

FEBRUARY
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VALUED PROVIDER eNEWSLETTER

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ANOREXIA TREATMENT

Anorexia nervosa is an eating disorder. It is characterized by a purposeful refusal to maintain a healthy body weight via self-starvation, an obsession with weight loss and intense irrational fear of becoming fat. Some people with anorexia simply restrict calories while others restrict and purge via the misuse of laxatives, diuretics, or enemas, or through excessive exercise. As the disease progresses, serious medical consequences ensue, which in a small percentage of cases result in death.

Successful treatment for anorexia requires a coordinated, multidisciplinary approach that includes nutritional education and counseling, individual therapy and family counseling, and medical and pharmacological management. Most patients with anorexia can be treated as outpatients. Inpatient hospitalization is recommended for patients whose weight loss is rapid or whose weight loss is greater than 30 percent of ideal body weight.

Components of Nutritional Treatment

It has been said that people with anorexia have a pathological relationship with food. They perceive certain foods, particularly foods high in fat and calories, as "threatening," resulting in chaotic cycles of exercise, obsessions with food and diet and fasting. For these individuals the idea of eating even normal amounts of food at regular times can seem overwhelming. Moreover, people with anorexia may have gross deficiencies in their nutritional knowledge. Therefore, nutritional counseling and education is important to the treatment process.

One of the more successful nutritional interventions involves structuring food intake so patients with anorexia learn to organize three healthy meals into their daily routine, while monitoring body weight and calories. But instead of forcing them to "clean their plate," they are instructed to eat at least 75 percent of the food at each meal. This allows for adequate nutrition while alleviating some of the fear associated with calories, weight gain and losing control.

Components of Psychological Treatment

Psychological treatments include individual psychotherapy conducted by an experienced mental health professional. Psychotherapy helps the anorexic patient untangle her thoughts and emotions surrounding her body, erroneous beliefs about her worth, perfectionism, powerlessness, dependency on others, depression, low self-esteem and fear of weight gain. A variety of practical techniques, including body-drawing, mirror analysis and others, can be used to help the patient recognize and amend her body-image distortions.

Family counseling is very helpful when family roles and expectations are confused or unhealthy. Perfectionism, guilt and anxiety are common themes in families with a member who has anorexia. Conversely, many highly functioning families have children who develop anorexia. In these cases family therapy can help parents and siblings address feelings of responsibility and guilt while learning effective ways to cope with the illness. Appropriate family therapy is especially vital with adolescent patients, or with other individuals living with family members.

Components of Medical Treatment

The medical management of the complications of severe weight loss and malnutrition usually occurs in a hospital setting where the focus is on restoring physical health. An array of diagnostic testing is necessary to assess the physical consequences of the illness.

Doctors, usually psychiatrists, may prescribe antidepressant medications to help decrease the psychological symptoms such as fear and depression. More than 50 percent of patients with eating disorders have a co-occurring mental illness such as depression or anxiety. These medications have also been shown to increase eating frequency and volume in some patients. Long-term medical management, including regular physical examinations, laboratory testing and medication management is required for anorexia.

There is no one-size-fits-all treatment for anorexia. Treatment must be individualized to meet the specific needs of the patient and family. Early intervention is the best predictor of a positive outcome. **By Drew Edwards, EdD, MS © 2005.**

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Contact Us: Please send your comments, ideas and suggestions for upcoming editions of the Valued Provider eNewsletter to PRelations@ValueOptions.com.

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IMPORTANT: 2013 CHANGES TO CPT® CODES

Annually, in October, the American Medical Association defines and releases a new set of Current Procedural Terminology (CPT®) codes. **This new code set took effect on January 1, 2013.** Treatment providers use these CPT codes when submitting claims for services provided to their patients. The 2013 code set included many changes that impact provider billing. Many codes were either deleted or modified.

Additional resources and training materials are available on the ValueOptions Provider website:

- ⇒ [2013 CPT Code Changes Frequently Asked Questions](#)
- ⇒ [2013 CPT Code Changes Presentation Slides](#)
- ⇒ [2013 CPT Code Crosswalk](#)
- ⇒ [2013 CPT Code Changes Provider Webinar Recording](#)

Please continue to refer to the [ValueOptions Provider Website](#) for timely updates. If you have additional questions about the 2013 CPT code changes please email us at 2013cptcoding@valueoptions.com.

ON TRACK OUTCOMES PROGRAM—WEBINARS

The ValueOptions On Track Outcomes Program is designed to help clinicians incorporate client-reported feedback into their counseling and psychotherapy practices. A growing body of research demonstrates the power of this type of routine feedback to improve patient outcomes. The On Track program gives clinicians valuable tools to track client progress relative to benchmarks, to identify clients at risk for poor outcomes, and to demonstrate the impact of their services. The On Track Outcomes program is intended for use by clinicians providing psychotherapy and EAP counseling services to our commercial membership.

Interested providers can also attend a live "Introduction to On Track" webinar. Click on the hyperlink to access the webinar registration page:

- ⇒ [Thursday, February 14, 2013 1:00 to 2:00 PM ET](#)
- ⇒ Webinar ID: 296315010

Dial 1-877-785-0477 and enter the Access Code 6417542, to join the call. Go to www.joinwebinar.com and enter the webinar ID to view the webinar presentation during the call.

"The ValueOptions On Track Program is designed to help clinicians incorporate client-reported feedback into their counseling and psychotherapy practices."

WHAT ARE THE BENEFITS OF USING PROVIDERCONNECT?

