

January 2016

Spotlight:

[Provider Handbook](#) Read More

[Upcoming Webinars](#) Read More

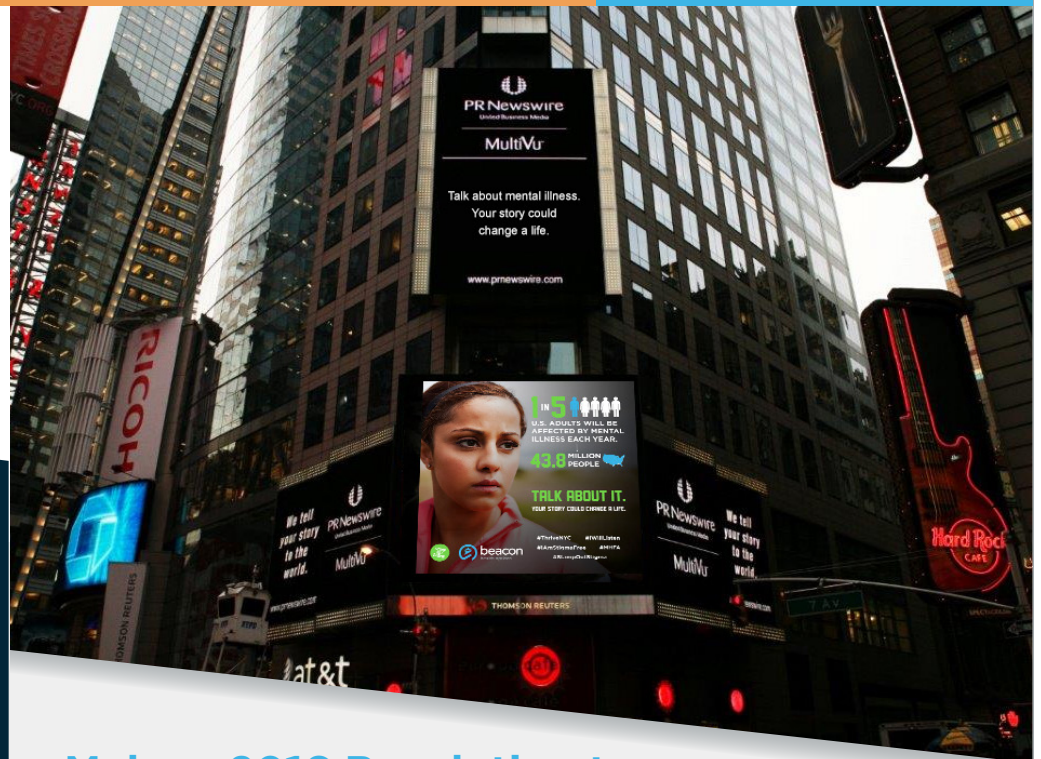
[Contact Us](#) Read More

In this Issue:

- Make a 2016 Resolution to Talk About Mental Illness
- Five Ways to Replace Bad Habits With Healthy Ones
- 1099 Questions
- Attention Medicare Prescribing Providers
- Maintaining Accurate Demographic Data for Member Referrals
- Recredentialing Process Timeframe Update
- New Preferred Laboratory: Quest Diagnostics®
- Oscar Health is Expanding
- About Beacon Lens
- The Road Ahead: ProviderConnect Rebranding
- Renaming ValueOptions to Beacon Health Options
- Integration: A Beacon Health Options Webinar Opportunity
- Upcoming Webinars

Contact Us:

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



Make a 2016 Resolution to Talk About Mental Illness: Your Story Could Change a Life

As we look to the new year and the resolutions we can make to improve our lives and the lives of others, Beacon Health Options (Beacon) urges you to resolve to break the silence and stamp out the stigma around mental illnesses. Talk about it; your story could change a life.

Beacon, the nation's premier behavioral health management company, asked New Yorkers and those visiting the "Big Apple" to make mental health awareness their 2016 New Year's resolution. A 23-story digital billboard in New York City's Times Square is a reminder about the importance of talking about mental illness as a means to stamp out stigma.

