

Provider eNews

MILITARY ONESOURCE PROVIDERS IMPORTANT INFORMATION ABOUT NON-MEDICAL COUNSELING



It has been brought to our attention that there has been a communication to Military members that may cause some confusion regarding the services provided by Military OneSource and what encompasses “non-medical counseling.” We would like to reiterate to our providers that non-medical counseling does NOT encompass ANY substance abuse treatment, services related to Post Traumatic Stress Syndrome, Traumatic Brain Injury, nor any mental disorder identified in the Diagnostic and Statistical Manual of Mental Disorders.

All of the above issues will be referred to the appropriate medical treatment facility on the service member’s installation, TRICARE, or community mental health provider.

Appropriate issues for non-medical, short-term, solution-focused problem solving services include, but are not limited to subclinical issues such as:

- ⇒ **Relationship, parenting or communication issues**
- ⇒ **Relocation**
- ⇒ **Academic and occupational problems**
- ⇒ **Anger management**
- ⇒ **Grief**
- ⇒ **Stress**
- ⇒ **Adjustment**
- ⇒ **Deployment**
- ⇒ **Reintegration**
- ⇒ **Separation**
- ⇒ **Phase of life**
- ⇒ **Decision-making**
- ⇒ **Life skills coping skills**
- ⇒ **Interpersonal skills**

As a reminder, MOS providers may not self-refer for clinical mental health therapy.

If you would like further information, please visit:

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

Thank you for all you do to support service members and families!

IMPORTANT INFORMATION REGARDING THE FORMER GREAT-WEST HEALTHCARE, NOW CIGNA, MENTAL HEALTH AND SUBSTANCE ABUSE

On May 1, 2012, Cigna Behavioral Health will begin providing behavioral benefits for all members with GWH-CIGNA ID cards. It is very important to note that this change will not affect your contractual relationship with ValueOptions®. As a provider you will remain active in the ValueOptions network and eligible to receive referrals for all other eligible ValueOptions members.

ValueOptions will continue to manage care for Cigna-West members and process claims for dates of service through April 30, 2012. Provider questions related to Cigna members in care during this time period should be directed to ValueOptions by calling the ValueOptions dedicated Customer Service number for providers treating Cigna/GWH members at **1.866.714.2960**.

VALUEOPTIONS 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 is notified when your contact information has changed. We send our communications 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 update your e-mail address:
 - ⇒ go to "My Online Registration Profile" in ProviderConnect®
- ⇒ To update your mailing address, telephone number or fax number:
 - ⇒ Send an inquiry through ProviderConnect
 - ⇒ Call our Provider Services Line at 800.397.1630

ARE YOU FAMILIAR WITH PROVIDER PULSESM?

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

Stay tuned for new Provider Pulse messages throughout 2012. If you have any questions regarding Provider Pulse, please contact us via e-mail:

PRelations@valueoptions.com.

PROVIDER AWARENESS - VALUEOPTIONS SECURE E-MAIL PROCEDURES

ValueOptions recognizes the importance of maintaining e-mail security. We are committed to ensuring that our company and providers are in compliance with the HIPAA Security Rule, by helping our providers to maintain private information responsibly. All email communication you receive from us containing PHI takes advantage of ZixCorp's encryption services to both meet HIPAA regulations and comply with improved best-practice standards.

ZixCorp's easy-to-use e-messaging protection makes it effortless for you to receive and read any encrypted communications - whether you are a ZixCorp customer or not. The privacy of business communication is important to us and we want to ensure your information stays private.

We learned recently that providers would like more information on how to access secure e-mails from ValueOptions. We have provided a detailed resource document reminding providers how to use our e-mail encryption system. To access this resource sheet please visit:

<http://userawareness.zixcorp.com/sites/partners.php?b=eabcdb038422a0d6fb96a77269e4f1e3&type=1&p=2>

ZixCorp support is also available to assist with any questions you may have on this service by e-mailing support@zixcorp.com directly.

Provider Out-of-Office Coverage and Leave of Absences

ValueOptions' participating providers **must** contact ValueOptions if they are unable to continue to treat ValueOptions members in active treatment, accept new referrals and/or offer an appointment within required time frames outlined in the Provider Handbook.

If a participating provider is aware of any situation where they will be unable to continue to treat a member or accept new referrals due to vacation, sabbatical, illness, maternity leave (where applicable), or any other situation the provider should:

- ⇒ Contact ValueOptions' Provider Service Line at 800.397.1630 during normal business hours Monday through Friday, 8 a.m. to 5 p.m. ET to inform ValueOptions of any unavailability or absence; and
- ⇒ Notify ValueOptions National Network Operations at the address below in writing of coverage arrangements in advance of vacation, sabbatical, illness, maternity leave (where applicable), and/or any other situation when participating provider is unable to continue to treat ValueOptions members in active treatment. Such advance written notice should include: participating provider's name, licensure, practice locations affected, the reason for unavailability or absence and date range of unavailability or absence. Upon receipt of such advance notice, the participating provider's status in ValueOptions' systems is changed to 'inactive'.

Mail to: **ValueOptions, Inc. P.O Box 41055 Norfolk, VA 23541**

Fax to: **866.612.7795**

To learn more about the out-of-office policy please refer to the ValueOptions provider handbook:

http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf

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® overview
- And much more!

Who should attend the webinar?

All providers affiliated with ValueOptions are invited to attend.

Upcoming dates and times of webinars: How to register for the webinars:

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

DATE & TIME	Online Webinar Registration Directions
Thursday, June 7, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/762341650 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, June 8, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/652140554 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Thursday, September 13, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/321121890 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, September 14, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/750381250 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Thursday, December 6, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/716806482 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.
Friday, December 7, 2012 <i>11 a.m. to 1 p.m. ET</i>	1) To register go to: https://www2.gotomeeting.com/register/418198818 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.

ONLINE RE-CREDENTIALING APPLICATION ON PROVIDERCONNECT

The ValueOptions GreenSM 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. Please note that online re-credentialing is not currently available for facilities and programs, or for practitioners practicing in states where a state or client specific application is required (i.e., CO, MD, PA, TN and TX).

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

For information on using ProviderConnect, please refer to the ProviderConnect Users Guide. It is available by clicking on the ProviderConnect Helpful Resources link on the ValueOptions provider homepage. Once you have logged into ProviderConnect, 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. 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.

Providers will also see a **Supporting Documentation** tab within your online re-credentialing application. Specific contracts may require additional documentation in order to complete the re-credentialing process. Please go to our website and check the **Credentialing Supporting Documentation Forms** section on the Administrative Forms page to access any applicable contract-specific documents to print, complete and then upload to the Supporting Documentation tab to submit.

When uploading any supporting documentation (e.g., contract-specific documents, copies of licenses, certifications, and malpractice insurance) within your online re-credentialing application please be aware that we accept PDF files (preferred format), Microsoft Office files, Image files and text files. We are unable to accept TIF files. Failure to upload documents in an acceptable format can result in processing delays and possible disenrollment. All supporting documentation must be attached at the time of final submission. Any attachments saved in draft will not be retained.

If you do not have this online capability, you may fax your document(s) to **866.612.7795**. If you do not wish to access your application via ProviderConnect or if you have any questions regarding the on-line re-credentialing process, please contact the National Provider Line at 800.397.1630, 8 a.m. to 5 p.m. ET, Monday - 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.**