

**FEBRUARY  
2014**

# VALUED PROVIDER eNEWSLETTER

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## HEART DISEASE: THE MIND-BODY CONNECTION

In medical matters of the heart, your mind can be either your best friend or your worst enemy. What you think and feel, and how well you deal with those feelings, can affect your physical health in myriad ways.

The connection between your state of mind and the state of your heart is complex. Some effects are direct and dramatic. Others are less direct but potentially just as profound. Here are some of the emotional factors considered most likely to influence your heart's health:

### Stress

This is the body's natural response to threats, also known as the fight-or-flight response. In primordial times we may have used it to react quickly when confronting a saber-toothed cat. Nowadays, we may experience it when someone cuts us off in traffic, or when we're fighting podium terror before a speech.

There's no missing the mind-body link here: As you feel a burst of fear or rage (or both), a surge of adrenaline is released into your heart. Your blood pressure rises, your muscles tense and your blood vessels contract. Your blood platelets become stickier to improve clotting (just in case that saber-toothed cat catches up with you). Your heart speeds up and consumes more oxygen which in turn puts pressure on the coronary arteries. If those arteries can't get enough blood to the heart, you may have angina or chest pain.

When the danger or excitement is past, your body relaxes. Or at least it should. If you have trouble working off the tension of life's daily crises and frustrations, you may be putting your heart at risk with lower-level but constant stress. It's not clear if this form of stress directly causes heart disease, but it can't help. That's why stress management is a key part of cardiac rehabilitation programs.

### Depression

Clinical depression (which can include symptoms such as persistent sadness, fatigue and insomnia) is a serious danger for heart patients. It's all the more treacherous because it's often not recognized and treated. The National Institute of Mental Health estimates that about one in three people who have survived a heart attack experience major depression in a given year.

Studies show depression raises the risk of second heart attacks and increases a patient's disability. It may do this, in part, by acting directly on the body in ways similar to stress by making platelets sticky, for instance. The indirect effects are easier to trace. Depressed patients are less motivated than psychologically healthy ones to follow the orders of doctors, nurses and other caregivers. They're more likely to abuse alcohol, eat unwisely or fail to get enough sleep.

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

 **VALUEOPTIONS®**  
Innovative Solutions. Better Health.



## HEART DISEASE: THE MIND-BODY CONNECTION, CONT'D.

### Loneliness

Social isolation is not in itself an emotional illness, but it contributes to others, such as depression, that can afflict heart patients. Just as depression can get in the way of recovery, emotional support from friends or family can make recovery easier.

### Hostility

Your anger can be killing you, say researchers who have studied the relation between cardiac risk and feelings of hostility. A study by Swedish scientists, for instance, found that both social isolation and suppressed anger impair the heart's ability to vary its rate in response to daily stress. In a study of nearly 13,000 participants, published in 2000 in the journal *Circulation*, those most prone to anger were almost three times more likely to have a heart attack than those with low anger. In a 2002 study in the *Archives of Internal Medicine*, hot-tempered medical students were three times more prone to premature heart disease and five times more likely to have early heart attacks than colleagues who stayed cool under stress. A March 2009 review of 44 studies in the *Journal of the American College of Cardiology* found that the level of anger and hostility negatively affected the prognosis for both healthy groups and cardiac patients. The impact was especially strong among initially healthy males.

The link between anger and heart disease may also be indirect, though no less real. Those who nurture feelings of distrust and resentment toward others may also be contributing to the isolation that makes their recovery difficult.

By Tom Gray, [Achieve Solutions](#)

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**“The National Institute of Mental Health estimates that about one in three people who have survived a heart attack experience major depression in a given year.”**

## VALUEOPTIONS® SIGNATURE NETWORK LAUNCHES WITH CENTERS OF EXCELLENCE FOR SUBSTANCE USE & EATING DISORDERS

ValueOptions recently announced the launch of the ValueOptions Signature Network, a system of innovative treatment centers that specialize in intensive treatment options and inpatient care for behavioral health and substance use disorders.

