductibles, co-pays and/or co-insurance.

Quest also makes it easier for scheduling approved appointments. Members can schedule lab testing online through Quest. To find a location and schedule an appointment, please direct your members to visit www.QuestDiagnostics.com/Ezappointment or they can call 866.MYQUEST (866.697.8378).

To verify if a member has a covered benefit for laboratory services, providers are encouraged to check eligibility and benefits through [ProviderConnect](#) or reach out to Customer Service based on the phone number for behavioral health located on the member's medical ID card.



Annual Review & Revision of the Beacon Provider Handbook

In addition to the annual review and revision process, Beacon has begun rebranding the [Provider Handbook](#). The handbook outlines Beacon's standard policies and procedures. Providers are encouraged to carefully review the handbook as well as visit any relevant [Network-Specific](#) page to verify applicable policies and procedures.

An extension of the provider agreement, the Provider Handbook includes business guidelines, including policies and procedures for individual providers, affiliates, group practices, programs and facilities. Together, the provider agreement, addenda and the handbook outline the requirements and procedures applicable to participating providers in the Beacon network(s).

Questions, comments and suggestions regarding the Provider Handbook should be directed to Beacon at 800.397.1630, Monday through Friday, from 8 a.m. to 8 p.m. ET.

“Since Quest is available nationwide, members will now be able to receive in-network benefits, through Quest, when testing is medically necessary.”



“Please continue to be conscientious regarding any communication which may require action or response to ensure that necessary information is received in a timely fashion to avoid disenrollment.”

Recredentialing Process Timeframe Update

We are pleased to share that we have seen many improvements in the quality of our provider data, and for that we thank our provider community for being diligent and heeding our reminders. In addition, accessing [CAQH](#) is allowing us to become more efficient with application processing as information can be accessed electronically. This has begun to reduce paperwork for providers and their staff.

Our recredentialing process is required every three years and currently begins approximately six months prior to the end of the previous credentialing cycle. This was originally designed to allow time to collect and work through the required information. However, we've recently recognized that we need to shorten the timeframe that the recredentialing process begins to approximately three months prior to the end of the credentialing cycle. This more closely matches the 180-day attestation period required by CAQH and will also allow received information to be more timely when processed, decreasing the need to pend for additional follow up.

It is our hope that this timeframe change will be operationally seamless and beneficial for providers. Communications will continue as normal, with an automated call at the start of the cycle and email reminders throughout. In addition, when attesting through CAQH or sending recredentialing correspondence to Beacon, please review and make sure everything is current to help save time during the recredentialing process.

Please continue to be conscientious regarding any communication which may require action or response to ensure that necessary information is received in a timely fashion to avoid disenrollment. We encourage providers to maintain an active email address on file with us at all times and be aware that any message containing HIPAA may come encrypted from Beacon. For more information about how to check and receive secure email, please visit “General Information” on our [Compliance page](#).

Attention Medicare Prescribing Providers: CMS Requirement for Part D Coverage

According to the recent Centers for Medicare & Medicaid Services (CMS) memo, “[Requirements for Part D Coverage: Prescriber Requirements](#),” any prescribing physician or eligible professional must have a valid National Provider Identifier (NPI) and either be actively enrolled in Medicare or have a valid opt-out affidavit on file in order for their prescriptions to be coverable under the Part D benefit beginning June 1, 2016. To help us be compliant with this regulation, we encourage all prescribing providers to take action now to:

1. Ensure Medicare participation status as actively enrolled in Medicare or with a valid opt-out affidavit on file with CMS.
2. Verify a valid NPI is in place. If data is current through CAQH, there may be no further action necessary. In addition, NPI numbers can be cross-referenced against the NPPES NPI Registry at <https://npiregistry.cms.hhs.gov>.

For more information regarding this regulation, please visit the [CMS Medicare Part D provider enrollment homepage](#) or reference the complete CMS “[Requirements for Part D Coverage: Prescriber Requirements](#)” memo. If you have additional questions or need assistance, you may contact your [Regional Provider Relations team](#) via email or our National Provider Service Line at 800.397.1630 from 8 a.m. to 8 p.m. ET, Monday through Friday.



“You can review and update most of this information through the “My Practice Information” and “Update Demographic Information” sections on [ProviderConnect](#) to ensure information reflected in our online directory is accurate.”

Maintaining Accurate Demographic Data for Member Referrals

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

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

Our ProviderConnect portal now permits providers to electronically input information to update their Tax Identification Number and billing information online. We offer an [editable W-9 form](#) that can be downloaded, saved and then uploaded to ProviderConnect right from our website.

