

July  
2013

# VALUED PROVIDER eNEWSLETTER

## SPOTLIGHT:

2013 CPT® Code Changes

[Read  
More](#)

ICD-10 FAQs

[Read  
More](#)

Provider Webinars

[Read  
More](#)

Contact Us

[Read  
More](#)

## IN THIS ISSUE:

- *Tapping Your Resiliency Assets*
- *Stamp out Stigma Campaign*
- *URAC Reaccreditation*
- *Upcoming Bank Account Change*
- *ProviderConnect Benefits*
- *ICD-10*
- *DSM-5*
- *Giving Value Back to the Provider Webinar Series*
- *ProviderConnect Webinars*
- *VO's Response to Boston Bombing*
- *VO Employee Named Social Worker of Year*

## TAPPING YOUR RESILIENCY ASSETS

Because every traumatic event and every affected individual is unique, there are no clear guidelines for recovery. However, knowing the factors that affect psychological well-being (resilience) versus distress can help individuals cope. Psychologist Al Seibert, author of *The Survivor Personality*, asserts that people who become easily distressed about life's difficulties, blame others for their troubles, and dwell on negative feelings are least resilient and least likely to cope well with disaster.

### What is resiliency?

Resiliency is a cluster of:

- ⇒ diverse internal strengths, beliefs, behaviors or competencies (internal assets)
- ⇒ external social and physical environment that accommodates and fosters growth and opportunities for success (external assets)

The degree to which an individual is resilient is dependent on the existence and interplay of internal and external assets.

### Internal assets

Highly resilient people have numerous internal characteristics, such as:

- ⇒ **Healthy detachment**—distancing oneself emotionally and physically from sources of stress and trouble
- ⇒ **Perseverance**—the ability to push ahead even when you don't feel like it
- ⇒ **Perspective**—the ability to see the short- and long-term ramifications
- ⇒ **Delaying gratification**—understanding that it may take time to feel better
- ⇒ **Initiative**—taking charge of problems
- ⇒ **Resourcefulness**—using imagination and expressing oneself creatively
- ⇒ **Insight**—accurately identifying and owning your contribution to the problem
- ⇒ **Getting into the solution**—choosing a course of action and engaging
- ⇒ **Seeing the bigger picture**—incorporating the adverse event into the grand scheme of life and what it will mean in the long run
- ⇒ **Willingness to try new things**

### External assets

External assets include:

- ⇒ **Unconditional love from family and support from significant others.** Knowing that one is loved can make all the difference in the world. Metaphorically speaking, the question for concerned others is: How do I walk along with someone who is hurting or scared?
- ⇒ **Accountability from family and significant others.** Digging out from under the rubble of adversity is hard work. Accountability to others is an essential component for helping a loved one stay on course. For example, keeping appointments with doctors or getting out of the house for coffee or fresh air are important details that might be put off if not for the persistence of a caring friend or family member.



## TAPPING YOUR RESILIENCY ASSETS (CONTINUED)

- ⇒ **Safe physical environment with appropriate social and emotional boundaries.** Feeling safe after a trauma or adversity is vital. Concerned others should think about the following:
  - Physical proximity to the source of the adversity or trauma. For example, moving out of an apartment or neighborhood where one was victimized.
  - Changing a telephone number and getting an unpublished number.
  - Emotional vulnerability—blocking access to those people and situations that may provoke fear and anxiety. Many concerned friends want to help, but this can be overwhelming. Also, many unscrupulous people try to contact victims and prey on their vulnerability. Offering to screen calls and deal with these friends, well-wishers and foes helps to establish healthy boundaries.
  
- ⇒ **Close friend, family member, clergy or mentor** who can:
  - spend adequate time
  - listen effectively
  - foster trust
  - demonstrate empathy and compassion
  - lovingly challenge maladaptive thinking and behavior

No doubt, you or your loved one can draw on many internal and external assets to support emotional recovery. Reflect on this list and be sure to use positive coping strategies that draw on these strengths.

By Drew Edwards, EdD

©2007 Achieve Solutions

*This newsletter article is provided by the Achieve Solutions® website. This article and other information provided on the Achieve Solutions site, including, but not limited to, articles, quizzes and other general information, is for informational purposes only and should not be treated as medical, psychiatric, psychological or behavioral health care advice. This article is not intended to be used for medical diagnosis or treatment or as a substitute for consultation with a qualified health care professional.*

*“We also plan on rolling out a similar toolkit to our providers, which will include resources they can use in communicating with co-workers and patients.”*

## VALUEOPTIONS® LAUNCHES STAMP OUT STIGMA INITIATIVE

In recent months, ValueOptions internally rolled out its own Stamp Out Stigma (S.O.S.) campaign in which our employees all pledged to talk about mental illness with each other, with friends and loved ones to show our commitment to stamping out the stigma of mental illness that keeps so many from seeking the care they need.

To support S.O.S., employees wear green wristbands to help start conversations with others about mental health. Additionally, we created our own S.O.S. Facebook application featuring videos of employees who have shared their stories and helpful resources enabling us to share information about mental health with others.