ValueOptions strongly encourages network providers to become a registered user of ProviderConnect. This tool is a key component of the value added benefits you are eligible to receive by being a ValueOptions network provider. This tool is instrumental in your doing business with ValueOptions and can be a key component in simplifying your overall practice. For instance, Online Authorization Requests can decrease time on the phone reviewing authorization requests making you and/or your staff available for other practice requirements. Clinicians can request additional information via the provider's message center within ProviderConnect. Providers can review requests as well as see and provide one time responses to the clinician's questions. On-line submissions of requests and claims eliminate tracking of paper mail. Once the information is submitted through PC, you can view its progress through the process. Many requests and claims are handled same day.

What is ProviderConnect?

An online tool where providers can:

- ⇒ Verify member eligibility.
- ⇒ Access ProviderConnect message center.
- ⇒ Access and print forms.
- ⇒ Submit EAP Case Activity Forms (CAF)
- ⇒ Request Payment for EAP Services
- ⇒ Request & view authorizations.
- ⇒ Download and print authorization letters.
- ⇒ Submit claims and view status.
- ⇒ Adjust certain previously submitted claims
- ⇒ Access Provider Summary Vouchers and authorization letters.
- ⇒ Submit customer service inquiries.
- ⇒ Submit updates to provider demographic information.
- ⇒ Submit re-credentialing applications.

What are the benefits of ProviderConnect?

- ⇒ Free and secure online application.
- ⇒ Access routine information 24 hours a day, 7 days a week.
- ⇒ Complete multiple transactions in single sitting.
- ⇒ View and print information.
- ⇒ Reduce calls for routine information.

How to Access ProviderConnect:

- ⇒ Go to www.ValueOptions.com, choose "Providers".
- ⇒ All in-network providers can self-register for ProviderConnect using their provider ID number. Self-registration is only available to providers that do not have an existing ProviderConnect electronic account.
- ⇒ ProviderConnect registration questions please contact the ValueOptions EDI Helpdesk at 1-888-247-9311 (Monday to Friday, 8:00 a.m. - 6:00 p.m. ET)

ProviderConnect Resources:

- [How-To Resources Page](#)
- [ProviderConnect Helpful Resources](#)
- [ProviderConnect User Guide](#)
- [Getting Started with ProviderConnect](#)

"This tool is instrumental in your doing business with ValueOptions and can be a key component in simplifying your overall practice."





NCQA AWARDS FULL ACCREDITATION TO THE VALUEOPTIONS® GREAT LAKES SERVICE CENTER

Wixom, MI and Norfolk, VA - The ValueOptions® Great Lakes Service Center received Full Accreditation from the National Committee for Quality Assurance (NCQA). The three-year accreditation runs through October 25, 2015.

NCQA is an independent, not-for-profit organization that accredits and certifies a wide range of managed behavioral healthcare 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 evaluates how well a health plan manages all parts of its delivery system – physicians, hospitals, other providers and administrative services – in order to continuously improve health care for its members.

NCQA MBHO Accreditation is a voluntary review process. NCQA reviews include thorough onsite and offsite 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.

There are approximately 60 standards for quality included in the following categories:

- ⇒ Quality management and improvement
- ⇒ Utilization management
- ⇒ Credentialing and re-credentialing
- ⇒ Members' rights and responsibilities
- ⇒ Preventive behavioral health care services

"The NCQA Accreditation confirms our emphasis on continuously improving quality in all areas of our organization and, most importantly, reflects our dedication to provide our membership with easy access to quality clinical care," said Dave Busch, ValueOptions Senior Vice President, Commercial Division. "This is an important recognition of our commitment to the work we do and the people we serve from our Great Lakes Service Center."

"NCQA is an independent, not-for-profit organization that accredits and certifies a wide range of managed behavioral healthcare organizations"

GIVING VALUE BACK TO THE PROVIDER WEBINAR SERIES

We welcome our provider community to this interactive forum where ValueOptions will introduce and discuss new and exciting initiatives for providers. This webinar presentation will familiarize you with administrative and procedural information to simplify doing business with ValueOptions.

- ⇒ [Thursday, March 7, 2013 2 PM to 4 PM Eastern Time](#)
- ⇒ [Friday, March 8, 2013 11 AM to 1 PM Eastern Time](#)
- ⇒ [Thursday, June 6, 2013 2 PM to 4 PM Eastern Time](#)
- ⇒ [Friday, June 7, 2013 11 AM to 1 PM Eastern Time](#)
- ⇒ [Thursday, September 12, 2013 2 PM to 4 PM Eastern Time](#)
- ⇒ [Friday, September 13, 2013 11 AM to 1 PM Eastern Time](#)
- ⇒ [Thursday, December 5, 2013 2 PM to 4 PM Eastern Time](#)
- ⇒ [Friday, December 6, 2013 11 PM to 1 PM Eastern Time](#)

MONTHLY PROVIDER WEBINAR CALENDAR

Each month ValueOptions creates a [Monthly Webinar Calendar](#) announcing upcoming webinar trainings for our provider network. The calendar is posted on our [Provider Home Page](#).

“This webinar presentation will familiarize you with administrative and procedural information to simplify doing business with ValueOptions.”



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You're seeing our redesigned website!
You'll still find useful tips and other valuable information here — just now with a fresh, new look!

To keep you informed, ValueOptions also offers:

- ▶ [Provider Forums](#) for administrative updates
- ▶ [Monthly Provider Webinar Calendar](#)
- ▶ Our award-winning [Achieve Solutions™](#) website for helpful member materials and resources
- ▶ A [Network-Specific](#) page for detailed information about state or regional networks
- ▶ [Provider Pulse™](#), an up-to-the-minute network system that sends automated telephonic messages — news of upcoming events and training opportunities, as well as credentialing reminders — to a provider's phone calls, check eligibility, update your practice profile, and view correspondences. It's available 24/7.