



New York City Service Center 2013 Quality Corner

At ValueOptions, we want to make sure that every member gets safe and effective treatment at the right time for their mental health or substance use needs.

How do we do this? Our Quality Program Structure and Goals

Our Chief Executive Officer, Chief Medical Officer, and the other leaders of ValueOptions, guide our Quality Program. Staff from all areas in the company also works with the Quality Program. The Quality Program does its work here at our New York Service Center so that we are better able to know what you prefer and meet your needs. Our goals include:

- Making sure you can reach ValueOptions staff and providers when you need them
- Making sure that our network providers meet our high quality standards
- Making sure that our services respect the needs you have due to your race, culture, or religion
- Helping our members get the most out of our services so they can take charge of their health

What does this mean for you?

ValueOptions wants to hear from you. We listen to what you like and dislike. One way we do this is through our annual Member Satisfaction Survey. We use the feedback that you give us to

improve our service to you. Thanks to those of you who took part in our 2012 Member Satisfaction Survey. Here are some of the things we learned from the survey:

- ✓ **91.6% of our members said they were satisfied with the mental health services they received**
- ✓ **93.4% of our members said they were satisfied with the quality of service they received from their therapist**
- ✓ **96.1% of our members said their therapist meets their race, culture, or religious needs**
- ✓ **90.9% of our members said they were able to get a first appointment within 14 days**

Language Services:

We know from experience and the 2010 U.S. Census Survey that our members speak many different languages. To meet your needs:

- Our language service can translate by phone when members are not able to make their needs known in English if our staff does not speak the member's language.
- We contract with providers who speak 32 languages.

Screening Programs and Integrated Care

ValueOptions works closely with EmblemHealth. Together, we deliver programs that keep you healthy and

prevent behavioral health problems, such as depression, from getting worse.

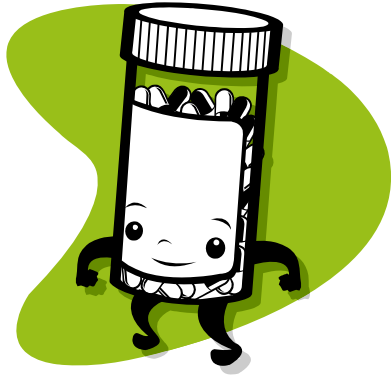
Research tells us that people with long term health issues may also suffer from depression. Depression is a treatable illness, but it is often undiagnosed. With EmblemHealth, ValueOptions works to diagnose members living with depression so that it can be treated.

Our integrated preventive health programs include screening for depression with members diagnosed with chronic health illness:

- Post Cardiac Event Program
- Members with Diabetes
- Weight Management Program

Could you benefit from medication that might help you feel better?

Sometimes mental health problems can be caused by things that can be treated with medicine. If your therapist is not a doctor or nurse who can prescribe medicine, we urge you to talk to your counselor about having a psychiatrist examine you and see if medicine might help you. Our staff will be glad to help you locate a network psychiatrist near you. Please call the phone number on the back of your member ID card for help.



If you have already had a psychiatric evaluation, **GOOD FOR YOU!!!**

You may prefer to get psychiatric medication from your primary care physician. That is okay. You may still benefit from an evaluation by a physician who is a mental health specialist. To learn more about mental health disorders and medication, go to:

<https://www.valueoptions.com/mc/eMember/tipsAndResources.do>

Intensive Case Management Program

ValueOptions offers our members with complex health conditions the enhanced services of an Intensive Case Management (ICM) Program. The ICM Program is designed to help members who need additional support to benefit from the behavioral and medical healthcare

service system. These members often:

- ✓ Have been admitted to mental health hospitals or substance use facilities several times
- ✓ Have a severe and persistent mental health disorder such as Psychotic Disorder, Bipolar Disorder or Severe Childhood Psychiatric Disorder
- ✓ Suffer from a coexisting chronic medical condition such as Diabetes or Heart Disease

Members enrolled in the ICM Program are assigned an ICM Clinical Case Manager who will:

- ✓ Help you develop goals to maintain or improve your health status and well-being
- ✓ Encourage you in your efforts to meet your goals and plan ways to overcome obstacles to meeting your goals
- ✓ Help to coordinate your healthcare providers, community agencies, and family members to develop a unified treatment plan for you

The ICM Clinical Case Manager wants to help you build your own support team!



