

# Provider eNews

## TREATING PRESCRIPTION DRUG ADDICTION

### Treating addiction to prescription opioids

Several options are available for effectively treating prescription opioid addiction. These options are drawn from research regarding the treatment of heroin addiction, and include medications such as naltrexone, methadone, and buprenorphine, as well as behavioral counseling approaches.

Naltrexone is a medication that blocks the effects of opioids and is used to treat opioid overdose and addiction. Methadone is a synthetic opioid that blocks the effects of heroin and other opioids, eliminates withdrawal symptoms, and relieves drug craving. It has been used successfully for more than 30 years to treat heroin addiction. The Food and Drug Administration (FDA) approved buprenorphine in October 2002, after more than a decade of research supported by NIDA. Buprenorphine, which can be prescribed by certified physicians in an office setting, is long lasting, less likely to cause respiratory depression than other drugs, and is well tolerated. However, more research is needed to determine the effectiveness of these medications for the treatment of prescription drug abuse.

A useful precursor to long-term treatment of opioid addiction is detoxification. Detoxification in itself is not a treatment. Rather, its primary objective is to relieve withdrawal symptoms while the patient adjusts to being drug free. To be effective, detoxification must precede long-term treatment that either requires complete abstinence or incorporates a medication, such as methadone or buprenorphine, into the treatment program.

### Treating addiction to CNS depressants

Patients addicted to barbiturates and benzodiazepines should not attempt to stop taking them on their own, as withdrawal from these drugs can be problematic, and in the case of certain CNS depressants, potentially life-threatening. Although no extensive body of research regarding the treatment of barbiturate and benzodiazepine addiction exists, patients addicted to these medications should undergo medically supervised detoxification because the dose must be gradually tapered off. Inpatient or outpatient counseling can help the individual during this process. Cognitive-behavioral therapy also has been used successfully to help individuals adapt to the removal from benzodiazepines.

Often the abuse of barbiturates and benzodiazepines occurs in conjunction with the abuse of another substance or drug, such as alcohol or cocaine. In these cases of poly-drug abuse, the treatment approach must address the multiple addictions.

### Treating addiction to prescription stimulants

Treatment of addiction to prescription stimulants, such as Ritalin<sup>®</sup>, is often based on behavioral therapies proven effective for treating cocaine or methamphetamine addiction. At this time, there are no proven medications for the treatment of stimulant addiction.

Depending on the patient's situation, the first steps in treating prescription stimulant addiction may be tapering off the drug's dose and attempting to treat withdrawal symptoms. The detoxification process could then be followed by one of many behavioral therapies. Contingency management, for example, uses a system that enables patients to earn vouchers for drug-free urine tests. The vouchers can be exchanged for items that promote healthy living.

Another behavioral approach is cognitive-behavioral intervention, which focuses on modifying the patient's thinking, expectations, and behaviors while at the same time increasing skills for coping with various life stressors. Recovery support groups may also be effective in conjunction with behavioral therapy.

*Source: National Institute on Drug Abuse, Research Report Series, "Prescription Drugs: Abuse and Addiction", [www.nida.nih.gov/ResearchReports/Prescription/prescription7.html#Treating](http://www.nida.nih.gov/ResearchReports/Prescription/prescription7.html#Treating)*

## ONLINE RE-CREDENTIALING APPLICATION ON PROVIDERCONNECT

The ValueOptions 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. Please note that online recredentialing 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.**

## THE VALUEOPTIONS® GREAT LAKES SERVICE CENTER ANNUAL QUALITY NEWSLETTER

The ValueOptions® Great Lakes Service Center is committed to maintaining excellence in care and service in behavioral health treatment. For further information about:

- ⇒ Quality improvement activities
  - Improving ambulatory follow-up after hospitalization for mental illness
  - Increasing identification, initiation and engagement of treatment of members in need of alcohol and drug services
  - Increasing time in the community for members treated for major depression
  - Improving follow-up for members seeking a referral for urgent or emergent treatment
- ⇒ Treatment record documentation
- ⇒ Clinical practice guideline adherence
- ⇒ Coordination of care between behavioral health practitioners and the medical delivery system
- ⇒ Preventative health programs
- ⇒ Mental health screening for adolescents
- ⇒ Member & provider satisfaction
- ⇒ Outbound intensive case management
- ⇒ Member rights and HIPAA

Please click on the following link:

[http://www.valueoptions.com/providers/Network/Great\\_Lakes\\_Service\\_Center.htm](http://www.valueoptions.com/providers/Network/Great_Lakes_Service_Center.htm)

If you do not have Web access, please call Dawn Brooks from ValueOptions at 248.697.0530 to request a hard copy.

### IMPORTANT MESSAGE 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.

## ARE YOU FAMILIAR WITH PROVIDER PULSE<sup>SM</sup>?

Provider Pulse, is a convenient, up-to-the-minute ValueOptions<sup>®</sup> 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](mailto:PRelations@valueoptions.com).

## ICD-10

ValueOptions continues to make changes to comply with the 10th modification to International Classification of Diseases (ICD) codes. ValueOptions will be compliant with the regulation and only accept ICD-10 codes on or after the official compliance date which is still to be determined by CMS.

For further information about the ICD-10 transition, providers should read the latest Frequently Asked Questions (FAQs):

[http://www.valueoptions.com/providers/Files/pdfs/ICD-10\\_FAQ.pdf](http://www.valueoptions.com/providers/Files/pdfs/ICD-10_FAQ.pdf)

## VALUEOPTIONS NEEDS YOUR HELP!

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

Are you receiving ValueOptions referrals? Providing us with your current e-mail address, fax number or telephone number will ensure the accurate receipt of referrals and other important notifications. It is very important that ValueOptions is notified when your contact information has changed. If we do not have your most recent e-mail address, fax number or telephone number, you may miss an important update or referral.

#### To update your e-mail address

⇒ Go to "My Online Registration Profile" in ProviderConnect<sup>®</sup>

#### To update your mailing address, telephone number or fax number

- ⇒ Send an inquiry through ProviderConnect
- ⇒ Submit a Change of Address Form
  - ⇒ <http://www.valueoptions.com/providers/Adminforms.htm>
- ⇒ Call our Provider Services Line at 800.397.1630 8 a.m. to 5 p.m. ET

## 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, 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.