

Provider eNews

UNITED STATES COAST GUARD SELECTS VALUEOPTIONS TO FACILITATE EMPLOYEE ASSISTANCE PROGRAM SERVICES



ValueOptions® is proud to announce our new business with the U. S. Coast Guard (USCG) to provide Employee Assistance Program services for Coast Guardsmen, USCG Civilian employees and their families which began May 1, 2012. The new USCG program, referred to as CG SUPRT, includes face to face and telephonic non-medical counseling as well as a number of other important services like financial and spouse career counseling for approximately 127,000 full-time military and civilian employees and their dependents.

The U.S. Coast Guard is one of the five armed forces of the United States and the only military organization within the Department of Homeland Security. ValueOptions has a long history of serving the members of our military. ValueOptions has participated in TRICARE and its predecessor program for 23 years. We are proud to have been selected to manage the Military OneSource program (MOS) because it provides very important additional services to our military personnel and their families

If you currently participate with ValueOptions as a National Network Employee Assistance Provider you have automatically been included in the CG SUPRT Program network. In order to participate in this important program, you must be a United States Citizen and speak English.

For more detailed information about the CG SUPRT program visit:

<http://www.valueoptions.com/providers/Network/USCG.htm>

If you have any further questions or need any assistance, please contact ValueOptions at 800.397.1630 between 8 a.m. - 5 p.m. ET, Monday through Friday or email us at USCGProviderrelations@valueoptions.com. A Provider Network Representative will be available to assist you with any questions.

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

JUNE IS EMPLOYEE WELLNESS MONTH

LIFESTYLE CHANGES OFFER MANY MENTAL HEALTH BENEFITS

Lifestyle changes—such as getting more exercise, time in nature, or helping others—can be as effective as drugs or counseling to treat an array of mental illnesses, according to a new paper published in *American Psychologist*.

Multiple mental health conditions, including depression and anxiety, can be treated with certain lifestyle changes as successfully as diseases such as diabetes and obesity, according to Roger Walsh, MD, PhD of the University of California, Irvine's College of Medicine. Walsh reviewed research on the effects of what he calls "therapeutic lifestyle changes," or TLCs, including:

- ⇒ exercise
- ⇒ nutrition
- ⇒ relationships
- ⇒ recreation
- ⇒ relaxation
- ⇒ stress management
- ⇒ religious or spiritual involvement
- ⇒ spending time in nature
- ⇒ service to others

Walsh reviewed research on TLCs' effectiveness and advantages, as well as the psychological costs of spending too much time in front of the TV or computer screen, not getting outdoors enough, and becoming socially isolated. He concludes that "Lifestyle changes can offer significant therapeutic advantages for patients, therapists, and societies, yet are insufficiently appreciated, taught or utilized." The paper describes TLCs as effective, inexpensive and often enjoyable, with fewer side effects and complications than medications.

According to research reviewed in the paper, the many often unrecognized TLC benefits include:

- ⇒ Exercise helps people feel better by reducing anxiety and depression. It can also help children do better in school, improve cognitive performance in adults, reduce age-related memory loss in the elderly, and increase new neuron formation in the brain.
- ⇒ Diets rich in vegetables, fruits and fish may help school performance in children, maintain cognitive functions in adults, as well as reduce symptoms in affective and schizophrenic disorders.
- ⇒ Spending time in nature can promote cognitive functions and overall well-being.
- ⇒ Good relationships can reduce health risks ranging from the common cold to strokes as well as multiple mental illnesses, and can enhance psychological well-being dramatically.
- ⇒ Recreation and fun can reduce defensiveness and foster social skills.
- ⇒ Relaxation and stress management can treat a variety of anxiety, insomnia, and panic disorders.
- ⇒ Meditation has many benefits. It can improve empathy, sensitivity and emotional stability, reduce stress and burnout, and enhance cognitive function and even brain size.
- ⇒ Religious and spiritual involvement that focuses on love and forgiveness can reduce anxiety, depression and substance abuse, and foster well-being.

Source: American Psychological Association, www.apa.org/news/press/releases/2011/02/beyond-tlc.aspx

FEDERAL MENTAL HEALTH PARTITY (FMHP) REMINDER

OUTPATIENT SERVICES

With regard to outpatient services, for those plans that are affected by FMHP (Some clients still require authorization of outpatient services), authorization prior to beginning treatment is no longer required. However, Psychological Testing and Outpatient ECT will still require pre-authorization.

In place of the former pass through/registration outpatient processes, ValueOptions has initiated an outpatient care management model which emphasizes 4 areas:

- ⇒ Complex diagnoses
- ⇒ Outlier cases
- ⇒ Outlier providers
- ⇒ Intensive care management

Outpatient providers need to be aware that ValueOptions may request clinical information if any of the above categories apply. Failure to provide information in a timely manner can lead to a decision to suspend claims payments until the information is received by ValueOptions (an appeal would be required to reverse that decision). ValueOptions urges all of our outpatient providers to diligently review their mail, email and Message Center (for those using ProviderConnect) for any communications about needing clinical information. These requests for additional clinical information will appear in the Message Center each Monday for any provider using ProviderConnect. Since these are clinical requests administrators on your account will not be able to view the additional clinical information request messages.

VALUEOPTIONS HEALTH ALERT

ValueOptions wants to remind providers about the availability of Health Alert, a novel appointment and medication reminder system for members. This system is available to providers through the ValueOptions ProviderConnect application. Members can get phone or email reminders indicating it's time to take medications, time to refill medications or reminding them of upcoming appointments. You can set reminders for any medications you prescribe or for any appointment you have with the member. Just ask the member if he or she would like reminders and log into ProviderConnect to arrange them. Members can also set up and manage their own reminders through the ValueOptions MemberConnect portal.

Check out the reminder system on the ProviderConnect Demo home page by clicking on "**Enter Member Reminders**". Providers can access the ValueOptions ProviderConnect demo by clicking on the link below.

http://www.valueoptions.com/PMC_prototype/ProviderConnect/pvd.html

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.

NEW PROVIDER LEAVE OF ABSENCE/OUT-OF-OFFICE NOTIFICATION FORM

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:

- ⇒ Complete the **Leave of Absence/Out-of-Office Notification Form** at:
<http://www.valueoptions.com/providers/Adminforms.htm>
- ⇒ Submit to ValueOptions via the fax number or mailing address below.

Mail to: **ValueOptions, Inc. P.O Box 41055 Norfolk, VA 23541**
Fax to: **866.612.7795**

- ⇒ If you are unable to submit the form, you can 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.

Upon receipt of the advance notice, the participating provider's status in ValueOptions' systems is changed to 'inactive'.

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, 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.