According to the National Institute of Mental Health, one in five U.S. adults will be affected by a mental illness in a given year, or approximately 43.8 million Americans. Factoring in family, friends and colleagues, all of us are affected by mental illness in some way. Unfortunately, the reality is that approximately 30 percent of people living with mental illness say they choose not to seek treatment due to fear of judgment. The good news is that mental illness is treatable.

"You wouldn't necessarily know the high prevalence of mental illness in the U.S. because we rarely talk about mental health in public," said Dr. Jorge Petit, a psychiatrist and Beacon Senior Vice President, National Client Partnerships - New York Region. "Like diabetes, heart disease or high blood pressure, mental illness is a medical condition that requires care; yet because of the stigma that a mental illness diagnosis carries, we have made it something that is easier to hide than to seek treatment. And that needs to change."

1 IN 5 U.S. ADULTS WILL BE AFFECTED BY MENTAL ILLNESS EACH YEAR.

43.8 MILLION PEOPLE

TALK ABOUT IT.
YOUR STORY COULD CHANGE A LIFE.

#ThriveNYC #IWillListen
#IAmStigmaFree #MHFA
#StampOutStigma

Stamp Out Stigma beacon health options

“A habit is a behavior or thought that has been repeated so many times, it becomes routine.”

In 2013, ValueOptions, before it merged with Beacon Health Strategies to become Beacon Health Options, took its first step to do just that when the company launched its [Stamp Out Stigma](#) initiative. Now spearheaded by the Association for Behavioral Health and Wellness, in which Beacon is a member, the initiative continues work to reduce the stigma surrounding mental illness and substance use disorders. This campaign challenges each of us to transform the dialogue on mental health and substance use disorder from a whisper to a conversation.

More recently, New York City Mayor Bill de Blasio and First Lady Chirlane McCray launched [ThriveNYC: A Mental Health Roadmap for All](#), an action plan to guide the city toward a more effective and holistic system to support the mental wellbeing of New Yorkers. One of the program’s principles is to change the culture by making mental health everybody’s business and promoting open conversation about it.

What can you do in 2016 to help bring mental illness out from behind closed doors and into the public space?

- Learn the facts about mental illness. Remind others that it is not the result of personal weakness, lack of character or poor upbringing. Mental illness is a disease just like diabetes, asthma and high blood pressure. It is treatable. Visit nami.org/stigmfree for more information.
- Learn to listen with an open mind and without judgment. It can be one of the most powerful ways to support a friend, family member or colleague who has a mental illness. Visit naminyc.iwilllisten.org/how-to-listen for more information.
- Sign up for a Mental Health First Aid course and learn the risk factors and warning signs of mental health and substance use problems. The course also teaches a five-step action plan to help people get the care they need in their community. Visit mentalhealthfirstaid.org for more information..
- Take the pledge to stamp out stigma and discover what you can do to recognize, educate and reduce stigma at stampoutstigma.com/pledge.

Five Ways to Replace Bad Habits With Healthy Ones

Benjamin Franklin said, “Your net worth to the world is usually determined by what remains after your bad habits are subtracted from your good ones.” How is your balance sheet? What negative behaviors are holding you back?

Why are bad habits hard to break?

A habit is a behavior or thought that has been repeated so many times, it becomes routine. Habits are formed by repetition and reward.

- When we repeat behaviors, they become routine and the brain does not have to use conscious thought to perform the activity, freeing up the brain to focus on other things. With repetition, the healthy habit of an evening walk can become part of a daily routine. In the same way, walking to the vending machine each day at 3 p.m. for a candy bar can become a mindless, unhealthy habit.

- Habits can also develop when certain behaviors activate the brain's reward center and “feel good” chemicals like dopamine and serotonin are released. For example, our mood might be boosted by eating chips or checking Facebook instead of working.

Whether you want to reduce your consumption of sugar, stop procrastinating, curtail nail-biting, or get off the couch and exercise—where there is a will, there is a way. While there is no “one-size-fits-all” answer to overcoming bad habits, this 5-step model is a great place to start.