Beacon verifies demographic data through various channels, including [CAQH](#) (the Council for Affordable Quality HealthCare) and provider self-reporting through online ProviderConnect submission or paper form. In order to assure your file is current, we encourage you to become familiar with these platforms and review where you update your information on a regular basis to maintain consistency across all of your participating companies and managed care organizations.

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

Oscar Health Insurance is Expanding

Beacon is excited to announce that effective January 1, 2016, Oscar Health Insurance expanded their membership to include specific counties in California* and Texas. Participating providers in our commercial networks in the Southern California counties of Orange and Los Angeles are now eligible to deliver services to Oscar Health Insurance members located in those counties. In Texas, all participating providers in our commercial networks are now eligible to deliver services to members in the counties of Dallas, Bexar, Tarrant and Collin.

Oscar Health is a newer health insurance company whose goal is to change the way consumers interact with healthcare through technology, design and data.

If you have additional questions or need assistance, contact your [Regional Provider Relations team](#) via email or our National Provider Service Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

**California business is operated by ValueOptions of California, Inc.*



Beacon Health Options Earns Multiple Awards for Excellence in Marketing and Communications

[Beacon Health Options](#) (Beacon) is very pleased to share that our organization has received eight awards from the Association of Marketing & Communication Professionals, the Academy of Interactive & Visual Arts, Strategic Health Care Communications and the Health Information Resource Center for its print and electronic communications and overall communications strategy.

Beacon received four MarCom awards from the Association of Marketing and Communication Professionals (AMCP), including two platinum and two gold awards. The company was recognized for a wide array of content, including:

- [Achieve Solutions](#) member website (Platinum)
- T3: The Beacon Strategy book (Platinum)
- 2015 Brand Blueprint book (Gold)
- Social media [infographics](#) for 2015's Mental Health Month (Gold)

AMCP also recognized Beacon with an Honorable Mention for its 2014-15 Merger Communications plan.

The T3: The Beacon Health Options Strategy book, the Brand Blueprint book and the 2014-15 Merger Communications plan represent just a few of the many tools developed to communicate the merger between Beacon Health Strategies and ValueOptions and the new organization's go-forward strategy to both internal and external stakeholders.

The Academy of Interactive & Visual Arts recognized the company with a silver W3 Award for the editing of its Brand Introduction [video](#).

For its work in social media, Beacon received a silver eHealthcare Leadership Award in the Best Social Networking category from Strategic Health Care Communications for three infographics it created for 2015's Mental Health Month. This is in addition to the gold MarCom award for the same campaign.

Lastly, the Health Information Resource Center presented the company with an Honorable Mention for its Achieve Solutions member website as part of its 2015 Digital Health Awards competition.

"These awards reflect one of Beacon's most important values - community. We build great teams by leveraging individual strengths while promoting collaboration," said Tom Warburton, Vice President, Marketing and Communications. "We are honored to receive these awards because they represent the hard work, creativity and teamwork of the Marketing and Communications staff members as they serve our many stakeholders and promote our brand."

"We are honored to receive these awards because they represent the hard work, creativity and teamwork of the Marketing and Communications staff members as they serve our many stakeholders and promote our brand."

MARCOM
AWARDS



Integration: A Beacon Health Options Webinar Opportunity

In an ongoing effort to provide analysis and recommended solutions on behavioral health and substance use disorder topics, Beacon recently released a white paper on the topic of health care integration. It is Beacon's second white paper, following its first on the crisis of opioid addiction, released in June 2015. To view the white papers, visit the [Beacon Lens blog](#).

We encourage you to join us for "Integration," a comprehensive overview and dialogue surrounding this new white paper on the Collaborative Care Model as the evidence base for the integration of physical and behavioral health. During this free, hour-long webinar, you will learn about the model's five essential elements as the proven approach for successful integration efforts. In addition, there will be a question-and-answer period. We look forward to discussing this important topic with you.

Key presenter Emma Stanton, MD, MBA, is Beacon's Associate Chief Medical Officer. Originally from London, England, Dr. Stanton pioneered Beacon's international expansion to the United Kingdom in 2011. From 2010 - 2011, she was a Commonwealth Fund Harkness Fellow in Health Care Policy and Practice, and is now a senior associate at the Institute for Strategy and Competitiveness, Harvard Business School, where she researched the value-based approach to healthcare delivery. Nominated as one of Health Service Journal's (HSJ) most inspirational women in health and also one of the HSJ Top Innovators in England's National Health Service, Dr. Stanton holds an executive MBA from Imperial College, London; an MRCPsych from the Royal College of Psychiatrists; and a Bachelor of Medicine from Southampton University, England.

