

Provider eNews

NCQA AWARDS FULL ACCREDITATION TO THE VALUEOPTIONS NEW YORK CITY SERVICE CENTER



ValueOptions® is very proud to announce that its New York City Service Center received Full Accreditation from the National Committee for Quality Assurance (NCQA). The three-year Accreditation, which covers the center's commercial book of business, runs through December 19, 2014.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

NCQA accredits and certifies managed behavioral health care organizations (MBHOs). NCQA MBHO Accreditation is a nationally recognized evaluation that purchasers, regulators and consumers can use to assess managed behavioral health care organizations.

NCQA MBHO Accreditation is a voluntary review process. NCQA reviews include rigorous on-site and off-site evaluations conducted by a team of physicians and managed care experts. A national oversight committee of physicians and behavioral health providers analyzes the team's findings and assigns an accreditation level based on the MBHO's performance compared to NCQA standards.

Full Accreditation is granted for a period of three years to those plans that have excellent programs for continuous quality improvement and meet NCQA's rigorous standards.

NCQA MBHO Accreditation standards are developed with input from employers, health plans, state and federal regulators, MBHOs and other experts and are demanding. Standards are set high to encourage MBHOs to continuously enhance their quality.

NCQA MBHO Accreditation standards are intended to help organizations achieve the highest level of performance possible, reduce patient risk for untoward outcomes and create an environment of continuous improvement.

VALUOPTIONS' GREAT LAKES SERVICE CENTER RECEIVES MICHIGAN ASSOCIATION OF HEALTH PLANS' PINNACLE AWARD

ValueOptions' Great Lakes Service Center is the proud recipient of a Michigan Association of Health Plans (MAHP) Pinnacle Award for the center's Depression Care Management Program. MAHP awards recognize the state's best health care improvement practices.

The Great Lakes Service Center's Depression Care Management Program was among 15 programs MAHP recognized statewide.

The Depression Care Management Program identifies those members admitted to an inpatient facility with a diagnosis of major depression or bipolar disorder, and invites them to participate in the program. Through intensive case management, ongoing depression screening at set intervals, medication compliance and aftercare mental health follow-through, participating members have seen their depression scores decrease and their average time in the community increase. A reduction in readmissions also has occurred.

To read more about the Pinnacle Award, visit :

<http://www.mahp.org/media/releases/2011/2011PinnacleAwardsWinnersRelease.pdf>

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

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 is 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**.

Stay tuned, additional updates and information regarding the transition will be posted in the April edition of the Valued Provider Newsletter.

UPDATED HIPAA 5010 INFORMATION

CMS announced its delay in enforcing 5010 standards until March 31, 2012 as long as each covered entity makes a good faith effort to become compliant.

This delay in enforcement will allow ValueOptions to extend our 5010 testing period with trading partners beyond the original January 1, 2012 compliance date. ValueOptions began accepting 5010 files from trading partners ready for 5010 submission on January 1, 2012.

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

http://www.valueoptions.com/providers/Files/pdfs/HIPAA_5010_FAQ.pdf

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.

EMBLEM BEHAVIORAL HEALTH SERVICES PROGRAM TRANSITION BENEFIT

Effective January 1, 2012, the ValueOptions contract to administer the Emblem Health Services Program became operational. Those providers who have determined not to join the ValueOptions provider network or who have not completed contracting and credentialing, need to be aware of the member transition benefits.

The transition benefit is outlined as follows:

- ⇒ Members in active treatment with a non-participating provider may elect to continue treatment with the provider for 90-days. Providers must accept EmblemHealth's or Magellan Health Services' (as applicable) fee schedule and continue to follow their policies and procedures.
- ⇒ Members choosing to remain under the care of a non-participating provider after the transition period, may be responsible for all or a portion of the charges. The member's benefit plan will define whether or not there is coverage for out-of-network providers. To see a copy of the member's benefits, you may use the secure provider Web site at www.emblemhealth.com.

Contact ValueOptions at 800.235.3149 between 8 a.m. – 5 p.m. ET, Monday through Friday with additional questions. A Provider Network Representative will be available to provide assistance.

VALUEOPTIONS AND MILITARY ONESOURCE

ValueOptions is pleased to have been chosen by the U.S Department of Defense for the Military OneSource (MOS) program, providing non-medical counseling related to everyday life issues for our military men and women and their dependents, which began October 30, 2011. There are few communities today that have not been directly impacted by the current demands of our military. Many times, the impact goes unnoticed or unaddressed. As a long-time supporter of military members and their families, ValueOptions is committed to partnering with our provider network in serving this population. We are proud to assist military members and their families with the challenges and life stressors associated with deployment and re-entry issues. Our provider network is integral to this effort.

As a result, ValueOptions is inviting our current providers to join the MOS Network and partner with us to provide this critical support for U.S. military members and their dependents. This non-medical counseling program closely parallels the counseling we offer for our EAP clients. Many of you may have received communications from ValueOptions via e-mail, fax or USPS inviting you to join our MOS network. In order to participate in this important program, you must return the documents that were sent to you and complete the trainings required for participation. If you already returned your MOS documents, it is imperative that the required trainings be completed immediately. You may access these trainings at:

<http://vomilitaryonesource.training.essentiallearning.com/lib/Authenticate.aspx?ReturnUrl=%2f>

For more information on the MOS program and to view the Frequently Asked Questions document, visit: http://www.valueoptions.com/providers/Network/Military_OneSource.htm.

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.

IMPORTANT ONLINE RE-CREDENTIALING INFORMATION REGARDING SUPPORTING DOCUMENTATION

Providers will see a new "Supporting Documentation" tab within your online re-credentialing application (Provider Data Sheet). 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. If you do not have this online capability, you may fax your document(s) to **866.612.7795**.

ONLINE RE-CREDENTIALING APPLICATION NOW 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.

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 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.

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.**