

New York City Engagement Center 2014 Quality Corner

At ValueOptions, we want to make sure that members get 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 Engagement Center so that we are better able to know what you prefer and so we can quickly 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

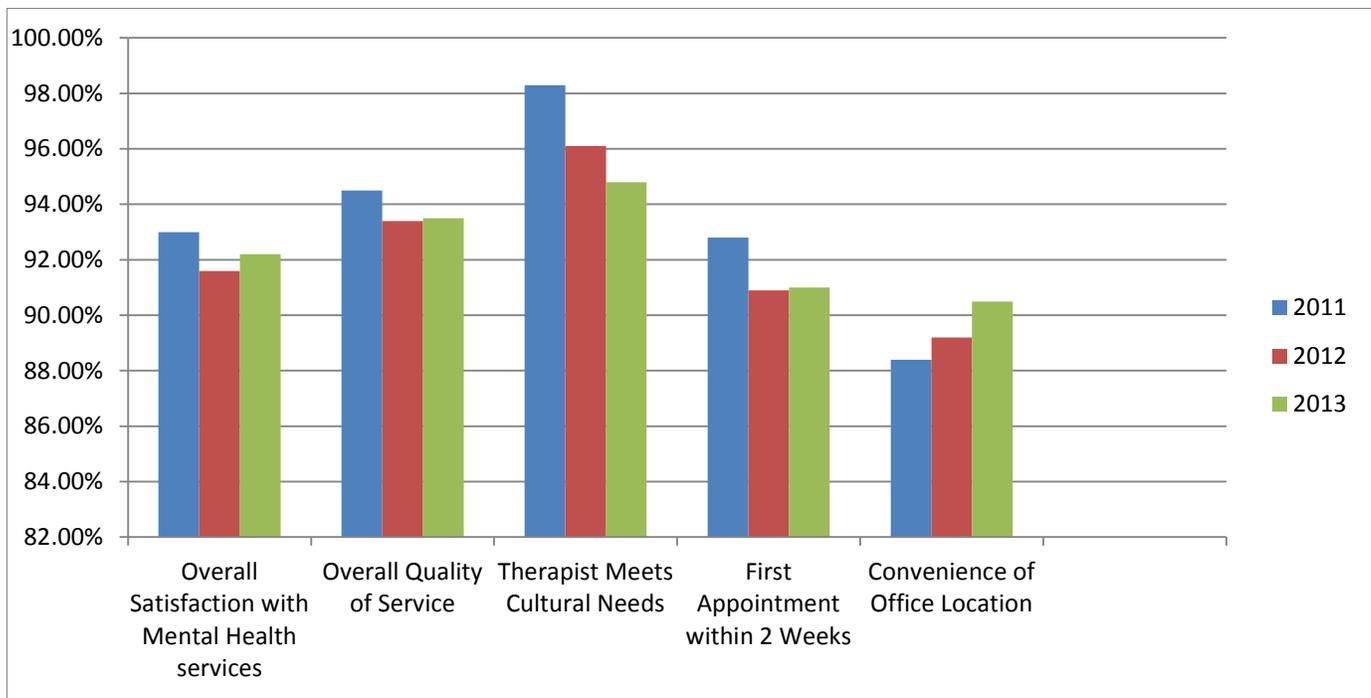
What does this mean for you?

Member Satisfaction Survey

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 2013 Member Satisfaction Survey. Here are some of the things we learned from the survey:

- ✓ 92.2 percent said they were satisfied with the mental health services they received
- ✓ 93.5 percent said they were satisfied with the quality of service received from their therapist
- ✓ 94.8 percent said their counselor meets their race, culture or religious needs
- ✓ 91 percent said they were able to get a first appointment within two weeks with their counselor
- ✓ 90.5 percent said their therapists' office is conveniently located

How we compare over the years...



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.
- We contract with providers who speak 32 languages.
- Please let the Customer Service Representative know if you need: an interpreter, a provider who speaks a language other than English, and help in translating any letters or other documents about your care.



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

Do you have a Bipolar and an Alcohol Disorder?