This webinar is designed for professional level licenses including PhD, PsyD, MSW, LCSW, LPC, LMFT, and LMHCs. Providers who work in an integrated environment or are interested in learning more about integrated care are welcome to attend.

We are pleased to share that this webinar is approved by the Association of Social Work Boards-ASWB NJ CE Course Approval Program Provider 76 Course #594. Social workers will receive the following credit: One hour Clinical Social Work Practice for the approval period starting 11/09/2015, ending 11/09/2017.

Other licenses will receive one continuing education unit appropriate to their licensure.

Attendees will be asked to complete an evaluation following the webinar. A certificate will be emailed to each attendee within two weeks of completing the course.

Upon completion of the workshop, if there are any concerns or complaints, please reach out to prelations@valueoptions.com with the date of attendance, your contact information and a description of your concern or complaint. All concerns/complaints will be forwarded to Barbara Mazzola, AVP Training and Development, to follow up within 10 business days of receipt.

Register Today. Space Is Limited!
[Wednesday, February 17, 2016](#)
[12 p.m. - 1 p.m. ET](#)

"We encourage you to join us for "Integration," a comprehensive overview and dialogue surrounding this new white paper on the Collaborative Care Model as the evidence base for the integration of physical and behavioral health."



Shake It Up!

January 19, 2016 Dr. Robert Plant Health Policy, Outcomes, Technology No Comments

Disruptive Health Care Technology through Strategic Academic Partnerships

In 1982, the rock band "The Cars" had a #2 hit with "Shake It Up," a quintessential pop tune about letting go of your conventional self and dancing all night. To some, 1982 may seem like a distant memory, but the convention remains a



Tell us topics you'd like us to write about: [click here](#)

Latest Tweets

 **BeaconHealthOptions** @BeaconHealthOpt 3h
Beacon won eight #marketing & #communications awards for the #2015 year! Check out our recent accomplishments here! bit.ly/1Qprg9z

About Beacon Lens

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.

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

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

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

Electronic Billing Solutions

Did you know there are many ways to submit claims electronically? Claims can be submitted by using our direct claim submission process in ProviderConnect or by submitting batches through our various batch upload options.

If you utilize a third party billing service, do you know how your biller is submitting claims? We encourage you to become familiar with your billing service or clearinghouse's billing process. Working in partnership with your biller ensures they are aware of any electronic billing options and meet all current standards.

If you are looking to link to a clearinghouse, please submit the Intermediary Authorization Form to grant them permission to submit claims on your behalf. For additional information related to electronic billing solutions, contact our EDI Helpdesk Monday through Friday from 8 a.m. to 6 p.m. ET at 888.247.9311 or by email at e-support.services@beaconhealthoptions.com.

We also have our ProviderConnect Claims webinars which are available to both providers and billing services. To register for one of our upcoming sessions, simply click one of the links below:

- [Tuesday, February 16, 2016, 2:00 p.m. – 3:00 p.m. ET](#)
- [Thursday, March 17, 2016, 2:00 p.m. – 3:00 p.m. ET](#)

Giving Value Back to our Providers Webinar Opportunity

If you are a new provider with Beacon Health Options or looking for a refresher course on Fraud, Waste & 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 March 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'll 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, simply click one of the links below:

- [Thursday, March 3, 2016, 2:00 p.m. – 4:00 p.m. ET](#)
- [Friday, March 4, 2016, 11:00 a.m. – 1:00 p.m. ET](#)

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

UPCOMING WEBINARS

ProviderConnect

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

An Overview of ProviderConnect		
Wednesday, March 9, 2016	11:00 a.m.-12:00 p.m. ET	Register Here!

ProviderConnect Claims		
Tuesday, February 16, 2016	2:00 p.m.-3:00 p.m. ET	Register Here!
Thursday, March 17, 2016	2:00 p.m.-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		
Thursday, February 18, 2016	2:00 p.m.-3:00 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 Beacon Health Options.

Giving Value Back		
Thursday, March 3, 2016	2:00 p.m.-4:00 p.m. ET	Register Here!
Friday, March 4, 2016	11:00 a.m.-1:00 p.m. ET	Register Here!

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