



On Track Outcomes Provider Frequently Asked Questions

This FAQ document will continue to be reviewed and updated regularly in order to provide the most current and pertinent information.

Q. What is On Track Outcomes?

A. The Beacon Health Options **On Track** Outcomes Program is based on the evidence-based practice known as feedback-informed treatment. Feedback-informed treatment refers to the practice of providing psychotherapy treatment that is informed by patient-reported treatment outcomes. Providing client health status feedback to clinicians has been shown to significantly improve outcomes, especially for clients who are not doing well in therapy. The On Track program is based on the completion of the Client Feedback Form (CFF) by the client at set intervals during the course of receiving counseling services. This questionnaire, administered to the client by the provider, typically takes less than two minutes to complete. **On Track** program participation is completely voluntary.

Q. Who can participate in Beacon's On Track program?

A. The **On Track** Outcomes Program is available to all network providers providing EAP counseling or outpatient psychotherapy services.

Q. How do I start participating in Beacon's On Track?

A. Individual clinicians with access to the ProviderConnect web portal can use **On Track** tools by clicking on the program links after they have logged into ProviderConnect at <https://www.valueoptions.com/pc/eProvider/providerLogin.do>. The key to participation is that you administer the Client Feedback Form (CFF) to your clients at specified intervals and fax the results to the **On Track** fax number. That's it!

To begin participating, just follow these simple steps:

1. Login to the ProviderConnect web portal at <https://www.valueoptions.com/pc/eProvider/providerLogin.do>.
 - The first time you use **On Track** you will be asked to confirm key information used by **On Track** before being connected to the **On Track** forms and tools. You must have a valid email address and an NPI.
 - If you have not registered for ProviderConnect, you will need to do so before you can begin participating in the **On Track** program.



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- On the ProviderConnect home page, click on the link to **On Track** under “Clinical Support Tools.”
- 2. **Review** the email from the Center for Clinical Informatics, which operates the www.psychoutcomes.org web site to confirm your registration.
- 3. **Print** the Client Feedback Forms (CFF) or use the form available for mobile devices (smartphone or tablet)
 - Also print the “Information for Clients” sheet
- 4. **Administer** the CFF to Clients
 - Ideally administered at every session, if possible, but at a minimum at every third treatment session and the closing session.
 - **On Track** can also be used with non-Beacon clients
- 5. **Fax** the CFF to 800.961.1224 or use the form for mobile devices
- 6. **View** CFF with ProviderConnect: Click on “View On Track Results”
 - CFF results are typically available within one (1) business day
 - Email or phone outreach conducted for a small portion of CFFs with elevated risk

Q. How do I administer the Client Feedback Form (CFF)?

- A. Participating Beacon providers are asked to administer the CFF prior to every treatment session, if possible, but at a minimum at every third treatment session and the closing session. The CFF outcomes questionnaire is intended to be administered prior to the session so that the clinician can make use of the information during the session. The completed CFF should be reviewed by the clinician and faxed to the toll free number (noted at the bottom of the CFF) for analysis (forms completed on mobile devices are submitted electronically).

Some practices ask their receptionist to offer the questionnaire to clients in the waiting room. If the questionnaires are presented as part of the routine provision of care, clients are typically willing to complete the questionnaire. It is helpful to convey to clients that the CFF is an opportunity to assess their experience during the course of treatment and provide feedback on how well services are meeting their needs. The CFF is not mandatory and will not affect the client’s benefits.



