

October 2016

Spotlight:

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

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

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

In this Issue:

- [Beacon Bikes for Mental Health Advocacy](#)
- [Member Empowerment Survey: Request for Your Opinion](#)
- [Teens and Digital Harassment: Cyberbullying and Cyberstalking](#)
- [Remembering "Why?"](#)
- [ASAM Guideline for Medication Use in Opioid Addiction Treatment](#)
- [Webinar Opportunity: The High Cost of Opioid Use in Your Community](#)
- [Medicaid Providers: Help Your Patients Keep Their Coverage](#)
- [Attention Medicare Advantage Providers](#)
- [Importance of Notifying Beacon Prior to Changes in Practice Information](#)
- [New Mailing Address for Credentialing Correspondence](#)
- [Communicating with Providers](#)
- [CMS Requirement: Maintaining Accurate Demographic Data](#)
- [New Look to Benefits in ProviderConnect](#)
- [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.



Beacon Bikes for Mental Health Advocacy

30 Days...2,000 miles...100 Percent Awesome: A Journey to Raise Awareness

On Friday, September 16, Beacon Health Options (Beacon) employees, friends and family, embarked on the [Awesome Beacon Bike Ride](#), a 2,000-mile cycling journey from Boston to Miami. Throughout the 30-day trip, riders serve as “spokes” men and women to raise awareness about the stigma surrounding mental illness.

Beacon is sponsoring the ride to raise funds for the Mental Health America (MHA) and National Alliance on Mental Illness (NAMI), both of which are nationally recognized for their advocacy and services for individuals with mental illness and their families.

“This ride has three goals: camaraderie, advocacy and health,” said Beacon Associate Chief Medical Officer Emma Stanton, MD, and the ride’s lead organizer. “These principles unite all of us who work at Beacon. We care about raising awareness of mental illness, and this is just one more way that we can show it.”

“We are proud to support the important work of NAMI and MHA. They have championed the rights and needs of individuals with mental illness for nearly 150 years, combined,” said Beacon President and Chief Executive Officer Tim Murphy. “We have so many Beacon employees who have embraced the Awesome Beacon Bike Ride, many of whom will be out on the road as cyclists and volunteers to help our members and others who are on their own roads to recovery.”



THE AWESOME BEACON BIKE RIDE

#BeaconBikeRide

*Participation Encouraged:
[Member Empowerment Survey](#)*

*We thank you in advance
and look forward to
your feedback and
recommendations!*

The funds raised from the bike ride will help support MHA's "B4Stage4" initiative, which promotes prevention of, and early intervention for, mental illness. This program spreads the important message that when we think about cancer, heart disease, or diabetes, we don't wait years to treat them, nor should we for mental illness.

"Mental Health America is honored to be one of the nonprofits supported by the Awesome Beacon Bike Ride," said Paul Gionfriddo, MHA President and CEO. "This ride will bring together Beacon employees, family members, and friends from across the world to spread awareness and demonstrate that it is okay to speak out about mental health. The more we talk about mental health, the sooner we can reach individuals early on in the disease process – before Stage 4."

NAMI will use the donation for its education and support programs for individuals and families affected by mental illness, as well as initiatives to build public awareness of mental health conditions and end the stigma that surrounds them. NAMI's programs are offered at no cost to participants so everyone affected by these conditions has the knowledge and support needed to facilitate recovery and resilience.

"NAMI is grateful to all the 'spokes' men and women who are cycling to raise awareness about mental illness," said Mary Giliberti, NAMI CEO. "One in five Americans live with a mental health condition so it is critical that we work together to change the way the world sees mental illness and learn to see the person, not the illness."

To participate or follow the journey during the month-long ride through pictures, stories, and videos, visit www.beaconhealthoptions.com/bikeride or check out the #BeaconBikeRide on our social media accounts, www.facebook.com/beaconhealthoptions and www.twitter.com/beaconhealthopt.

Member Empowerment Survey: Request for Your Opinion

Whether it is called member empowerment or person-centered care, providers who put patients and their families at the center of decisions and work alongside them positively impact quality of care. One method of member empowerment is to put the member in the driver's seat when it comes to developing a care treatment plan. Beacon surveys its members continuously, and so far for 2016, over 90 percent of members indicate that their Beacon providers already include them in planning their treatment goals. Thank you for your continued commitment to putting members in the best position to be successful in their treatment!

