

# Provider eNews

## ANNOUNCEMENT - EMBLEMHEALTH BEHAVIORAL SERVICE CONTRACT AWARD

ValueOptions® is pleased to announce our contract with Emblem Behavioral Health Services to administer its behavioral health benefit for eligible members and covered dependents.

As a result of the contract reward, invitation packets will be sent to ValueOptions® providers. ValueOptions® providers not currently participating in all lines of business in the state of New York will receive an invitation to expand their network participation. In order to expand your network participation, within 10 business



days of receipt of your packet, you must return the contracting and certification documents that are enclosed. Prompt return of this information will enable you to expand your participation with us.

It is important to note that EmblemHealth will no longer contract directly with behavioral health providers. Therefore, in order to continue treating EmblemHealth members, you will need to complete and return the application and accompanying contracts within 10 business days of receipt of your packet. Prompt return of this information will enable you to continue to render care to EmblemHealth members after the transition date of September 30, 2011.

If you have any further questions or need any assistance with the contract documents, please contact ValueOptions® at 800-235-3149 between 8 a.m.- 5 p.m. ET, Monday through Friday. A Provider Network Representative will be available to assist you with any questions. We look forward to working with you!

## GIVING VALUE BACK TO THE PROVIDER WEBINAR SERIES

ValueOptions® is proud to announce the return of our “Giving Value Back to the Provider” webinars. The educational webinar series will be offered to our providers twice a quarter. The presentations will introduce and discuss our new and exciting initiatives for you, the provider.

### What information will the webinar include?

- Overview of ValueOptions®
- Credentialing and contracting information
- Overview of clinical operations and initiatives
- ProviderConnect<sup>SM</sup> overview
- And much more!

### Who should attend the webinar?

All providers affiliated with ValueOptions® are invited to attend.

### Upcoming dates and times of webinars:

Date	Time
Thursday, September 15, 2011	2 p.m. to 4 p.m. ET
Friday, September 16, 2011	11 a.m. to 1 p.m. ET

### How to register for the webinars:

Register for the webinar that best fits your schedule by clicking on the corresponding registration link.

Date	Registration Link
Thursday, September 15, 2011	<a href="https://www2.gotomeeting.com/register/765244930">https://www2.gotomeeting.com/register/765244930</a>
Friday, September 16, 2011	<a href="https://www2.gotomeeting.com/register/699733539">https://www2.gotomeeting.com/register/699733539</a>

## DO YOU NEED HIPAA 5010 INFORMATION?

Effective January 1, 2012, modifications will be made to the HIPAA electronic transaction standards. Current version HIPAA 4010 will be replaced with the 5010 version. In August of 2011, ValueOptions® will begin outreach to a select group of providers who submit 837 files. Additional communication regarding this topic will be available in coming months.

For additional information about HIPAA 5010, please access the ValueOptions® HIPAA 5010 Frequently Asked Questions (FAQ) document.

[http://www.valueoptions.com/providers/Files/pdfs/HIPAA\\_5010.pdf](http://www.valueoptions.com/providers/Files/pdfs/HIPAA_5010.pdf)

## NEW PROVIDERCONNECT<sup>SM</sup> FEATURE - AUTHORIZATION APPLICATION DRAFTS

Prior to June 2011, a provider could only designate one other associated user to view, edit and/or submit an authorization or application request. Providers now have the option to identify multiple users within a provider group to be able to perform these functions under the **Authorized User** function. The provider who is the originator can designate and change access to these drafts until the draft expires or is submitted.

## VALUEOPTIONS<sup>®</sup> NEEDS YOUR HELP!

### SEND E-MAIL ADDRESS, FAX NUMBER & PHONE NUMBER UPDATES

Have you recently changed your e-mail address, fax number or telephone number? It is very important that ValueOptions<sup>®</sup> is notified when your contact information has changed. We send important communications and reminders to providers using all of these contact methods. If we do not have your most recent e-mail address, fax number or telephone number, you may miss an important update. To send ValueOptions<sup>®</sup> your most recent information, please do one of the following:

- Send an inquiry through ProviderConnect<sup>SM</sup>
- Call our Provider Services Line at 1-800-397-1630

## VALUEOPTIONS<sup>®</sup> INTRODUCES PROVIDER PULSE<sup>SM</sup>

ValueOptions<sup>®</sup> introduces Provider Pulse<sup>SM</sup>, a convenient, up-to-the-minute ValueOptions<sup>®</sup> provider network news system designed to enhance communication with network providers. The technology sends automated telephonic messages to provider phone numbers. Provider Pulse<sup>SM</sup> alerts providers about upcoming events, training opportunities and credentialing reminders. With Provider Pulse<sup>SM</sup>, ValueOptions<sup>®</sup> enhances the ability to keep our provider community informed.