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To administer the CFF, follow these simple steps:

- a) Click on the **On Track** program links after logging into ProviderConnect at <https://www.valueoptions.com/pc/eProvider/providerLogin.do>.
- b) Once connected to ProviderConnect, click on the link "View my Outcomes with **On Track**" under **Clinical Support Tools**, then click on the icon labeled "Print an **On Track** Outcomes Client Feedback Form" for access to your personalized CFFs (a version of the form for use on mobile devices [tablet or smartphone] is also available).
- c) Administer the CFF to all Beacon Clients and, if you choose, your non-Beacon Clients.
 - Enter a unique "Case Number" on the CFF. This can be any number you choose, but should be used only for one client and be entered on every CFF submitted for that client. Do not use the client's Social Security number, phone number, or any other sensitive identifying number.
 - Administer the CFF to clients prior to every treatment session, if possible, but at a minimum at every third treatment session and the closing session.
 - *The client should return the completed CFF to you at the start of each session.*
- d) Fax the CFF to 801.961.1224 (forms completed on mobile devices are submitted electronically)
 - This is a toll-free, dedicated, confidential fax line.
 - Please check that the information at the top of the form has been completed, and retain a copy of the CFF in the client's case file.

Q. How do I obtain a copy of the Client Feedback Form (CFF) for use on a mobile device?

- A.** To generate forms for mobile devices, login to the Clinician's Toolkit and simply follow the instructions found by clicking [here](#).



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Q. How should I use the Client Feedback Form (CFF) in marriage or family therapy?

- A.** Providers may use the form with marriage or family therapy. Each participant should complete a questionnaire, and each participant should be given their own, unique client ID, or case number, in order to separately track each client's results.

Q. Should the parent or their child complete the youth or child versions of the Client Feedback Form (CFF)?

- A.** The child and youth versions of the form may be completed by either the child/youth or the parent/guardian; or each may complete a form. There is a check box on the form to indicate who completed the form. Whether the form is completed by the child/youth or the parent/ guardian, or each, the same case number should be entered on the form so that all completed forms can be associated with that child/youth. If each complete a form, the clinician's online Toolkit will separately track the results.

Q. At what age should I change from a Child to a Youth form or from a Youth form to an Adult form?

- A.** The Child form is designed to be used children under the age of 13, while the Youth form is designed to be used with youths ages 13 to 17. These age ranges are recommendations. The counselor may choose the form (Adult/Child/Youth) that seems most appropriate for the client. However we do ask, once you have chosen a form, that you continue to use the same form throughout the case, whether or not the child or youth changes age during the course of therapy. However, if the child or youth comes back for therapy as part of a separate episode at a later date, then you may choose to change the form used at that time. To be considered a new episode, the gap in care should be at least 90 days. A new "Case Number" should be assigned under these circumstances.

Q. Do I have to wait for a new client before I can begin administering the Client Feedback Form (CFF)?

- A.** Providers do not have to wait until they have a new client before beginning to administer the Client Feedback Form. They may immediately begin using the forms



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with both their new and their existing clients. However, with existing clients, it will be important to indicate the treatment session number in the appropriate place on the form. In this way, the system can benchmark the client against similar clients based on the number of completed treatment sessions. If the client has been in treatment for a very long time, simply enter "99" in the space for the number of treatment sessions.

Q. I registered but cannot login to the website.

- A.** If you are trying to login through the <https://www.psychoutcomes.org> website, but still cannot login, please check the following:
- Ensure that you entered your Login (user name) correctly. The login is case sensitive and should not have any spaces.
 - Check your password. This is also case sensitive.

If you have lost or forgotten your password, use the "Reset Password" link on the login page. A new temporary password will be emailed to you. Once you've logged in using the temporary password, you may change the password to one of your choosing.

If you are still not able to login after following all of the steps above, please email us at ontrack.outcomes@beaconhealthptions.com.

Q. Can I use On Track or the Client Feedback Form with my non-Beacon clients?

- A.** The questionnaires can be used with both Beacon EAP and MHSA (mental health/substance abuse) clients. It can also be used, if you choose, with your non-Beacon clients.