As we always strive for best practices, we'd like to ask for your feedback so we can learn more about the methods you've been using to facilitate member empowerment within your practice. We encourage you to take a few minutes within the next week or two to complete our [Member Empowerment](#) survey. The survey is anonymous, though you'll have a chance to include your name if you would like to be identified with any examples we include in future educational materials.

Your survey responses will be used in several ways:

- To discover how Beacon providers are successfully empowering members
- To determine opportunities and modes for sought-after education
- To develop a best-practice guide of member-empowerment methods

Teens and Digital Harassment: Cyberbullying and Cyberstalking

What do these terms mean?

Digital harassment is repeated behavior using technology that bothers or scares someone. Cyberbullying and cyberstalking are types of digital harassment.

Cyberbullying is a word mostly used:

- For children or teens
- When actions are not legal

People use cyberbullying to make someone feel bad or powerless. They tend to involve many people.

Cyberstalking is a word mostly used:

- For teens and adults
- When actions are clearly illegal

People use cyberstalking to control someone. They tend to act alone.

How common is digital harassment?

Digital harassment is common but underreported among teens:

- Forty-three percent of teens report being digitally harassed
- Only 10 percent tell parents or school authorities
- Seventy percent of teens say they have seen cyberbullying
- Only 10 percent reported it or tried to stop it

These numbers are likely to grow. Why? At least 80 percent of teens have cell phones and can be harassed 24 hours a day.

Women are commonly both bullies and targets of cyberbullying. Cyberstalking is different. Most targets are women. Men do most of the cyberstalking.

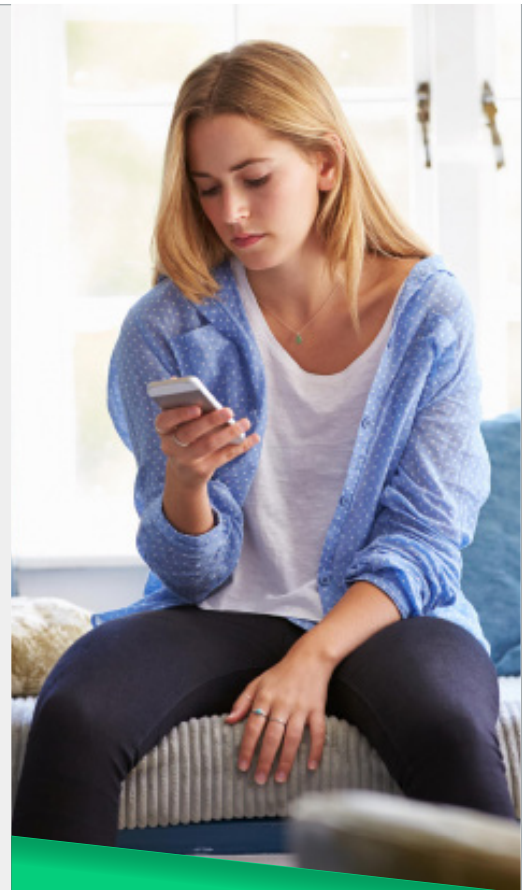
What does it look like?

Digital harassment is all about unwanted contact. You may like that your friends text you day and night. You may like their posts about you. These actions become harassment when you want them to stop and they do not.

For instance, Gina's boyfriend sent her many texts. She thought it was romantic. Then they distracted her from other things. When Gina asked her boyfriend to stop, he got angry and said she was cheating. He kept sending her angry texts. Gina did not think the texts were romantic anymore. She was scared. Gina broke up with him and blocked his number. She avoided him. When he posted mean things about her online, she finally told her father. With his help, Gina reported the posts and blocked him. They stopped the cyberstalking before it got dangerous.

Digital harassment can include:

- Unwanted texts, emails, or online comments
- Posting embarrassing photos of you
- Tagging you in photos and threatening comments or tweets so you see them
- Talking behind your back by "subtweeting" or not tagging you



October
is
**National Bullying
Prevention Month**

- Creating a social media page about you
- Pretending to be you

Cyberbullies get others to “like” or share their actions. Classmates, strangers, or even friends of the target may participate due to peer pressure or ignorance.

How does digital harassment affect teens?

One excuse for digital harassment is, “I was joking. It’s no big deal.” But digital harassment is not funny. It can wreck someone’s life.

People who are harassed may avoid friends and skip activities due to fear. They may miss school and get bad grades. They are at risk for illness and substance use disorder. They face anxiety, depression, and insomnia. We even see news about harassed teens killing themselves.