Providers should have already started to receive Provider Pulse<sup>SM</sup> messages regarding Federal Mental Health Parity and re-credentialing application reminders. Stay tuned for additional Provider Pulse<sup>SM</sup> messages throughout 2011.

If you have any questions regarding Provider Pulse<sup>SM</sup>, please contact us via e-mail at

[PRelations@valueoptions.com](mailto:PRelations@valueoptions.com).

## ONLINE RE-CREDENTIALING APPLICATION AVAILABLE ON PROVIDER-CONNECT<sup>SM</sup>

The ValueOptions<sup>®</sup> Green<sup>SM</sup> Program has now expanded to include online re-credentialing. We are pleased to provide you with an option to review and submit your re-credentialing information online via ProviderConnect<sup>SM</sup>.

In accordance with the credentialing standards of the National Committee for Quality Assurance (NCQA), it is the policy of ValueOptions<sup>®</sup> to re-credential providers on a tri-annual basis. Several months prior to your re-credentialing due date, you will receive a Provider Pulse<sup>SM</sup> call from ValueOptions<sup>®</sup> notifying you that your re-credentialing application is available for your review and submission. To access your re-credentialing application online, you can log into ProviderConnect<sup>SM</sup> using your ProviderConnect<sup>SM</sup> User ID and password at: <http://www.valueoptions.com/providers/Providers.htm>.

For information concerning how to use ProviderConnect<sup>SM</sup>, please refer to the ProviderConnect<sup>SM</sup> Users Guide. It is available by clicking on the ProviderConnect<sup>SM</sup> Helpful Resources link on the ValueOptions<sup>®</sup> provider home page. Once you have logged into ProviderConnect<sup>SM</sup>, select **Provider Data Sheet** on the left-hand menu, review all of the information and make any necessary changes. After you have completed the entire application, including the Provider Profile questions, please electronically sign the attestation. When electronically signing, the application will be automatically submitted for review by the credentialing staff at ValueOptions<sup>®</sup>. If you choose to print and fax the Attestation/Participation Statement page, you will be prompted to automatically submit your application once you select the checkbox for "...intend to fax..." and Save. **Please Note:** If you choose to continue editing the application, you must click on **Submit** on the top of the application to successfully complete and submit your online application.

If you do not wish to access your application via ProviderConnect<sup>SM</sup> or if you have any questions regarding the on-line re-credentialing process, please contact the National Provider Line at 800-397-1630 between 8 a.m. to 5 p.m. Eastern Time, Monday through Friday, to request a copy be faxed or mailed to you. **It is important that you complete your re-credentialing application within 30 days of notification to avoid any interruption in your network participation status.**

### PROVIDERCONNECT<sup>SM</sup> - IMPORTANT TIP

In an effort to ensure the security of the sensitive information on ProviderConnect<sup>SM</sup>, the inactivity timeout in the ProviderConnect<sup>SM</sup> application is routinely 60 minutes. Users will automatically be timed out if the screen or tab is inactive for more than 60 minutes. If the user stays on a screen or tab but they are active in terms of data entry or performing actions, then they should not be timed out of the application even if they stay on a screen for more than 60 minutes. There may be times when the application does time out in a shorter timeframe due to specific circumstances. To guard against losing data, use the "save draft" function where applicable.

For additional information visit the ProviderConnect<sup>SM</sup> user guide located on the ProviderConnect<sup>SM</sup> Helpful Resources Page at: [http://www.valueoptions.com/providers/Provider\\_Connect.htm](http://www.valueoptions.com/providers/Provider_Connect.htm).

## HEALTH CARE NOTIFICATION NETWORK (HCNN) - REGISTER TODAY!

The Health Care Notification Network (HCNN) is a private network for physicians, PAs and health care professionals that provides immediate electronic delivery of FDA-required drug Alerts, replacing the current process of delivery by U.S. mail. Additional HCNN features include:

- ⇒ The HCNN is free to prescribers and their staff
- ⇒ A copy of the Alerts from the HCNN can be automatically sent to your practice administrators
- ⇒ Privacy is protected by the not-for-profit board that governs the HCNN
- ⇒ The HCNN includes no advertising or selling
- ⇒ Opt out at any time
- ⇒ Alerts sent through the HCNN are paid for by manufacturers who use the network for Alert delivery
- ⇒ The HCNN is a service of PDR Network, publisher of the Physicians' Desk Reference



For additional information about HCNN, please visit the following website: [www.pdrnetwork.com](http://www.pdrnetwork.com).

To register for HCNN please click here:

<https://sso.pdrnet.com/pdrso/Registration.aspx?AppID=10010&ReturnURL=http%3a%2f%2fwww.pdr.net%2fSSO%2flogin.aspx>

For more information about HCNN, please contact HCNN at [info@pdr.net](mailto:info@pdr.net) or call 1-866-925-5155.