Comprised of Centers of Excellence with proven expertise in highly personalized care, the nationwide network addresses the needs of members whose disorders have had limited response to standard treatment options. One of the few of its kind in the nation, the network, which will initially focus on eating disorders and substance use disorders, includes:

- ⇒ Arms Acres in New York, which treat substance use disorders
- ⇒ BHC Alhambra Hospital in California, which treats eating disorders
- ⇒ CRC Health Group's Sierra Tucson Treatment Center in Arizona, which treats eating disorders and substance use disorders
- ⇒ Eating Disorder Center of Denver in Colorado, which treats eating disorders
- ⇒ Endeavor House in New Jersey, which treats substance use disorders
- ⇒ Memorial Hermann Prevention & Recovery Center (PARC) in Texas, which treats substance use disorders
- ⇒ Hazelden Foundation's facilities in Minnesota, Oregon and Florida, which treat substance use disorders
- ⇒ Rogers Memorial Hospital in Wisconsin, which treats eating disorders
- ⇒ The Renfrew Center in Florida and Pennsylvania, which treats eating disorders.
- ⇒ Timberline Knolls in Illinois, which treats eating disorders
- ⇒ Valley General Hospital in Washington, which treats substance use disorders

Plans to expand the number of substance use and eating disorder treatment centers within the ValueOptions Signature Network are scheduled throughout 2014. The expansion will also include the addition of several new mental health treatment specialties including post-traumatic stress disorder (PTSD), complex child/adolescent disorders, borderline personality disorder, psychotic disorders, treatment-resistant depression and bipolar disorder. The company has established an advisory committee of national experts to offer guidance in enhancing the network and its supporting policies and procedures.

The Centers of Excellence within the ValueOptions Signature Network are selected based on proven experience and expertise in designing individualized treatment plans, adherence to evidence-based best practice, quality member/family services, and a multidisciplinary approach to discharge planning that supports continuity of care and transition back to the community.

*“Comprised of Centers of Excellence with proven expertise in highly personalized care, the nationwide network addresses the needs of members whose disorders have had limited response to standard treatment options.”*





## ICD-10

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.

## DSM-5

In January 2014, ValueOptions began to accept information for clinical purposes using the DSM-5 framework. As previous DSM-5 communications stated, the DSM-IV screen layout will still exist in ProviderConnect®; however both DSM-IV or DSM-5 clinical diagnoses will be accepted. A guide for accommodating DSM-5 in ProviderConnect is available on the DSM-5 section of the [website](#).

Later in 2014, the ProviderConnect screen layout will be modified to support the sunsetting of axis 1-V framework. At that time, the new DSM-5 screen fields will become available within ProviderConnect. Continue to read our latest newsletters and visit the ValueOptions provider website for further details on how to utilize the new screen fields.

*“Later in 2014, the ProviderConnect screen layout will be modified to support the sunsetting of axis 1-V framework.”*

## MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT OF 2008 - FINAL RULE

The Mental Health Parity and Addictions Equity Act (MHPAEA) of 2008 (MHPAEA) requires insurers and group health plans to ensure that the coverage offered for Mental Health/Substance Abuse (MHSA) treatments and services is no more restrictive than the coverage offered for medical and surgical treatments and services. MHPAEA expanded the mental health parity requirements that had been in place since 1996. The Interim Rule was issued in February of 2010 and the Final Rule was issued on November 8, 2013.

The Final Rule becomes effective for plan years beginning on or after July 1, 2014. For calendar year plans, the effective date will be January 1, 2015. Provisions of the Interim Rule that were not changed in the final rule continue to apply without interruption.

The Final Rule clarified certain questions left open from the Interim Rule and incorporated FAQs that regulators have issued over the past three years.