ValueOptions has developed a screening program for members who are diagnosed with a bipolar disorder and who may have a coexisting alcohol use disorder. Some people with bipolar disorder may try to treat their symptoms with alcohol which can make their symptoms worse. Our Intensive Case Management (ICM) team can assist with providing educational materials and referrals as well as offer further support to assist you in your recovery needs. To learn more about the ICM program please call:

1-855-589-2773, option #3.

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

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



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

855-589-2773

Self-Management Tools Can Help Improve Your Physical and Emotional Health

You can take more control of your health care by identifying problems early on or avoiding them all together. Using a "Self-Management Tool," you can discover symptoms of physical and emotional conditions early, and then have the information needed to take positive steps toward improving your health.

ValueOptions offers such tools in many forms, including quizzes, videos, workbooks, websites, surveys, member handbooks and newsletters. Each tool is geared toward providing you with practical techniques to help manage physical and emotional topics that are common to many of us:

- Healthy Weight (BMI)
- Smoking and Tobacco Cessation
- Physical Activity
- Healthy Eating
- Managing stress
- Avoiding At-Risk Drinking
- Identifying Mental Health Symptoms Through Self-assessment
- Recovery and Resiliency
- Treatment monitoring

By identifying present and potential problems early the tools can allow you to stop the progression of physical and emotional problems which -in addition to improving wellbeing- saves time and money.

Like most things in life, some tools will be a better fit for you than others. Finding the right self-management tool and using it can be enjoyable and rewarding. Look through the tools, try some out and discuss your results with your health care team.

Visit our Achieve Solutions website for more information.

www.achievesolutions.net/achievesolutions

Stamp Out Stigma

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

Mental Health or Substance Use 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.

EmblemHealth CompreHealth

HMO/EPO: 1-877-347-2552

EmblemHealth EPO/PPO: 1-866-208-1424

GHI PPO NYC residents: 1-800-692-2489

GHI PPO non-NYC residents: 1-866-208-1424

GHI HMO: 1-888-447-2526

HIP: 1-888-447-2526

Medicaid/Family Health Plus 1-888-447-2526

Benefits and Claims

Contact the ValueOptions Customer Service Department with benefit or claim questions about mental health or substance use. TDD/TTY # 1-866-835-2755

Protecting your 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 play 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 the phone number on the back of your member ID card. To view the ValueOptions Privacy Statement, please visit www.valueoptions.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.

How we make authorization decisions:

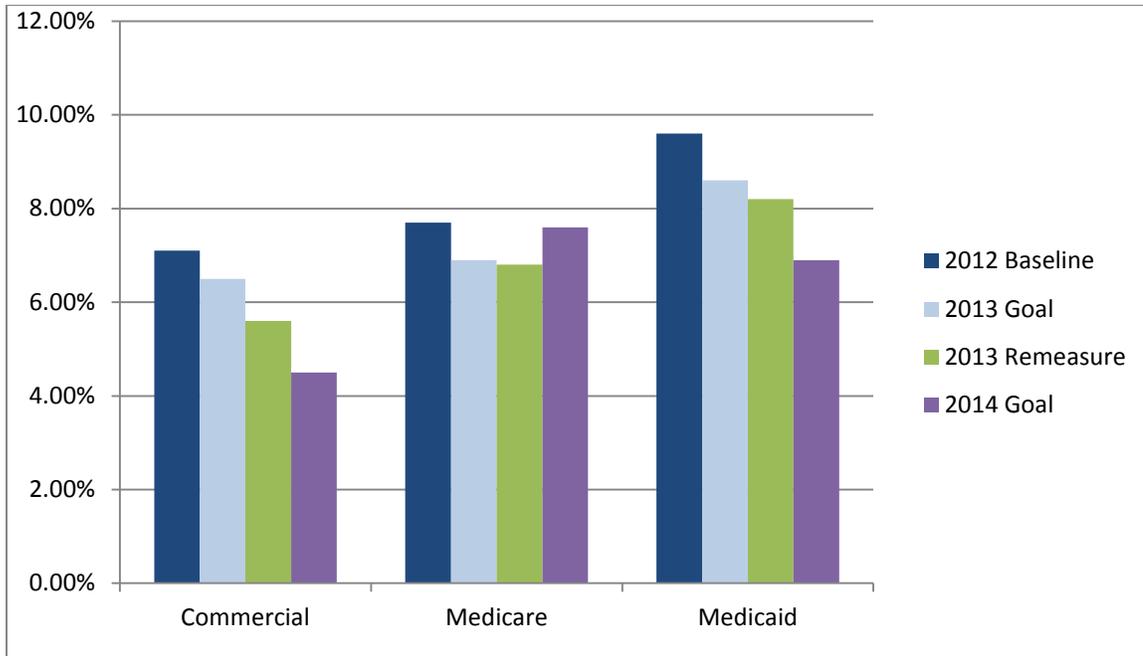
ValueOptions decision making is based on appropriateness of care and service and existence of coverage. ValueOptions does not reward practitioners, or other individuals, for issuing denials of coverage or service. Decision makers are not given financial incentives that would encourage decisions that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