What can I do if I am being cyberbullied or cyberstalked?

Speak up. Talk to a supportive friend or adult. Tell someone at school. Most schools have anti- cyberbullying rules. Report the actions to social media sites. Call the police if you feel threatened.

Increase security. Carefully pick what you share online. Change your passwords. Check Internet and website privacy settings. Block unwanted calls, texts, or emails. Stop “following” or “unfriend” people who bother you.

Gather evidence. Keep a journal of all unwanted actions and your response. Print emails and screenshots of online contact.

What can I do if I see a friend or classmate being cyberbullied or cyberstalked?

Opt out. Do not add comments or forward mean messages or content. Do not agree with or “like” other people’s comments or photos.

Speak up. Tell the person doing the harassing to stop—even friends. Let the person being harassed know you support them. Tell a trusted adult about what you see. Inform the school.

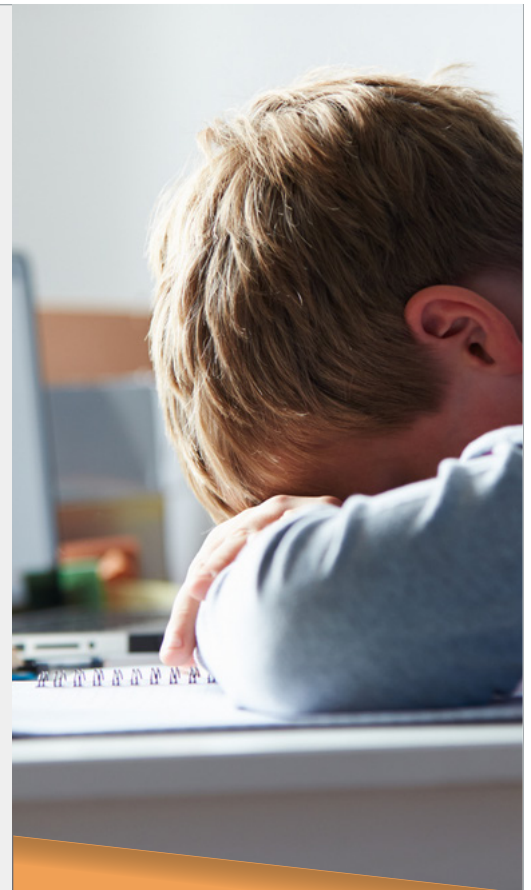
Ignoring digital harassment is as bad as starting it. Even small acts can hurt people. Teens can reduce digital harassment if they work together. Find more help from the sites below.

Resources

Break the Cycle www.breakthecycle.org
 Loveisrespect.org 866-331-9474 www.loveisrespect.org
 National Domestic Violence Hotline 800-799-7233 www.thehotline.org
 Stopbullying.gov 800-273-8255 www.stopbullying.gov

By Beth Landau
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This newsletter article is provided by the [Achieve Solutions website](http://www.achieve-solutions.com), 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.



Resources for Members:

Break the Cycle
www.breakthecycle.org

Loveisrespect.org
 866-331-9474
www.loveisrespect.org

**National Domestic
 Violence Hotline**
 800-799-7233
www.thehotline.org

Stopbullying.gov
 800-273-8255
www.stopbullying.gov

TURN THE TIDE



For more ASAM information, visit <http://www.asam.org/quality-practice/guidelines-and-consensus-documents/npg> for a complete guideline and related products.

Remembering “Why?”

Recently, U.S. Surgeon General Vivek Murthy sent a letter to more than 2.3 million health care practitioners and public health leaders. This letter not only identifies why we must continue conversations to bring about change, but also how the “...path paved with good intentions” has led to devastating results for millions of Americans. In response to the overwhelming need for action concerning the prescription opioid crisis in our country, Beacon has many initiatives in place to educate, share, and identify substance use resources for our members and providers.

As a company focused on behavioral health management, Beacon is passionate about helping people with mental illness and addiction so they can live their lives to the fullest potential. We rely on the expertise and dedication of our provider network to help us achieve this mission. We can and will continue to focus care on the individual, to provide quality behavioral health care to the people we serve. To that end, we encourage you to read the [Surgeon General’s letter, pledge to turn the tide, and join the movement to make a difference](#). We invite you to join Beacon’s conversations, share your experiences, and learn from colleagues as we collaborate together and remember why we do what we do to make a difference each and every day.