Many answers to MHPAEA questions can be found within the ValueOptions [MHPAEA FAQ Document](#) located at ValueOptions.com. For all other provider questions, contact the Provider Services Line at 800.397.1630 8 a.m. to 8 p.m. ET.

*“The Final Rule clarified certain questions left open from the Interim Rule and incorporated FAQs that regulators have issued over the past three years.”*

## NEW CONTRACTS AWARDED TO VALUEOPTIONS®

Multiple new contracts were awarded to ValueOptions at the beginning of 2014. The contracts effective January 1, 2014 are as follows:

### Employee Assistance Programs (EAP)

- Horizon Employee EAP
- Lexmark International, Inc.
- MOOG
- Turner Broadcasting

### Employer Groups

- Empire Plan Mental Health & Substance Abuse Program
- Michelin Mental Health & Substance Abuse

### Health Plans

- Evergreen Health
- Horizon NJ Health—Developmental Disabilities (DDD)
- Oscar Health Plan

For additional information, refer to our [Network Specific](#) page directly. Providers can also call the Provider Services line at 800.397.1630 Monday - Friday 8 a.m. to 8 p.m. ET.





## ATTENTION EMPIRE PLAN PRESCRIBERS - CHANGES TO PRESCRIPTION DRUG PLAN PROGRAM THAT MAY AFFECT THE MENTAL HEALTH AND SUBSTANCE ABUSE PROGRAM

Effective January 1<sup>st</sup>, CVS Caremark began administering the Empire Plan Prescription Drug Program. The 2013 Empire Plan Flexible Formulary expired at the end of the year and a new 2014 version took effect January 1, 2014. As a result of this change, there may be changes to the formularies, medications requiring prior authorization, medications subject to quantity limits, and specialty medication lists. In addition, there may be drug exclusions that have no coverage under the plan. **Generic drugs, when available, should be considered the first line of prescribing.** Please reference the links below for a full list of exclusions and covered alternatives.

### **2014 Formularies - Commercial**

The 2014 formularies for Commercial (Active Empire Plan Employees & Student Employee Health Plan as well as Excelsior Plan) are at the following link:  
<http://www2.caremark.com/nyship/?save-me-money>

### **2014 Formularies – Employer Group Waiver Plan (EGWP)**

The 2014 formularies for EGWP is located at:  
<http://empireplanrxprogram.silverscript.com/en-US/secondary-coverage.aspx>

As additional information regarding the change to CVS Caremark becomes available, the state Department of Civil Service Employee Benefits Division will post it online at [www.cs.ny.gov](http://www.cs.ny.gov). Providers can also call **877.7.NYSHIP (877.769.7447) Option 4** for the Empire Plan Prescription Drug Program.

*“The 2013 Empire Plan Flexible Formulary expired at the end of the year and a new 2014 version took effect January 1, 2014.”*

## REMINDER ABOUT 2014-15 E-COMMERCE DEADLINES

In previous newsletters, ValueOptions announced its E-Commerce initiative which begins this year and expands into 2015. By January 2015, the goal is to transition existing providers in the ValueOptions network to electronically perform all routine transactions, including verification of eligibility inquiries, submission of authorization requests and submission of claims and re-credentialing applications. New providers with a contract date on or after July 1, 2014 will be expected to use electronic resources for these types of transactions at the time they join ValueOptions.

To assist in this transition, we encourage providers if they haven't already done so, to register for ProviderConnect®, our own secure and HIPAA-compliant platform for claim, authorization and credentialing transactions. For direct deposit of your payments, we recommend providers rely on our partner, [PaySpan](#). ValueOptions also accepts claim submissions from clearinghouses, which reference our payer ID, FHC & Affiliates.