2013 Quality Improvement Activities

Time in Community

Increasing Community Tenure for Members Diagnosed with Major Depressive Disorder (MDD) or Bipolar Disorder (BPD) and Have Had Two or More Psychiatric Hospital Admissions within a 12-Month Period

Rate of readmission within thirty days of discharge from inpatient psychiatric hospitalization for New York City Engagement Center account members diagnosed with MDD or BPD, ages 18-65, which have had at least two admissions within a 12 month time period.



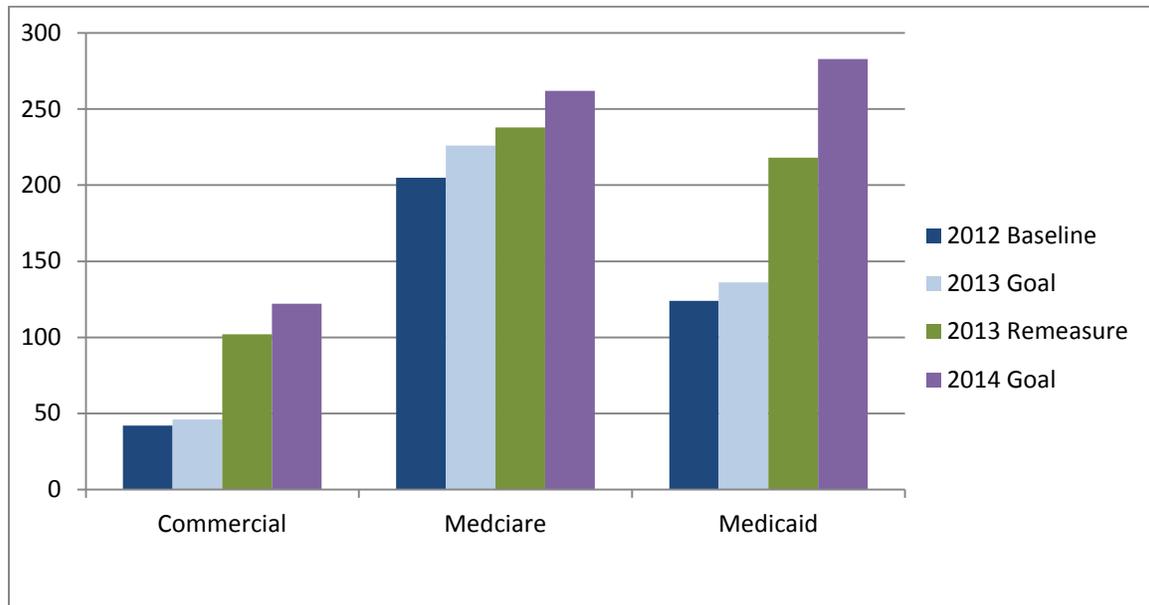
Members with Major Depressive Disorder (MDD) and Bipolar Disorder sometimes have a great deal of difficulty coping with their disorders. This makes it challenging to sustain themselves in their normal environment. Additionally, members with major depressive disorders tend to be readmitted within 30 days of an acute inpatient discharge.

Several interventions were implemented to address this concern.