ASAM Guideline for Medication Use in Opioid Addiction Treatment

Opioid addiction continues to be a growing public health problem with significant medical and financial ramifications. Opioid addiction, along with other drug addiction, is now viewed as a chronic disease, requiring an evidenced based recovery management approach to increase the likelihood of sustained recovery. The American Society of Addiction Medicine (ASAM) has developed the National Practice Guideline to provide information on evidence-based treatment of opioid use disorder. This guideline is the first to address all the FDA-approved medications available to treat addiction involving opioid use and opioid overdose. It was developed to assist physicians or other prescribing professionals in the decision-making process for prescribing pharmacotherapies to patients with opioid use disorder. The intent is to educate, promote safe and quality prescribing, and promote quality treatment and recovery practices.

This ASAM Practice Guideline is intended to aid clinicians in their clinical decision-making and patient management. The Practice Guideline strives to identify and define clinical decision-making junctures that meet the needs of most patients in most circumstances. Prescribing physicians are encouraged to continue their medical education regarding evidence-based treatment of opioid use disorder and to continue training and consultations with certified specialists.

Topics reviewed in the ASAM National Practice Guideline include:

- Assessment and diagnosis of opioid use disorder
- Treatment options
- Treating opioid withdrawal
- Medications such as Methadone, Buprenorphine, and Naltrexone
- Psychosocial treatment in conjunction with medications for the treatment of opioid use disorder
- Special populations such as pregnant women; adolescents; and individuals with pain, co-occurring psychiatric disorders, or those in the criminal justice system
- Naloxone for the treatment of opioid overdose

ASAM offers a pocket guide, phone and tablet apps, a PowerPoint presentation, webinars, tool kits, and more.

For more information, visit <http://www.asam.org/quality-practice/guidelines-and-consensus-documents/npg> for a complete guideline and related products. The Beacon Health Options [Provider Handbook](#) includes our company's adopted Clinical Criteria and Treatment Guidelines.

Webinar Opportunity: The High Cost of Opioid Use in Your Community

These are difficult times for many communities. Resources and budgets are limited, and law enforcement personnel, county officials, social services agencies, and health care providers are struggling to do more with less. At the same time, the opioid epidemic is devastating families and communities throughout America. According to the Centers for Disease Control and Prevention (CDC), more people in the U.S. died from drug overdoses in 2014 than in any previous recorded year and each day 78 Americans die from an opioid overdose.

For the past year, the Hazelden Betty Ford Foundation has worked in the following states to address this epidemic: Massachusetts, Minnesota, Wisconsin, Kentucky, Florida, and Arkansas. In each state, people from every community sector have shared devastating stories of how they have been affected by opioid use. Emergency room staff in local hospitals are seeing a flood of overdose patients (from young teens to older adults). First responders are saving lives by administering Naloxone. Law enforcement officers talk about their struggle to crack down on dealers and distribution networks. Employers are worried about the health of their employees and the lost productivity in the workplace due to opioid use. Faith leaders are overwhelmed by the number of deaths in their congregations. Community leaders are concerned about public safety. Educators ask if they're doing enough to prevent opioid use among adolescents. Out of all of the stories, probably the most heartbreaking are those told by parents who have lost a child to an opioid overdose.

Fortunately, communities are finding solutions to these concerns, and working together across sectors to prevent opioid use, intervene, and provide resources for those who are affected. This is a critical time for communities to mobilize and provide their citizens with vital information and tools to combat dangerous use of heroin and prescription painkillers with the goal of minimizing its social and economic impact.

