

September
2013

VALUED PROVIDER eNEWSLETTER

SPOTLIGHT:

ProviderConnect User
Guide [Read](#)
[More](#)

Provider Handbook [Read](#)
[More](#)

Provider Webinars [Read](#)
[More](#)

Contact Us [Read](#)
[More](#)

IN THIS ISSUE:

- *Deaths from Prescription Painkiller Overdoses Rise Sharply*
- *NAMI Conference*
- *Cultural Barriers in Minority Populations*
- *Stamp Out Stigma Campaign*
- *VO Employee Receives Alzheimer's Volunteer Award*
- *ProviderConnect Webinar Schedule*
- *Timely Claim Filing*
- *Giving Value Back to the Provider Webinar Series*
- *Essential Learning Now Relias*

DEATHS FROM PRESCRIPTION PAINKILLER OVERDOSES RISE SHARPLY AMONG WOMEN

The number of prescription painkiller overdose deaths increased five-fold among women between 1999 and 2010, according to a *Vital Signs* report released July 2, 2013, by the Centers for Disease Control and Prevention. While men are more likely to die of a prescription painkiller overdose, since 1999 the percentage increase in deaths was greater among women (400 percent in women compared to 265 percent in men). Prescription painkiller overdoses killed nearly 48,000 women between 1999 and 2010.

Findings

The study includes emergency department visits and deaths related to drug misuse/abuse and overdose, as well as analyses specific to prescription painkillers. The key findings include:

- About 42 women die every day from a drug overdose.
 - Since 2007, more women have died from drug overdoses than from motor vehicle crashes.
 - Drug overdose suicide deaths accounted for 34 percent of all suicides among women compared with 8 percent among men in 2010.
 - More than 940,000 women were seen in emergency departments for drug misuse or abuse in 2010.
- Prescription painkillers have been a major contributor to increases in drug overdose deaths among women.
 - More than 6,600 women, or 18 women every day, died from a prescription painkiller overdose in 2010.
 - There were 4 times more deaths among women from prescription painkiller overdose than for cocaine and heroin deaths combined in 2010.
 - In 2010, there were more than 200,000 emergency department visits for opioid misuse or abuse among women; about 1 every 3 minutes.

For the *Vital Signs* report, CDC analyzed data from the National Vital Statistics System (1999-2010) and the Drug Abuse Warning Network public use file (2004-2010).

Previous research has shown that women are more likely to have chronic pain, be prescribed prescription painkillers, be given higher doses, and use them for longer time periods than men. Studies have also shown that women may become dependent on prescription painkillers more quickly than men and may be more likely than men to engage in "doctor shopping" (obtaining prescriptions from multiple prescribers).



DEATHS FROM PRESCRIPTION PAINKILLER (CONTINUED)

Tips for preventing overdose

Women can take steps to help stay safe from prescription painkiller overdoses, including:

- Using prescription drugs only as directed by a health care provider.
- Discussing all medications they are taking with their health care provider, including over-the-counter medications (such as those for allergies).
- Discussing pregnancy plans with their health care provider before taking prescription painkillers.
- Disposing of medications properly, as soon as the course of treatment is done. Do not keep prescription medications around "just in case."
- Helping prevent misuse and abuse by not selling or sharing prescription drugs. Never use another person's prescription drugs. Getting help for substance abuse problems (1-800-662-HELP) and calling Poison Help (1-800-222-1222) with questions about medicines.

Source: [Centers for Disease Control and Prevention](#)

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.

VALUEOPTIONS SERVES AS MAJOR SPONSOR OF NAMI CONFERENCE FOR 12TH CONSECUTIVE YEAR

For the 12th consecutive year, ValueOptions served as a major sponsor of the 2013 National Alliance on Mental Illness (NAMI) National Conference at the end of June. In keeping with the conference theme, "Together We Can Make a Difference," ValueOptions helped ensure that the more than 2,000 attendees made the most of their conference experience.

As a sponsor of the Welcome Center, which was staffed by two clinicians with a background in addiction recovery, trained peer hosts and ValueOptions employees, ValueOptions offered attendees a wide range of assistance, from taking a moment's rest from the hustle and bustle of the events, to receiving help with mental health issues such as anxiety or lost or forgotten medication, and 24-hour support from clinical staff.