- Members are referred to our Intensive case management (ICM) program
- Educational materials designed to improve awareness of depression, importance of medication compliance and continuation with mental health treatment after discharge were added to the ValueOptions external website www.ValueOptions.com
- Providers were educated on engaging and treating difficult patients
- Geo-access monitoring was used to identify any network gaps, and assure adequate psychiatric resources via recruitment if gaps are identified

Follow Up Care Services

Average number of days between the dates of discharge from inpatient psychiatric hospitalization to the first day of readmission to an inpatient psychiatric hospital for the targeted population.



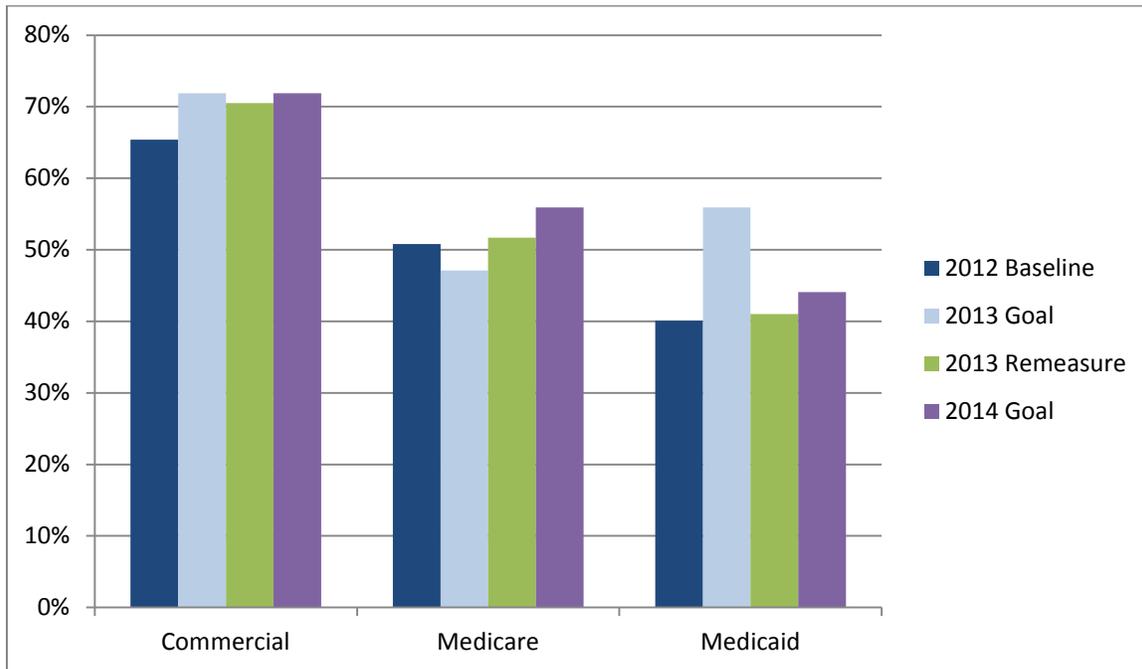
Follow-up care serves the critical function of promoting progress towards treatment goals, such as successful transition to the home or work environment and medication compliance. It is an essential component to insuring continuity of care and reducing the incidence of inpatient readmissions.

The following interventions help to increase our members' time in the community:

- Accurate assessment of discharge needs prior to discharge; and development of services to meet those needs
- Member participation in identifying appropriate services
- Member buy in and consent to discharge plan
- Immediate access to planned follow-up services
- Comprehensive case management of those members at risk for non-compliance
- Systematic monitoring of aftercare appointments
- Attention to transportation needs

Increasing the Identification, Initiation and Engagement of Treatment for Members in Need of Alcohol or Other Drug Services

