

# Valued Provider eNews

## VALUEOPTIONS® AND AMERICAN WELL™ PARTNER TO DEPLOY THE FIRST NATIONAL BEHAVIORAL TELEHEALTH NETWORK

ValueOptions and American Well™ recently announced a partnership to bring critically-needed behavioral healthcare to patients wherever they are, whenever they need it. Using American Well's industry-leading Online Care telehealth solution. Telehealth is a solution that connects providers and members for live, immediate, and clinically meaningful encounters using the Web or phone.

With American Well technology, ValueOptions will develop a first-of its kind, national network of telehealth-enabled providers. Through Online Care, ValueOptions members will have access to skilled behavioral specialists from home, work, or any location where they have Internet connectivity. Telehealth removes barriers to healthcare such as distance, mobility, time constraints and the stigma sometimes tied to behavioral health.

Online Care gives ValueOptions an efficient and convenient solution to dramatically enhance behavioral healthcare access and reduce the impact of stigma for its diverse membership which includes both commercial and public sector employees and their families; military servicemen and women and their dependents; as well as Medicaid, Medicare and dual eligible populations.

ValueOptions will harness telehealth to reduce the rate of missed appointments and increase compliance. Moreover, with Online Care, ValueOptions will build a more efficient, more convenient model for care delivery that will complement existing in-person services, lead to better health outcomes for members, enhance the bottom line for providers, and eventually, reduce costs for the system of care.

Please stay tuned for further communications regarding Telehealth later this year.



## CPT CODE CHANGES

In Fall 2012, industry mandated changes to CPT codes will be announced. ValueOptions will provide additional details on the mandate as we learn more. Stay tuned for communications from ValueOptions on how the mandate will be implemented for providers.

## REMINDER: CALIFORNIA PHYSICIANS

Effective June 27, 2010, a new regulation, mandated by Business and Professions Code section 138, went into effect requiring physicians in California to inform their patients that they are licensed by the Medical Board of California, and include the board's contact information. The information must read as follows.

### NOTICE TO CONSUMERS

**Medical doctors are licensed and regulated by the Medical Board of California  
(800) 633-2322  
www.mbc.ca.gov**

The purpose of this new requirement (Title 16, California Code of Regulations section 1355.4) is to inform consumers where to go for information or with a complaint about California medical doctors.

Physicians may provide this notice by one of three methods:

- Prominently posting a sign in an area of their offices conspicuous to patients, in at least 48-point type in Arial font. (See link "Sign for printing", below, to print the actual notice.)
- Including the notice in a written statement, signed and dated by the patient or patient's representative, and kept in that patient's file, stating the patient understands the physician is licensed and regulated by the board.
- Including the notice in a statement on letterhead, discharge instructions, or other document given to a patient or the patient's representative, where the notice is placed immediately above the signature line for the patient in at least 14-point type.

## CASE MANAGEMENT DISCHARGES – PROVIDER HANDBOOK

As part of the case management program at ValueOptions, we offer assistance in:

- Discharge planning
- Assessment and integration of service for on-going needs
- Coordination with behavioral health services
- Collaboration with healthcare providers and care givers
- Providing information about what benefits might be available
- Medication education and monitoring

Hospitals may be asked for assistance in enrolling patients in case management during inpatient admissions. When requested, please:

- Have the patient complete the authorization form, with help if needed.
- Send the authorization to ValueOptions by faxing it to the number on the form.
- Schedule a discharge appointment within 7 days after discharge. If you need help with getting an appointment within 7 days, please contact ValueOptions.

This information is also found in the handbook: [www.valueoptions.com/providers/Handbook.htm](http://www.valueoptions.com/providers/Handbook.htm)

## 2012-2013 VERSION OF THE VALUEOPTIONS' PROVIDER HANDBOOK IS NOW AVAILABLE !

ValueOptions has posted the **2012-2013 version of the Provider Handbook**. The Provider Handbook outlines the ValueOptions standard policies and procedures for individual providers, affiliates, group practices, programs and facilities. Providers are encouraged to carefully review the Handbook as well as visit the Network-Specific page to verify which policies and procedures are applicable to them.

The provider handbook is an extension of the provider agreement and includes guidelines on doing business with ValueOptions, including policies and procedures for individual providers, affiliates, group practices, programs and facilities. Together, the provider agreement, addenda, and the handbook outline the requirements and procedures applicable to participating providers in the ValueOptions network(s).

The 2012-2013 handbook replaces in its entirety the previous 2010-2011 version. A few noted changes include the additions of:

- Appendix 5A: MOS Handbook
- UB04 and CMS-1500 Tips within the Claims Procedures section
- Case Management Discharge Procedures in the Utilization Management section

The provider handbook is very user-friendly and completely searchable. In addition, the document can easily be downloaded from our website to your computer. To open the handbook you will need [Adobe® Reader](#). If you do not have access to this software, you may download the program at <http://get.adobe.com/reader/>

Please copy and paste the following URL into your Internet browser which will take you to our Provider Handbook page: [www.valueoptions.com/providers/Handbook.htm](http://www.valueoptions.com/providers/Handbook.htm).

Questions, comments and suggestions regarding this handbook should be directed to ValueOptions at (800) 397-1630 on weekdays from 8 am to 5 pm ET.

### IMPORTANT REMINDER FOR FACILITIES

**ValueOptions must receive 60 days advance notice of any new programs or services offered by a facility provider in order to allow for completion of the credentialing process prior to provision of services to members.**

## GIVING VALUE BACK TO THE PROVIDER WEBINAR SERIES

ValueOptions is proud to announce the "Giving Value Back to the Provider" webinar series. 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, September 13, 2012 <i>2 p.m. to 4 p.m. ET</i>	1) To register go to: <a href="https://www2.gotomeeting.com/register/321121890">https://www2.gotomeeting.com/register/321121890</a> 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: <a href="https://www2.gotomeeting.com/register/750381250">https://www2.gotomeeting.com/register/750381250</a> 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: <a href="https://www2.gotomeeting.com/register/716806482">https://www2.gotomeeting.com/register/716806482</a> 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: <a href="https://www2.gotomeeting.com/register/418198818">https://www2.gotomeeting.com/register/418198818</a> 2) Enter registration information 3) A confirmation e-mail with webinar instructions will be sent to you.