Q. How do I view my data?

- A.** Registered clinicians can view their own outcomes data using the web-based Clinician's Toolkit, which contains the analyzed results for their clients. For clients with more than one CFF submission, it will be possible to monitor change during the course of treatment in comparison to normative benchmarks. The CFF has a normative database (or benchmark data) which allows actual change to be compared to expected change. To view your data, just follow these simple steps:



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1. Login to ProviderConnect at <https://www.valueoptions.com/pc/eProvider/providerLogin.do>;
2. Click on the link "View My Outcomes with **On Track**" under **Clinical Support Tools** then click on the icon labeled "View **On Track** Results." This will take you to your Clinician's Decision Support Toolkit and your data.

Q. I submitted a CFF that is not appearing in my Clinician's Toolkit.

- A.** CFF results should appear in your toolkit within one business day, but may take longer if the fax transmission required manual processing. If you do not see a CFF in your Toolkit within 2-3 business days, please send an email to the datacenter@clinical-informatics.com, noting your NPI, the case number, and date you faxed the form.

Here are some important tips to help ensure that CFFs are processed quickly:

- Before submitting the CFF, double check that the Case Number, Clinician ID (NPI), and Today's Date (date of the treatment session) are entered, and easily readable. **The CFF cannot be processed without valid entries in these three fields.**
- If faxing multiple CFFs at one time, monitor the fax to ensure that pages don't get stuck together.
- Make sure your fax machine is sending clear transmissions, without streaks or marks from dirt or dust on the scanning element.
- Be sure to use the correct fax number for CFFs: 801.961.1224.
- You do not need to send a cover page with your faxes.

Q. How does Beacon use the Client Feedback Form data?

- A.** Beacon analyzes the CFF data to identify potential high risk cases and may reach out to treating clinicians on a small percentage of cases to ensure awareness of the risk factors. Beacon may also combine outcomes data from many cases in order to monitor and improve the quality and effectiveness of our services. Individual client CFF data is always treated as confidential information.



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Q. What is ACORN and how is it related to Beacon?

- A.** ACORN (a collaborative outcomes resource network) is organized to 1) encourage the use of patient completed outcome measures in behavioral healthcare and related areas of medicine and 2) provide a cost effective information technology infrastructure and an online collaborative environment to facilitate data capture, reporting, clinician feedback, and other processes associated with feedback-informed treatment.

Beacon has contracted with a data management consultant, the [Center for Clinical Informatics](#), to develop and manage the technical aspects of the On Track program using the ACORN platform.

Q. If a patient that I have seen in the past is starting treatment again, should I give them the CFF? Should they be considered a new case?

- A.** Yes. You may administer the CFF to existing clients when the client is starting treatment again after a gap in care. Generally, that gap should be at least 90 days. A new "Case Number" should be assigned under these circumstances.

Q. How was the Client Feedback Form developed?

- A.** More information about the CFF is available if you click [here](#) (see document titled "Client Feedback Form Information").

Q. Where can I learn more about feedback-informed treatment?

- A.** The ACORN web site provides information about feedback-informed treatment through these links:
- [Feedback Informed Treatment: An evidence based practice](#)
 - [What is an outcomes-informed clinician?](#)

Q. Can I Receive certification indicating my effectiveness as a Provider?

- A.** Beacon is part of the ACORN Collaborative, which has established criteria for identifying highly effective providers. Beacon **On Track** data can be used to meet these criteria. Once a clinician has sufficient **On Track** data (at least 15 cases with



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change scores), he/she can request an analysis to see if they meet the criteria. If they meet the criteria, ACORN will issue an "ACE" (ACORN Criteria for Effectiveness) certificate. Click on the following link for more information (a sample certificate is even available): <https://psychoutcomes.org/bin/view/ACE/WebHome>.

A provider can get a pretty good idea of their effectiveness at any time by using their Clinician's Toolkit. The Toolkit calculates the provider's [Severity Adjusted Effect Size](#) based on data submitted. Effect sizes of 0.8 or larger are considered large, while effect sizes of 0.5 to 0.8 can be considered moderately large. Effect sizes of less than 0.3 are small and might well have occurred without any treatment at all.