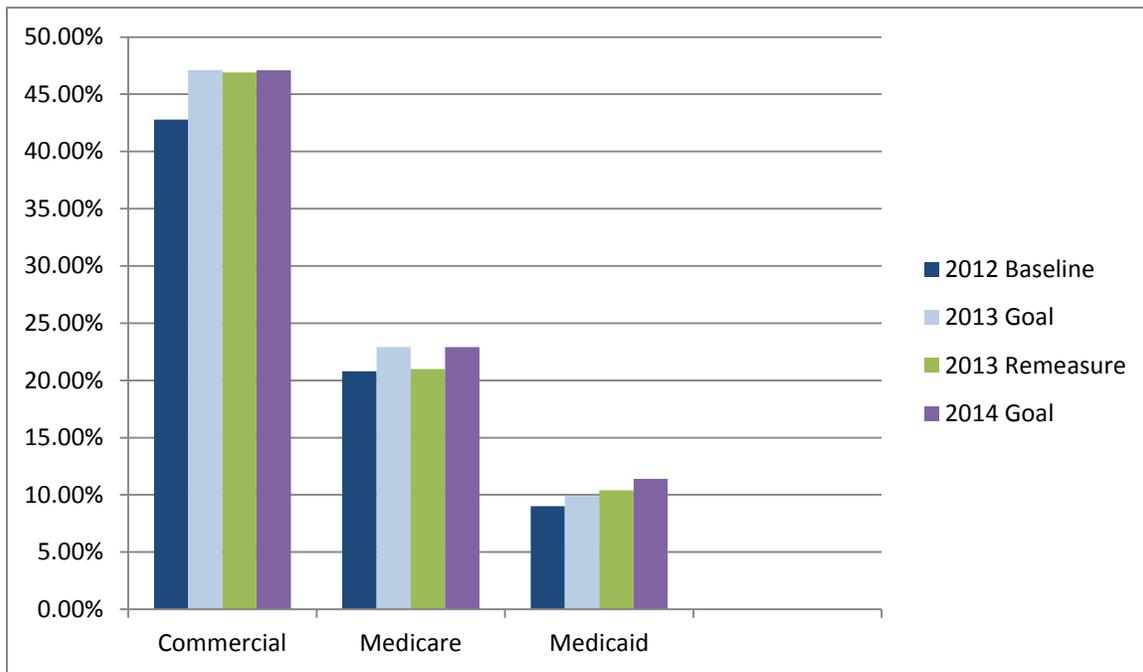
The percentage of New York City Engagement Center members 13 years of age or older who initiate treatment through an inpatient alcohol and other drug treatment (AOD) admission, outpatient visit, intensive outpatient encounter or partial hospitalization within 14 days of the diagnosis.



Addiction is a treatable condition with expectations as positive as those for other chronic diseases such as diabetes, asthma and hypertension. Alcohol and other drug disorders (AOD) take a tremendous toll on people, their families, employers, health care providers, the economy, and the community at large. This quality improvement activity is designed to identify members with alcohol or other drug disorders, and initiate and engage them in treatment. Also, it is designed to determine if this helps to reduce the incidence of relapse and improves therapeutic outcomes. The following initiatives were implemented and designed to help our members with their recovery.

- Member and provider educational materials were added to the ValueOptions external website www.Valueoptions.com
- Alcohol Self Screening was added to our external website to help members identify possible alcohol dependence
- Members with multiple admissions were referred directly to our Intensive Case Management (ICM) program
- Providers were educated on the importance of scheduling timely aftercare appointments