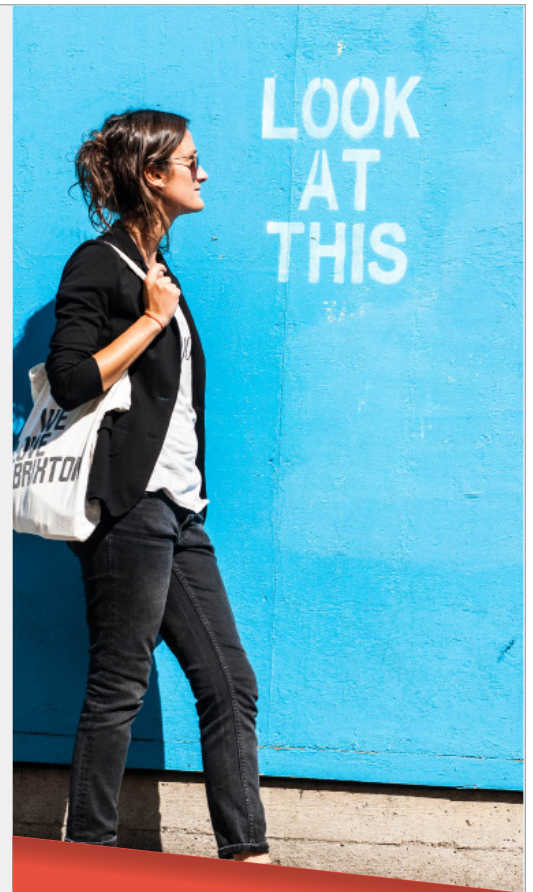
On Wednesday, November 16th at 3 p.m. ET, Beacon is conducting a webinar for in-network providers on solutions that communities are implementing to respond to the opioid epidemic. Hazelden Betty Ford Foundation and St. Elizabeth's Health Care (which serves Northern Kentucky) will share their experiences in revamping their treatment approaches and mobilizing their communities.

Mobilizing your community doesn't happen overnight, and it requires hard work. Yet, the return on your investment of time, money, and effort is worth it. Imagine: if hospital admissions for overdose deaths decrease; if law enforcement costs are reduced; if employers in your community see a rise in productivity; if violence, theft and other crimes in your community decrease; if schools are a safer place for your children; if one life is saved. It's worth it.

Register Today!

Community Response to the Opioid Epidemic Webinar
[Wednesday, November 16 from 3-4 p.m. ET](#)

Please contact trainingdepartment@beaconhealthoptions.com with any questions or concerns.



*Webinar Opportunity:
Community Response to
the Opioid Epidemic*

*Register Today!
[Wednesday, November 16](#)
[3-4 p.m. ET](#)*

Medicaid Providers: Help Your Patients Keep Their Coverage

Remind patients to renew their Medicaid eligibility. Several months before coverage ends, Medicaid recipients will receive renewal information from their state department that manages Medicaid eligibility. If the renewal information does not arrive, recipients must contact their local agency that manages Medicaid to request a copy.

For example in New York State, Medicaid recipients who are enrolled through the NY State of Health Marketplace must recertify through the Marketplace. This can be done by phone by calling 855-355-5777 (TTY: 800-662-1220) or going online at nystateofhealth.ny.gov. For New York City Medicaid recipients, EmblemHealth can help. Emblem's Facilitated Enrollment staff is available to assist. If Medicaid patients have questions about the renewal process or want help completing the renewal application, they can call 888-432-8026.

Attention Medicare Advantage Providers

The Centers for Medicare and Medicaid Services (CMS) requires providers receiving reimbursement under Medicare Advantage (Part C) or Pharmacy (Part D) to complete the CMS version of Compliance training. The training must be completed within 90 days of hire for new employees and annually thereafter for all employees.

CMS developed their own web-based compliance training to reduce potential duplicative training required of providers by the multiple organizations with whom they contract.

Providers may download, view, or print the content of the CMS standardized training modules from the CMS website to incorporate into their organization's existing compliance training. The CMS training content cannot be modified to ensure the integrity and completeness of the training. However, an organization can add to the CMS training to cover topics specific to their organization.

CMS will accept either the Medicare Learning Network (MLN) system generated certificates of completion or an attestation confirming that the organization has completed the appropriate compliance and Fraud, Waste, and Abuse (FWA) training. Attestations must include language specifying the entity complies with CMS compliance and FWA training requirements.

Training	
Download a copy of the Compliance training	Training Link
Download a copy of the Fraud, Waste, and Abuse training*	Training Link
Additional information	Training Link

*Please note, providers have met the FWA training and education requirements if they are certified through:

- Accreditation as a supplier of Durable Medical Equipment, Prosthetics, Orthotics, and Supplies; or
- Enrolled in Medicare Part A (hospital) or B (medical) Program

“Providers may download, view, or print the content of the CMS standardized training modules from the CMS website to incorporate into their organization’s existing compliance training.”



Importance of Notifying Beacon Prior to Changes in Practice Information

We want to take a moment to remind our network that any change in your practice must come through Beacon in accordance with the timeframes established in your provider agreement and our [Provider Handbook](#). This is particularly important to maintain continuity of member treatment if transition of care is necessary.

