ValueOptions® is always working to improve the quality of care and services provided for you.

Through our high-quality system of health care, we strive to ensure that every member enrolled in a client’s health plan receives safe, effective and responsive treatments to address their healthcare needs.

What are some of the things you need to know when seeing a behavioral health provider?

When you or your family member need to see more than one doctor, your care can become more complex. This is true whether you see more than one medical doctor or therapist.

When you start therapy. Sometimes, problems can be caused by medical conditions. For instance, depression is sometimes linked to certain medical problems. On the other hand, depression or anxiety may play a part in your medical condition.

Changes in health status. If your health changes, your doctor needs to know. You may need to have any tests or changes to your medicines.

Laboratory findings. Ask that a copy of any test be sent to your doctor. This will help your doctor monitor your care and prevent you from having extra tests done.

Be your own health care manager

Take an active part in managing your own care. Ask your therapist to call your doctor. He or she will ask you to sign a form to give permission to share the information. On the form, you can list what type of information you would like shared, such as diagnosis, lab work, and medications. You are your own best advocate.

If you would like a copy of this form, please visit the ValueOptions website at [http://www.valueoptions.com/providers/Network/NCSC_Government/Member_release_info_sheet_PHI.pdf](http://www.valueoptions.com/providers/Network/NCSC_Government/Member_release_info_sheet_PHI.pdf)

Or call the Quality Management Department at 866-719-6032 and request the Practitioner Form Authorizing Personal Health Information Exchange

After being in the hospital, a plan for your care is needed to help you recover. Support during the move from hospital to home is very important.

Before you leave the hospital, the hospital staff will help you to set up an appointment with your doctor or therapist. Ideally, you should schedule an appointment within a day or two after leaving the hospital. Research shows that people who see their doctor or therapist within one week after discharge do better than those who wait for a longer period of time.

ValueOptions staff can help you with arrangements as you leave the hospital. This help can range from finding a therapist or doctor or finding other resources. Our care team is trained to work with your therapist and other types of support services to help you feel better and stay well. Our goal is a smooth, continuing care program that will support your health and wellness.
Customer Service: When to use them? What to expect?

Do you have an issue that is affecting your life? Have you decided that it is time to talk to a counselor/therapist? Where do you begin? Does your care need to be approved ahead of time? ValueOptions® Customer Service can assist you by providing several services for you. If you are not sure of what your benefits are (e.g., co-pay, deductible, number of visits your plan pays for, etc.) or how to get started, we can give you that information.

Customer Service can look up the counselors/therapists in your area who participate with your plan. We can also check to see which counselors in your area specialize in working on particular issues (stress, depression, family counseling, etc). For any questions about your plan, how it works or how to get started, call Customer Service at 800-496-5849.

Member Satisfaction Survey

Members whose health care plans are served by ValueOptions rate their mental health services and benefits very positively. A member satisfaction telephonic survey is performed twice a year. In 2012, interviewees were asked to score ValueOptions behavioral health care services.

The following items were scored on the survey:

- Overall Satisfaction with Mental Health Services 94.3%
- Overall Quality of Services of Therapist 95.6%
- Therapist Sensitivity to Cultural, Ethnic and Religious Needs 98%
- Therapist Protects Member Confidentiality 99.8%

View the ValueOptions Annual Member Newsletter on the Internet

http://www.valueoptions.com/providers/Network/NCSC_State_Local_Government.htm

If you would like to receive a paper/printed copy, or if you have any questions and comments, please call 866-719-6032
Preventive Health Programs and Integrated Care

Alcohol Prevention during Pregnancy Program

Are you or is someone you know pregnant, or trying to get pregnant?

Did you know that Fetal Alcohol Spectrum Disorders (FASDs) are 100 percent preventable if a woman does not drink during pregnancy? Not everyone knows this important fact. This valuable information needs to be communicated to women, families, health care providers, partners, educators, media and policy makers. Screening for alcohol usage during pregnancy or even for women of child-bearing age can prevent:

- Damage to fetus at any stage of pregnancy
- Life-long cognitive deficits, developmental delays and fetal alcohol syndrome (FAS)
- Poor birth outcomes and preventable alcohol-related birth defects
- Growth abnormalities

Alcohol and Pregnancy Q & A

Q: Is it okay to drink a little during pregnancy?
A: No, there is no safe level of alcohol during pregnancy. The best choice is not to drink at all when you are pregnant.

Q: I drank before I knew I was pregnant. What should I do?
A: It is never too late to stop. The sooner you stop drinking the better it will be for you and your baby. Get regular prenatal checkups and tell your doctor or nurse you have been drinking. Follow their advice.