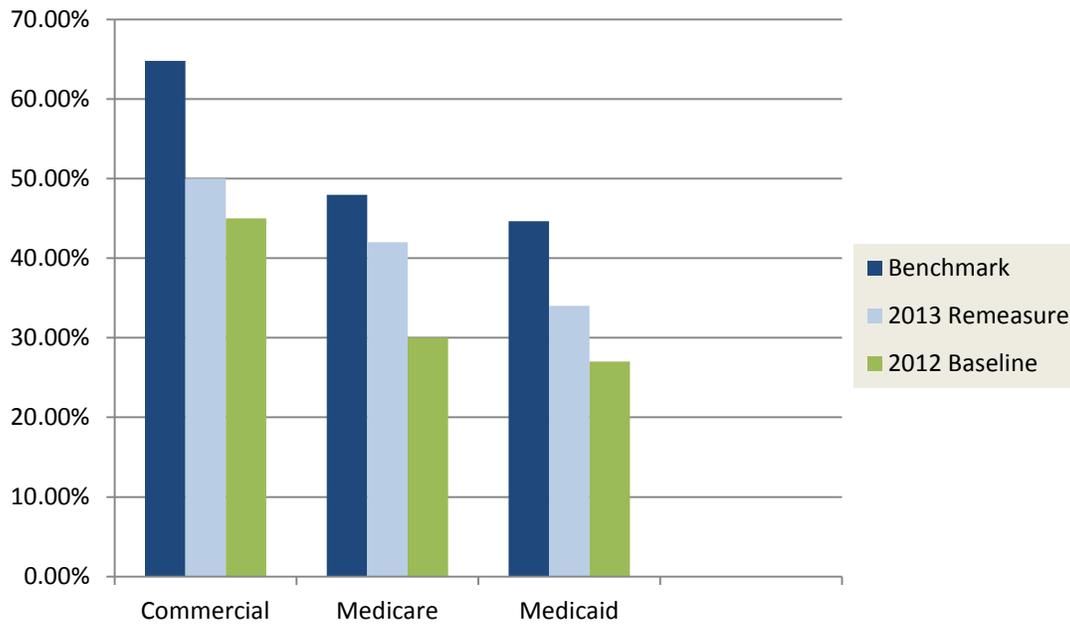
The percentage of New York City Engagement Center members 13 years of age or older who initiated treatment and who had two or more additional services with a diagnosis of alcohol and other drug treatment (AOD) within 30 days of the initiation visit.



The 2013 goal was met for our Commercial and Medicaid plans. We did not meet our goal for Medicare.

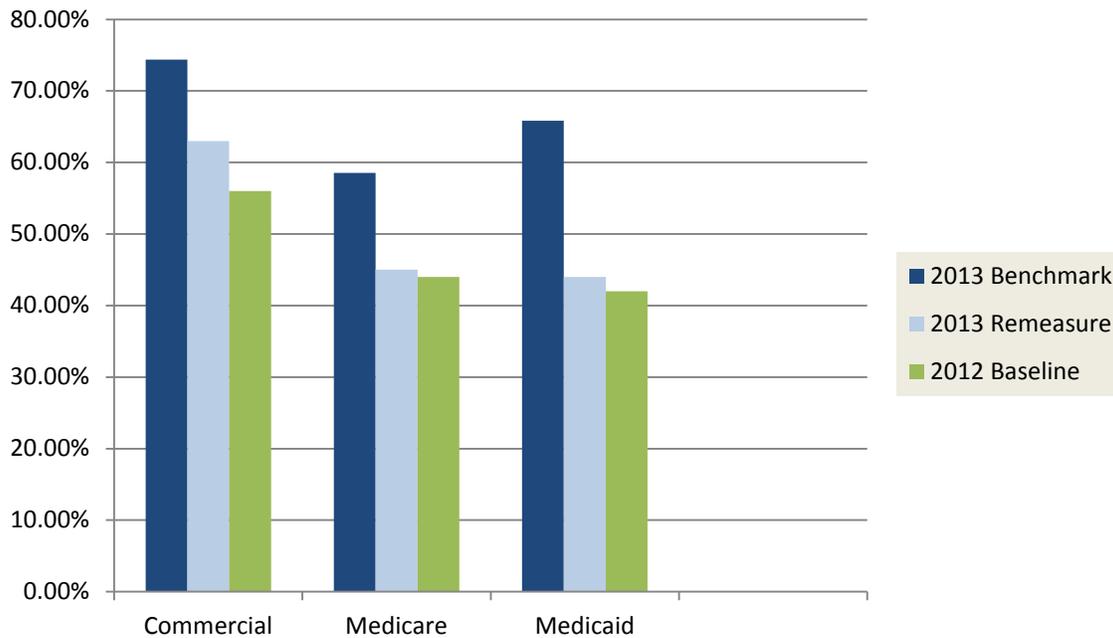
Improving Ambulatory Follow-Up Care after discharge from Inpatient Psychiatric Hospitalization

Follow-up rate within seven (7) days after discharge with a mental health provider.