In addition to its sponsorship, ValueOptions also had a booth in the exhibit hall which focused on our Stamp Out Stigma (S.O.S.) initiative by featuring our website, www.stampoutstigma.com and a variety of other mental health tip sheets.

ValueOptions, Vice President, Wellness and Recovery, Clarence Jordan, and Director, Recovery and Resiliency, East Tennessee, Ron Morton, both serve on the NAMI board of directors.

"For the 12th consecutive year, ValueOptions served as a major sponsor of the 2013 National Alliance on Mental Illness (NAMI) National Conference at the end of June. "

VALUEOPTIONS AND NATIONAL COUNCIL FOR BEHAVIORAL HEALTH ADDRESS CULTURAL BARRIERS IN MINORITY POPULATIONS

“We created the Addressing Health Disparities Leadership Program to build a more diverse behavioral health community, and to develop leaders for the evolving healthcare demographic,” said Linda Rosenberg, President and CEO, National Council for Behavioral Health.

With racial and ethnic minority groups expected to account for 90 percent of the increase in the national population by 2050, a larger number of minority citizens than ever before will experience a mental health issue. Sadly, many minority citizens forgo care for behavioral health issues in fear of being stigmatized by their community. According to NAMI, fewer than one in 11 Latinos with a mental disorder contact mental health care specialists, and due to cultural stereotypes, many Latinos find they are simply dismissed as having “anger issues” or conduct disorders. African-Americans have reported a similar cultural disconnect to healthcare providers, while others forgo professional support in fear of being stigmatized by their community.

To combat these numbers, ValueOptions is a member of the National Council for Behavioral Health, a non-profit organization dedicated to advocating for access to comprehensive behavioral health services for all Americans.

One initiative developed by the National Council is the Addressing Health Disparities Leadership Program, a 10-month forum made up of 15 mid-level managers from community mental health and addiction prevention, treatment and recovery settings. Through both in-person and virtual learning opportunities, participants are guided on the needs of underserved populations, cultural differences as they relate to treatment, and the skills they need to more effectively manage employees.

“We created the Addressing Health Disparities Leadership Program to build a more diverse behavioral health community, and to develop leaders for the evolving healthcare demographic,” said Linda Rosenberg, President and CEO, National Council for Behavioral Health. “Through a unique structure of peer-to-peer learning and guidance from expert consultants, participants develop both management skills and cultural competence to assist them in providing high-quality care responsive to all communities.”

For further information on the Addressing Health Disparities Leadership Program and program applications, which will be accepted through July 19, visit www.thenationalcouncil.org.



VALUEOPTIONS' STAMP OUT STIGMA CAMPAIGN RECEIVES MEDIA COVERAGE

In late June, ValueOptions issued a press release to raise awareness during Post Traumatic Stress Disorder Awareness Month, which referenced our latest [Stamp Out Stigma Campaign video interview](#). This release was immediately picked up by the Wall Street Journal online.

The video shares ValueOptions employee Haline Grublak's compelling story of recognizing and caring for a military spouse living with PTSD, and is part of a series of interviews for Stamp Out Stigma, an initiative to educate the public on the prevalence of mental illness and remove stigma as a barrier to people seeking the care they need to recover. In her captivating testimony, Grublak recalls a time when PTSD was hardly understood and rarely diagnosed, discusses our culture's perspective of service members living with a mental disorder, and delivers a personal message of hope and a call to action for individuals living with PTSD and for their loved ones. To hear her story, and to see how others have been impacted by mental illness, visit www.stampoutstigma.com. For providers interested in participating in this initiative, view the [S.O.S. Provider Toolkit](#) located on the ValueOptions website.

Additionally, a [letter to the editor](#) from Laverne Cichon, Chief Executive Officer of Value Behavioral Health of Pennsylvania, was published in July in the *Pittsburgh Post-Gazette*. The letter commended the newspaper on a recent editorial on the stigma associated with mental illness and also mentioned ValueOptions' S.O.S. efforts. The newspaper titled the letter "We Must Stamp Out Stigma of Mental Illness," which truly captures the goal of our S.O.S.