Five steps for changing a bad habit

- **Know your triggers.**

Become a behavioral detective. When does it happen? How often? Where are you? Who are you with? How are you feeling at the time? What just happened? Identify possible reasons you are engaging in the behavior. For example, if you go to the cafeteria to get a cookie each afternoon, look for possible triggers: Are you physically hungry or emotionally eating? Do you long for a break? Do you want to socialize? Do you need a “sugar fix” because you are sleep deprived? An effective way to see a pattern is by tracking or journaling your behavior.

- **Change the environment.**

You can avoid triggers by changing your environment. If you tend to overeat standing in the kitchen alone at night, pick a healthy snack and eat it slowly sitting at a table. Limit your interaction with people who encourage your bad habit. If you smoke on breaks with a group of co-workers, time your break differently or take a walk instead of going to the smoking area. If you want to work out at the gym but have trouble getting there, carry your gym clothes with you and plan a time to go before or after work; schedule it like an appointment.

- **Analyze the consequences.**

List the benefits and costs of changing the habit. If you decide to break the habit of running late, the benefits might include being less rushed, but the costs might include having to prioritize and say no to some activities. Making a list of the benefits and costs of the behavior is a good way to evaluate what's more important to you.

- **Pick a healthy, positive alternative behavior.**

Stopping negative behavior is easier with a positive substitution. If you want to stop procrastinating, create a habit of doing the hardest thing first. If you want to stop biting your nails, squeeze a stress ball instead. Make sure the chosen behavior has positive consequences. Eating candy instead of smoking might help you quit initially, but could cause weight gain in the long run.

- **Put your plan in writing.**

Write down specifically what you are going to do. In addition, write your main reasons for giving up this unhealthy behavior. When obstacles appear, this vision provides an anchor. “I want to take less medication, be active with my children or grandchildren, feel more self-confident, be seen as a role-model.” Make it realistic and achievable for you; keep it handy on your phone or in your wallet.

Other tips for overcoming bad habits

- Visualize yourself in a tempting situation and mentally practice the healthier behavior. See yourself getting out of bed when the alarm goes off the first time instead of hitting the snooze button several times.

“Stopping negative behavior is easier with a positive substitution. If you want to stop procrastinating, create a habit of doing the hardest thing first.”



- Exercise elevates mood—a great choice when a trigger hits!
- Intervene with these “D” actions:
 - **D**rink water
 - **D**eep breathe
 - **D**o something different
 - **D**elay
 - **D**istract or distance yourself from the temptation
- Move beyond excuses, such as it is your genes or lack of time. Work with what you have and focus on what you can do.
- Recognize effort and improvement and reward yourself for those positive changes.
- Don’t rely on willpower alone, as it ebbs and flows. Use planning power. Make healthier choices even when you might not feel as disciplined. Small steps over time reap results.
- Stay present and positive.
- Keep behaviors in check and balanced. Any behavior, even healthy ones, can become addictive.
- Remember it is about balance and moderation, not perfection.
- Focus on relapse prevention. Lapses will come. Isolate the old behavior. Implement your plan quickly to prevent relapse or collapse.
- Ask for support from family members, co-workers and friends; you could choose an accountability partner.
- Consult a mental health professional if you find that you can’t control any habit yourself.

It takes anywhere from one to three months to create a habit and start feeling comfortable with it, so be gentle with yourself during this process.

By Kris Hooks, M.Ed., LPC, LMFT, CEAP

©2013-2016 Achieve Solutions®

This newsletter article is provided by the [Achieve Solutions website](#). 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.

1099 Questions

It is tax season! Beacon Health Options 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.

Relevant Resources:

[CMS Medicare Part D Provider Enrollment Homepage](#)

[Requirements for Part D Coverage: Prescriber Requirements](#)

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 for Beacon. 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 between 8 a.m. and 8 p.m. ET, Monday through Friday.

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 a convenient, [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).

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](#).

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 as we are pleased to announce 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 testing services closer to home, work or the office. Our goal is to help you get the information you need to provide the best care possible. Quest offers a variety of services, including routine blood tests.

"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."