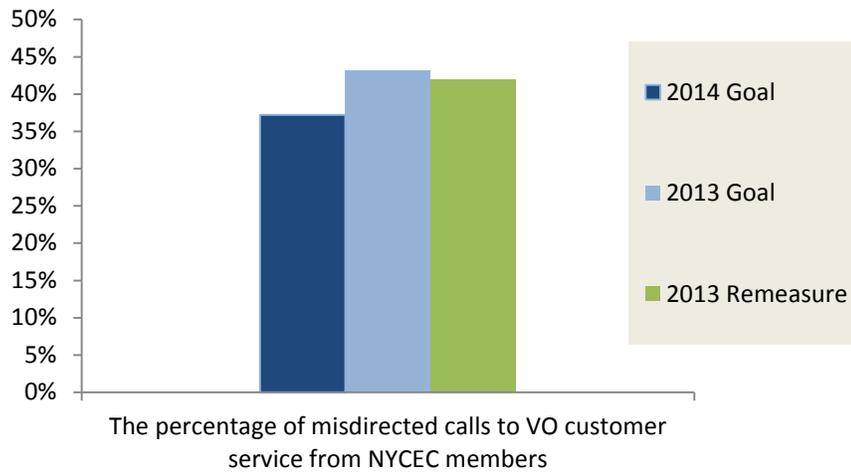
We exceeded our 2012 baseline but did not meet our benchmark.

Follow-up rate within 30 days after discharge with a mental health provider



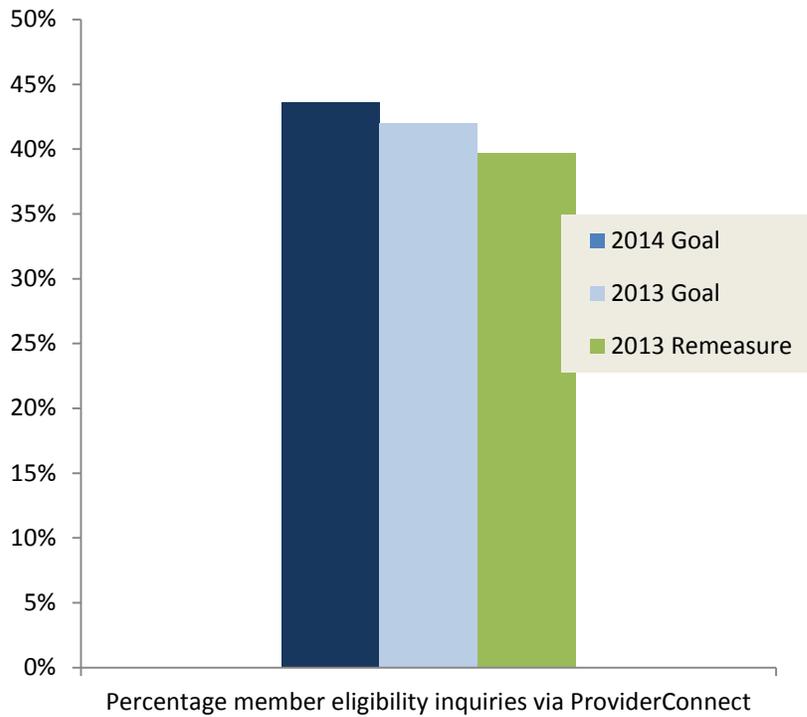
Although we did not meet our follow-up rate goals for 2013, we made progress over the past three years. We are looking to learn from previous years and improve our rates in 2014.

Reducing the Percentage of Misdirected Calls to Customer Service



We did not meet our goal to reduce the percentage of misdirected calls. This gives us an opportunity to improve our procedures and provide optimum customer service to our members.

Increasing member benefit eligibility verifications through Provider Connect



We did not meet our 2013 goal to increase member benefit eligibility verifications through provider connect.

The New York City Service Center is Accredited

We are proud to inform you that the New York City Engagement Center received external accreditation from two important organizations:

- The New York City Engagement 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 Engagement 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.



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

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

Members' Rights & Responsibilities

ValueOptions is committed to respecting Member's rights and responsibilities

Members have a right to:

- Recognize information about the organization, services, practitioners and providers, and Members' 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 Members' rights and responsibility policies.

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

How to contact us...

EmblemHealth CompreHealth

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