VALUEOPTIONS' EMPLOYEE RECEIVES ALZHEIMER'S ASSOCIATION NORTHEASTERN NY CHAPTER'S OUTSTANDING VOLUNTEER AWARD

ValueOptions' Service Center Vice President in Latham, NY, Reneé Abdou-Malta, recently received the Outstanding Volunteer Award from the Northeastern New York Chapter of the Alzheimer's Association. The award honors distinguished individuals and organizations for their generosity and commitment to the vision of a world without Alzheimer's.

Abdou-Malta was drawn to the association when she took care of a family member diagnosed with Alzheimer's. She realized the lack of known resources for caregivers and was determined to help change that. Beginning in 2005, she served on the organization's board for seven years. In that time, she helped raise awareness about the disease and assisted with event planning. In addition, Abdou-Malta served as Vice Chair for two years, helping the association's Compensation Committee expand their services, and was eventually elected to Board Chair, a role she filled for another two years.

View the [press release](#) to learn more about this prestigious award and Reneé Abdou-Malta.



"The award honors distinguished individuals and organizations for their generosity and commitment to the vision of a world without Alzheimer's."

IMPORTANCE OF TIMELY FILING OF CLAIMS

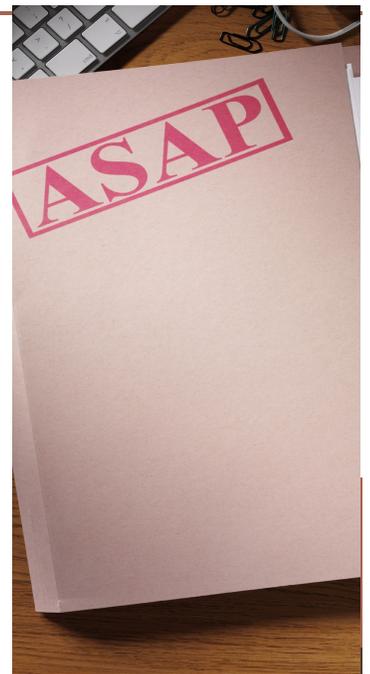
Unless otherwise identified in your provider agreement, participating providers must file or submit claims within ninety (90) calendar days from the date of service or the date of discharge for inpatient admission, or where applicable from date of determination by the primary payor. Claims filed beyond the 90 day time period may be denied due to lack of timely filing.

Factors impacting timely filing could include delays in processing due to:

- Claims not matching the authorization or certification or notification applicable to covered services for which the claim applies
- UB-04 or CMS-1500 forms submitted with incomplete fields
- Failure to provide valid information matching the member's ID card
- Supporting information requested not provided
- Electronically submitted claims not in a HIPAA 5010 compliant format

Payment for services rendered to members can be impacted as a result of any of the issues mentioned above.

To avoid delays in payment, be sure to refer to the Claims Submission guidelines located in the [Provider Handbook](#).



“Claims filed beyond the 90 day time frame period may be denied due to lack of timely filing. “

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 AM to 1 PM Eastern Time](#)

PROVIDERCONNECT WEBINAR SCHEDULE

- [Wednesday, September 11, 2013 2 PM to 3 PM Eastern Time](#)
- [Wednesday, October 9, 2013 2 PM to 3 PM Eastern Time](#)
- [Wednesday, November 13, 2013 2 PM to 3 PM Eastern Time](#)

Be sure to also view the archives of our previously held webinar on **Role-based Security** held in August:

- [An Overview of Role-Based Security in ProviderConnect](#)

ESSENTIAL LEARNING IS NOW RELIAS LEARNING

This past summer, our Learning Management Partner, Essential Learning joined Care2Learn and Silverchair Learning Systems to become Relias Learning. As a result, providers now have access to a larger library of online courses and a more efficient learning management system for tracking and reporting on employee training.

While the new Relias Learning platform includes new feature enhancements, there will be no functional changes to the core administrative tasks. Courses, Curricula, Enrollments, Hierarchy, and Reports work the same way as they did within Essential Learning. Similarly, the Learner interface has been streamlined but should look familiar to existing users.

For step-by-step instructions on how to log-on to our site, take courses and use the various features of the system, please refer to the [Relias Learning How-to Manual](#).

If you have any further technical questions regarding the new platform, please contact Relias Learning at 800-729-9198 ext. 1.

“We welcome our provider community to this interactive forum where ValueOptions will introduce and discuss new and exciting initiatives for providers.”