During May, nationally recognized as Mental Health Month, we expanded the campaign to the public and began encouraging organizations throughout the country to join us as we stamp out the stigma surrounding mental illness. A comprehensive toolkit is available on our website that organizations can use in launching their own internal S.O.S. initiative. Some pieces of this toolkit included talking points, posters, interview tips, presentations and a language guide. We also plan on rolling out a similar toolkit to our providers, which will include resources they can use in communicating with co-workers and patients.

Mental illness impacts 25 percent of our population. With employees, providers and employers working together, we can stamp out the stigma surrounding mental illness. Learn more at <http://www.valueoptions.com/clients/stampoutstigma/>.

## VALUEOPTIONS RECEIVES URAC HEALTH UTILIZATION MANAGEMENT REACCREDITATION

ValueOptions recently announced that URAC re-awarded Health Utilization Management 7.0 Accreditation (HUM) to seven of its service centers. URAC is a D.C.-based health care accrediting organization that establishes quality standards for the health care industry. ValueOptions has maintained URAC accreditation since 1999.

### ValueOptions' re-awarded locations are:

- ⇒ ValueOptions California Service Center
- ⇒ ValueOptions Colorado Service Center
- ⇒ ValueOptions Great Lakes Service Center
- ⇒ ValueOptions New York City Service Center
- ⇒ ValueOptions North Carolina Service Center
- ⇒ ValueOptions Tampa Service Center
- ⇒ ValueOptions Texas Service Center

URAC is the leader in Health Utilization Management Accreditation (HUM). Since creating the first standards twenty years ago, URAC set the bar for health utilization review. Recognized for meeting filing requirements with the State Departments of Insurance, URAC's HUM Accreditation continues to transform the industry with each new revision of the standards. HUM Standards ensure that all types of organizations conducting utilization review follow a process that is clinically sound and respect patients' and providers' rights while giving payers reasonable guidelines to follow.

"ValueOptions should be commended for meeting strict quality standards," said William Vandervennet, URAC Chief Operating Officer. "It is critically important for health care organizations to make a commitment to quality and accountability. URAC accreditation is a demonstration of that commitment."

*"ValueOptions should be commended for meeting strict quality standards," said William Vandervennet, URAC Chief Operating Officer.*



## UPCOMING BANK ACCOUNT CHANGE – PROVIDER CHECKS ISSUED ON WELLS FARGO ACCOUNTS

Please know that ValueOptions will be closing our Wells Fargo bank accounts during the second half of 2013 and opening new replacement accounts with two financial institutions, one of which is Bank of America. No change is needed on your part, although to plan for this change, it is important that you deposit all checks you may be holding or regularly receiving from ValueOptions, which are written on our Wells Fargo accounts.

If you do not deposit these checks prior to the closure of our Wells Fargo accounts, you will need to contact your customer service representative to have replacement checks issued on our new bank accounts. Some new accounts have already been opened with Bank of America and will have checks issued in late May.

To provide you as many reminders as possible, we will continue to notify you in the upcoming weeks and months as we receive more details regarding this change and the exact closure date of our existing accounts.

## RELY ON PROVIDERCONNECT® TO PROCESS YOUR CLAIMS FASTER AND BE PAID QUICKER

ValueOptions providers are steadily transitioning to the ProviderConnect platform and experiencing the benefits of electronic claims submission, among many other functions offered by ProviderConnect, that in the past were completed only manually.

By transitioning from manual to electronic claims submission, providers are able to:

- ⇒ Reduce paper files, phone calls, labor and postage expenses and potential errors
- ⇒ Improve cash flow due to faster claims processing
- ⇒ Submit claims files from any system outputting 5010 HIPAA formatted 837P or 837I files (and from EDI claims submission vendors)
- ⇒ Complete multiple transactions in a single sitting

According to a 2006 report titled "Electronic Transaction Savings Opportunities for Physician Practices" by Milliman Inc., the estimated cost savings resulting from these benefits is more than \$42,000 a year for a solo practice, when taking into consideration the cost of administrative overhead to produce, submit and process, as well as the amortization cost of electronic equipment. Although actual savings by electronic claim submission will vary by practice and facility type, most providers experience a significant time and cost savings.

For providers not yet using the ProviderConnect platform, registration and use of the application is free. Simply register at [www.valueoptions.com/providers/Providers.htm](http://www.valueoptions.com/providers/Providers.htm) or contact us to schedule a personal free demo at (800) 397-1630 or [e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com).

For providers already registered but feel the need for additional training, contact us at the phone or email listed above to schedule a personal training session with our ValueOptions staff. Video tutorials are also available at [Valueoptions.com](http://Valueoptions.com).

In addition to the free demo and personal training, ValueOptions also offers monthly ProviderConnect webinars covering many functions available through the platform and provides registrants the opportunity to ask questions. To register for one of these webinars, visit the [ValueOptions webinar calendar](#).