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, since Quest is available nationwide.

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 1.866.MYQUEST (1.866.697.8378).

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.

Oscar Health Insurance is Expanding

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

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 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.

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



Integration: A Beacon Health Options

“Effective January 1, 2016, our providers and members now have the ability to access laboratory testing through our new relationship with Quest Diagnostics.”



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 Beacon Health Options site are provided for informational purposes only. Behavioral health providers utilizing the Beacon Health Options site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing Beacon Health Options information and resources to their patients. No information or resource provided through the Beacon Health Options site is intended to substitute for the professional judgment of the provider. Providers are solely responsible for determining whether use of a resource provided through Beacon Health Options is consistent with applicable standards.

The Road Ahead: ProviderConnect Rebranding

As many of you may have noticed, ProviderConnect has a slightly different look. In December, we rebranded ProviderConnect to replace the ValueOptions name and logo with our new Beacon information; however, the system's functionality stayed the same.

When billing by batch or through a clearinghouse, claims should list our new name, **Beacon Health Options Inc.**, on both the claim and the claims' address. The payer ID will remain the same with the name change.

Please note that specific contracts will not be experiencing the name change so claims should be billed the same as they have in the past. For a list of these contracts, please reference the below article titled "Renaming ValueOptions to Beacon Health Options."

Renaming ValueOptions to Beacon Health Options

It has been just over 12 months since Beacon Health Strategies and ValueOptions came together, and we have made great progress in regards to operational integration. At this time, operational teams throughout the company are working hard to implement the change to Beacon Health Options anywhere and everywhere the ValueOptions name and logo currently exists.

Many of our commercially contracted providers received official notification in the last few weeks that the legal name change became effective December 9, 2015. This means that our company name in these provider contracts will be changed to Beacon Health Options, Inc. in the contract; however, all terms and existing reimbursement rates will not change.

While this change is a huge step in the renaming process, it is important to realize that this does not

mean everything previously named ValueOptions will automatically switch to Beacon Health Options. We are rolling out this implementation to the various ValueOptions market segments in accordance with state specific regulatory and contract specifications. Clients will be notified when the change becomes applicable to them.

We are investigating the potential for renaming many of the ValueOptions subsidiary entities. These corporate entities are tightly-regulated and we must follow a highly-prescribed path when it comes to renaming. So for now, nothing changes with:

- ValueOptions Federal Services, Inc. (Military OneSource and TRICARE®)
- Value Behavioral Health of Pennsylvania, Inc.
- ValueOptions of Texas, Inc. (NorthSTAR)
- ValueOptions of Kansas, Inc.
- ValueOptions of New Jersey, Inc. (Horizon Behavioral Health)
- ValueOptions of California, Inc.

This means the names of these subsidiaries will remain the same as they are today.

Also, the change to Beacon Health Options, Inc. will have no impact on any entities where we are the general partner or involved in a joint venture with partner companies. There is no impact to the following partnership owned companies and joint ventures:

- Massachusetts Behavioral Health Partnership
- Colorado Health Partnership, Inc.
- Foothills Behavioral Health Partnership, Inc.
- Integrated Community Health Partnership, Inc.
- Northeast Behavioral Health Partnership, Inc.

Thank you for your support during this exciting time for us, and we appreciate your patience as we work through the complexities of changing our name.

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 will soon be releasing a white paper on the topic of health care integration. It is Beacon's second white paper, following its first, "[Confronting the Crisis of Opioid Addiction](#)," released in June 2015.

We encourage you to join us for "Integration," a comprehensive overview and dialogue surrounding this soon-to-be-released 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

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, January 20, 2016	2:00 p.m.-3:00 p.m. ET	Register Here!
Authorizations in ProviderConnect		
Thursday, February 4, 2016	2:00 p.m.-3:30 p.m. ET	Register Here!
ProviderConnect Claims		
Tuesday, February 16, 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		
Tuesday, January 19, 2016	1:00 p.m.-2:00 p.m. ET	Register Here!
Thursday, February 18, 2016	2:00 p.m.-3:00 p.m. ET	Register Here!

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](#).