For example:

- Any licensure action which may impact member care must be reported to Beacon within five calendar days of the effective date of the action
- Expiration, non-renewal, decrease in required malpractice or professional liability coverage must be reported 30 days prior to the change
- A move or practice expansion to another state, which often requires credentialing activities to verify licensure and liability coverage before members can be seen in that state
- Any changes in practice patterns, such as coverage arrangements, hours of operation, and/or changes in ownership must be provided to Beacon in advance of such changes

Beacon is pleased to continue our partnership with the Council for Affordable Quality HealthCare (CAQH) as a resource to help providers maintain accurate information. However, contacting CAQH does not automatically notify all carriers of a change and is not sufficient, especially concerning licensure or legal actions which could affect member care.

We appreciate the extra effort made to keep Beacon informed. Updates to your practice information can be made via [ProviderConnect](#). For assistance 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.

New Mailing Address for Credentialing Correspondence

We continue 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

CAQH does not automatically notify all carriers of a change in practice information, especially concerning licensure or legal actions which could affect member care.



“We encourage providers to check their SPAM folders on a regular basis and be sure to add email addresses that end in @beaconhealthoptions.com to approved sender lists so emails aren’t caught in your email’s spam filter.”

Communicating with Providers

On a regular basis, Beacon sends various communications to our providers, including, but not limited to monthly newsletter notifications, surveys, and credentialing reminders. As our organization integrates processes, we also inform providers if any changes apply to their contracts, either in the form of a silent amendment or a contract agreement if action is necessary.

As part of our E-Commerce Initiative, our goal is to send items electronically whenever possible. However, recent feedback suggests that not all of our communications are reaching our provider network.

We encourage providers to check their SPAM folders on a regular basis and be sure to add email addresses that end in @beaconhealthoptions.com to approved sender lists so emails aren’t caught in your email’s spam filter. In addition, if it’s possible you’ve unsubscribed to provider communications we send through Constant Contact, visit [Sign up to Constant Contact today](#) to submit your email address and update your information to re-subscribe to our mailing list.

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 Health Options (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 not an indication that your information is incorrect; however, it is our intent to provide 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.



New Look to Benefits in ProviderConnect

As Beacon continues making enhancements to ProviderConnect, you may notice a different look to the benefits section for some contracts. While we roll out a new self-service portal, you will see more contracts switch over to the new look.

The steps to check benefits are not much different. Continue to go to “Specific Member Search” and click on the benefits tab. From here, the Benefits link will bring you into the benefits options available for each member’s plan.

One of the new features of the self-service portal provides the ability to view benefits as of a particular date, even going back to the previous benefit year. In addition, the overall look is cleaner and more user-friendly, providing more specific level of care information in a dropdown format.

Searches can be conducted by benefit type and include information for mental health, substance use, and EAP covered services, both in- and out-of-network.

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:

- [Challenge: Not in the doing but in the overcoming](#)
- [Nurturing Healthy Relationships: Well Worth the Effort](#)
- [The Awesome Beacon Bike Ride Begins Today](#)
- [The Look and Feel of Integrated Health Care](#)
- [Resiliency: It's not just a word. It's my new normal](#)
- [Escaping the Iron Triangle of Health Care in Mental Health](#)

You can subscribe for email notifications for the blog [by visiting the site directly](#). We welcome and look forward to your commentary. If you have a topic suggestion, email: beaconlens@beaconhealthoptions.com.

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



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.

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		
Wednesday, November 9, 2016	3-4 p.m. ET	Register Here!

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

Authorizations in ProviderConnect		
Thursday, October 20, 2016	2-3:30 p.m. ET	Register Here!

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

ProviderConnect Claims		
Tuesday, November 15, 2016	1-2 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 to the Provider		
Thursday, December 1, 2016	2-4 p.m. ET	Register Here!
Friday, December 2, 2016	11 a.m.-1 p.m. ET	Register Here!

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		
Thursday, November 17, 2016	2-3 p.m. ET	Register Here!
Thursday, December 15, 2016	1-2 p.m. ET	Register Here!

Coming Soon!

Our webinar platform will be fully transitioning from Citrix GoTo to Cisco WebEx by the end of the year. We hope this will enhance your webinar experience, but acknowledge there may be an adjustment period. When accessing a webinar, be sure to review all information carefully and verify system compatibility to avoid technical difficulties.

*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](#).*