In 2012, the New York City Service Center expanded the ICM Program by hiring additional staff. Program staff are licensed mental health professionals who are specially trained to help you build your support team.

If you think that you or a family member might benefit from the ICM Program, please contact us at:

(855)589-2773

For Your Information....

One in four Americans has been diagnosed with a mental illness. Mental disorders are far more common than physical conditions such as asthma, heart disease and diabetes. A healthy conversation starts with a solid education. Learn more about mental illness, how to talk about it and how to diffuse

others misconceptions. For more information visit our stamp out stigma website at

www.stampoutstigma.com

After you have been in the hospital – What’s Next?

After you have been in the hospital, it is important that there is a plan for you to keep getting care to help you get well and stay well. It is best if you see your doctor or counselor within a few days of leaving the hospital. Your hospital will help you to get the appointment you need.

You can also contact ValueOptions at the phone number on the back of your member ID card for help with setting up the appointment or finding a doctor or counselor.

Research shows that people who see their doctor or counselor in the first week after they leave the hospital do better than those who wait. We want our members get to their appointments, so we will contact you to remind you. Our staff can also help you with any problems you may have getting or keeping that important appointment.

Protecting Your Health Information



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 arrange treatment.

Sometimes you may want us to share your PHI with a family member or someone else. We need you to sign an authorization to share your health information form designating a representative or family member of your choice. This form is only needed if you decide to share your health information. If you have any further questions about this form or your right to privacy, please contact us at the phone number on the back of your member ID card. To view the ValueOptions Privacy Statement, please visit www.valueoptions.com

The New York City Service Center is accredited

We are proud to inform you that the New York City Service Center

received external accreditation from two important organizations:

- The New York City Service Center was awarded Full Accreditation from the National Committee for Quality Assurance (NCQA). NCQA is a private, non-profit organization committed to improving the quality of health care. The NCQA seal is a good indicator that an organization provides quality care and service. This Accreditation is recognized across the country and is proof that ValueOptions is committed to providing members with access to the best care possible.
- The New York City Service Center was awarded Health Utilization Management 7.0 Accreditation from URAC. URAC is a health care accrediting organization that establishes quality standards for the health care industry.

How we make authorization decisions:

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.



At ValueOptions, we help people live their lives to the fullest potential.

Please review your member rights and responsibilities statement on the next page.

You have the right to know about ValueOptions® and how we do business, including:

- Names and titles of staff members
- Services covered by your benefit plan
- How we make decisions about approving payment for treatment
- Your rights and responsibilities as a member

You have the right to know about ValueOptions providers including:

- Clinical licenses
- Specialties
- Addresses, phone numbers, office hours
- Demographic information such as race or gender (if available)

You have the right to have information about your diagnosis and treatment kept confidential. However, sometimes the law requires ValueOptions to release such information. ValueOptions will only release information to others about your diagnosis and treatment if you, or your legal guardian, sign a form allowing such a release.

In your interactions with ValueOptions staff, you have the right to be treated with respect, dignity and privacy.

You have the right to be a part of decisions that are made about plans for your care.

You have the right to talk with your provider about the best treatment options for your condition, regardless of the cost of such care, or benefit coverage.

You have the right to tell ValueOptions what you think your rights and responsibilities as a member should be.

You have the right to make complaints about ValueOptions staff, services or the care given by providers.

You have a right to appeal if you disagree with a decision made by ValueOptions about your care.

You have the right to have anyone you choose speak for you in your contacts with ValueOptions.

You have the right to know about covered services and benefits offered under your plan, and how to seek these services.

You have the right to receive timely care consistent with your need for care.

You have the right to know all the facts about any charge or bill you receive, no matter who is making payment.

MEMBER RESPONSIBILITIES

You have the responsibility to provide information (including past treatment records) that ValueOptions may need to plan your treatment.

You have the responsibility to learn about your condition and work with your provider to develop a plan for your care.

You have the responsibility to follow the plans and instructions for care you have agreed to with your provider.

You have the responsibility to help ValueOptions obtain such items as approvals for out of network payment for treatment and referrals.

You have the responsibility to notify ValueOptions and your provider of changes. This includes an address or phone number change.