*"Although actual savings by electronic claim submission will vary by practice and facility type, the time and cost savings is clear."*

## VALUEOPTIONS PROVIDES ICD-10 PLANNING AND IMPLEMENTATION DETAILS

ValueOptions, along with numerous other health plans, facilities and practices across the country, continues preparing for the October 2014 compliance date for the ICD-10 update. As we get closer to this date, we have been receiving questions from our providers on many key aspects of the change, including:

- ⇒ Timelines
- ⇒ Frequency of provider updates
- ⇒ Downtime occurrences
- ⇒ Additional costs
- ⇒ Provider support
- ⇒ Reimbursement methodology

Many answers to these ICD-10 questions can be found on the [ICD-10 FAQ Document](#) located at ValueOptions.com. Additionally, we will continue to update providers on this initiative through our newsletter, website and email/phone communications.

If you have a specific testing/technical question or concern, you can also call the EDI Help Desk at (888) 247-9311 or for all other provider ICD-10 questions, contact the Provider Services Line at (800) 397-1630.

### DSM-5

In May, the American Psychiatric Association (APA) held their annual meeting and released the new DSM-5. This is the first update in almost 20 years since DSM-IV was released. The APA is recommending all insurance companies have DSM-5 implemented by January 1, 2014. ValueOptions will be adopting the DSM-5 coding for clinical purposes and will be working towards the APA deadline. We will share additional detail around the migration to DSM-5 with the provider community as it becomes available.

*“We will continue to update providers on this initiative through our newsletter, website and email/phone communications.”*

## 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. These webinar presentations will familiarize you with administrative and procedural information to simplify doing business with ValueOptions.

- ⇒ [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](#)

### ProviderConnect Webinar Schedule

- ⇒ [An Overview of Role-based Security with ProviderConnect](#)  
Wednesday, July 10, 2013 2 PM to 3 PM Eastern Time
- ⇒ [An Overview of ProviderConnect](#)  
Wednesday, August 14, 2013 2 PM to 3PM Eastern Time

*“These webinar presentations will familiarize you with administrative and procedural information to simplify doing business with ValueOptions.”*



## VALUEOPTIONS' RESPONSE TO BOMBING AT BOSTON MARATHON

When the news broke on Monday, April 15 that two bombs had detonated at the Boston Marathon and that there were more than 100 casualties, we knew this would impact many of our client organizations and therefore immediately activated our National Crisis Response Team. Our many years of expertise in responding to traumatic events of all kinds and on all scales enabled us to respond swiftly and comprehensively, which is key to supporting the recovery of organizations and individuals.

For the next two days, our response team cohesively conducted outreach to all of our clients with a Boston presence to deliver messages of concern for the wellbeing of their workforce, provide tip sheets and articles that they could distribute to their employees, and to offer our services if they have a need.

Several of our clients in the area also reached out to us for assistance, as many of their employees, employees' families or friends were directly impacted by the event. For these companies, our ValueOptions team conducted critical incident response sessions, group sessions and one-on-one counseling.

ValueOptions continued to offer services in the following weeks and overall, played an integral role in helping the recovery of these impacted organizations and individuals. As our own EAP Clinical Care Manager, Peter Manzo, reported, everyone demonstrated "a huge amount of resilience, cohesion and pulling together. Boston is wounded but not broken."

Important to note, at the time of printing this newsletter, an almost identical response was in progress as a result of the devastating tornado outbreak in the mid-west.

## VALUEOPTIONS' VICKIE ALSTON RECEIVES 2013 NASW/CT SOCIAL WORKER OF THE YEAR AWARD

ValueOptions recently announced Vickie Alston, MSW, LCSW, DCSW, Vice President of Health and Wellness Programs, was awarded the 2013 National Association of Social Workers, Connecticut Chapter, (NASW/CT) Social Worker of the Year Award. The award annually recognizes a Connecticut social worker who has demonstrated exceptional qualities that exceed the expectations of the profession and has made a recent outstanding contribution to the field.

Alston received the award for her extensive clinical and managerial expertise in the area of discharge planning, especially with the individuals involved in the correctional system, at the Correctional Managed Health Care, University of Connecticut Health Center, and at ValueOptions, Connecticut. She has been actively involved during the past decade nationally as well as locally in the correctional health care field. She is an active committee and board member with the National Commission for Correctional Health Care and Academy for Health Care Professionals and brought to her work the highest standards in the field.

Her efforts ensure a "softer landing" for those leaving the correctional facility and promote early release for those with very high medical needs who do not pose a threat to the community. As Health Services Administrator of the Transitional Services Program at the University of Connecticut Health Center, Alston built a highly effective team of discharge planners, social workers and nurses that has helped thousands of inmates reconnect to their communities with a clear plan in place for health care, recovery and other services.

"It's an honor to be recognized by my peers," said Alston. "And it's personally meaningful to receive this award for my work with the correctional system. Helping the most disenfranchised to navigate a path to recovery is especially gratifying."

*"Our many years of expertise in responding to traumatic events of all kinds and on all scales enabled us to respond swiftly and comprehensively, which is key to supporting the recovery of organizations and individuals."*