To learn more about ProviderConnect, providers can access the following resources available on ValueOptions.com:

- [Online Demo](#)
- ["Getting Started with ProviderConnect" User Guide](#)
- [ProviderConnect Registration form](#)

Additionally, ValueOptions offers monthly webinars on ProviderConnect. Upcoming dates are:

- [Tuesday, February 11, 2014 3:00 – 4:00 PM EST](#)
- [Tuesday, March 11, 2014 3:00 – 4:00 PM EST](#)
- [Tuesday, April 8, 2014 3:00 – 4:00 PM EST](#)

If these dates don't fit into your schedule, we also offer personalized training. To learn more about this benefit, contact our Provider Services line at 800-397-1630 or contact your [regional provider relations representative](#).

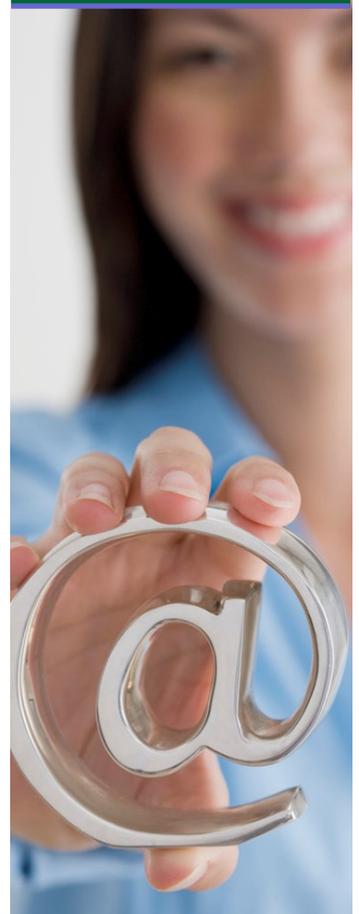
Technical Questions regarding using ProviderConnect can be directed to our EDI Help Desk at 888-247-9311 between 8 AM and 6 PM Eastern Time, Monday through Friday or by email at [e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com).

## PROVIDER DEMOGRAPHIC INFORMATION UPDATES

In December 2013, ValueOptions added a system enhancement to ProviderConnect, our secure provider portal, which allows providers to view their active service locations along with associated telephone and fax numbers, billing locations and tax IDs. Instead of having to fill out a form and fax it to ValueOptions, providers can now make and submit changes to their demographic information within ProviderConnect.

Further instructions are summarized in Section 18 of the [ProviderConnect User Guide](#). If you have specific ProviderConnect questions or concerns, you can also call the EDI Help Desk at 888.247.9311 8 a.m. to 6 p.m. ET.

*"To assist in this transition, we encourage providers if they haven't already done so, to register for ProviderConnect, our own secure and HIPAA-compliant platform for claim, authorization and credentialing transactions."*



## PROVIDERCONNECT DOWNTIME - MARCH 28TH THROUGH MARCH 30TH

ProviderConnect and MOS ProviderConnect will be unavailable the weekend of March 28, 2014 so that ValueOptions can perform scheduled updates to improve functionality of the applications.

We plan for these updates specifically on weekends so that there will be minimal impact on our providers' normal operations. For those providers impacted by this outage, we do apologize for any inconvenience you may experience during this time.

Specific system downtime timeframes are announced on the [ValueOptions Provider website](#) in the pop-up box. Please visit the ValueOptions provider page on a regular basis to check system availability. A schedule of our upcoming scheduled ProviderConnect system downtimes is included below.

## UPCOMING WEBINARS

### ProviderConnect Training:

- [Tuesday, February 11, 2014 3 p.m. - 4 p.m. ET](#)
- [Tuesday, March 11, 2014 3 p.m. - 4 p.m. ET](#)

### Introduction to On Track Outcomes:

- [Thursday, February 20, 2014 2 p.m. - 3 p.m. ET](#)

### Giving Value Back to the Provider Training:

- [Thursday, March 6, 2014 2 p.m. - 4 p.m.](#)
- [Friday, March 7, 2014 11 a.m. - 1 p.m.](#)

*"Please visit the ValueOptions provider page on a regular basis to check system availability."*