Q: I need help to stop drinking while I am pregnant, who can I turn to?
A: You can turn to:
- Your doctor, nurse, a counselor or therapist
- A pastor or other helper in the community
- ValueOptions referral resources

You, Your 12-Year-Old Child and Alcohol

Alcohol is the #1 drug used by teens.

Eight out of one-hundred 8th graders admitted that they had binged on alcohol in the prior two weeks. There are many safety issues related to drinking. Many studies also link brain damage to drinking.

The earlier a child starts to drink, the more serious the drinking problems are later on. It is important to start talking to your child about the dangers of alcohol by the time he or she turns 12.

If you notice several of these signs and symptoms at the same time, your child might have a drinking problem:

- Mood changes: flare-ups of temper, irritability and defensiveness
- School problems: doesn’t show up, low grades and always getting in trouble
- Rebelling against family rules
- Switching friends and not wanting you to get to know their new friends
- A “nothing matters” attitude: sloppy appearance, a lack of involvement in previous interests, and low energy overall
- Finding alcohol in your child’s room or backpack, or smelling alcohol on his/her breath
- Physical or mental problems; memory lapses, poor concentration, bloodshot eyes, lack of coordination, or slurred speech.

For more information on how to talk to your child about alcohol, please call ValueOptions and request a free copy of this booklet: Make a Difference: Talk to your Child about Alcohol.

Call ValueOptions at: 1-866-719-6032

For additional information, visit the ValueOptions website www.valueoptions.com
You, Your Adolescent Child and Drug Abuse

In the past, street drugs were often abused by teens. Today, prescription and over the counter (OTC) drugs are the primary sources used by teens to get high. Some studies show that seventy percent of teens who develop drug problems begin drug use by using prescription drugs.

Recent surveys show that most teens who abuse these medicines get them for free from family and friends.

What are some of the dangers?

- Half of youth emergency room visits are for abusing cough or cold remedies
- Mixing the OTC or prescriptions meds with alcohol can cause death or serious breathing problems
- Taking opiate pain medications can cause serious breathing problems, loss of consciousness and death
- Heart problems or seizures can result
- Problems with judgment or motor skills can lead to accidents.

What can parents do?

- Get rid of old or unused medication safely.
  - Check with your pharmacy about drug-take back programs.
  - Keep drugs in a safe place and keep an eye on how much is there.
  - Set rules about not sharing medicines and following directions for using medicines safely.

How can I get rid of old or unused meds if no program is available?

- Take the med out and mix it with coffee grounds or other unpleasant garbage like kitty litter. Then place in a sealed bad or container before putting into the trash.
- Dangerous meds like certain pain medicines (opioids) need special treatment. The FDA recommends flushing these.

The following website is updated with medications that should be disposed by flushing or sink disposal. (http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm)

If you have any questions about disposal, check with your pharmacist. To download a copy of, “How to dispose of Unused Medicines” visit http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm

For more information of adolescent drug abuse visit NIDA for Teens: The Science behind Drug Abuse http://teens.drugabuse.gov/ for valuable information to share with your adolescent.
Confidentiality

ValueOptions® has written policies to protect your health information. These policies state how you may have access to your Protected Health Information (PHI). They tell you how we use your information to pay claims and to arrange treatment. To view the ValueOptions Privacy Statement, please visit www.valueoptions.com.

If you would like have the ValueOptions Privacy Statement mailed to you, please call 866-719-6032

Utilization Management Decision Making

ValueOptions decision making is based on appropriateness of care and service and existence of coverage. ValueOptions does not reward practitioners, or other individuals, for issuing denials of coverage or service. Decision makers are not given financial incentives that would encourage decisions that result in less care than needed.

Mental Health or Substance Abuse Crisis?
Help Is Available 24 Hours a Day

We maintain a crisis hotline 24 hours a day, 7 days a week. The staff member who takes your call can help direct your care. This may include an emergency referral or admission to a hospital. The team can make arrangements with all types and levels of care. If you have an urgent need, please call your health plan’s phone number below.

Benefits and Claims

Contact ValueOptions customer service department with benefit or claim questions about mental health or substance abuse.

ValueOptions Customer Service
Medstar DC 877-398-0124
TDD/TTY: (All plans) 800-334-1897
Telecommunication device for the deaf or those hard of hearing.

Language Services

Language services are available. Please let the Customer Service representative know if you need:
- An interpreter
- A provider who speaks a language other than English
- Help in translating any letters or other documents about your care

Members’ Rights & Responsibilities

ValueOptions is committed to respecting enrollee’s rights and responsibilities

Enrollees have a right to:

- Receive information about the organization, services, practitioners and providers, and 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 care it provides.
- Make recommendations regarding the organization’s enrollees’ rights and responsibilities policies.

Enrollees 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.