AT&T Preferred Provider Network Training

June - September 2017
Objectives

- Provide AT&T overview
- Discuss Preferred Provider Network
  - Provider Benefits
  - Provider Requirements
  - Additional AT&T employee benefits
- Review ProviderConnect portal
- Share training opportunities through Relias
- Learn how to track outcomes with Tridium (formerly called Polaris)
- Provide contact information
- Offer time for Q&A
AT&T Overview
AT&T Inc. is an American multinational telecommunications corporation, headquartered at Whitacre Tower in downtown Dallas, Texas.

AT&T is the world’s largest communications company.

AT&T is the second largest provider of mobile telephone and the largest provider of fixed telephone in the United States, and also provides broadband subscription television services.

AT&T is the third-largest company in Texas (the largest non-oil company, behind only ExxonMobil and ConocoPhillips, and also the largest Dallas company).
AT&T

- The current AT&T reconstitutes much of the former Bell System and includes ten of the original 22 Bell Operating Companies, along with the original long distance division.

- In 2013, AT&T bought Cricket and in 2015 acquired DIRECTV, making AT&T the world’s largest pay TV provider.
Preferred Provider Network
Benefits & Requirements
Preferred Provider Network (PPN)

- The AT&T Preferred Provider Network (PPN) is designed to provide improved access for AT&T Members
- PPN providers are identified as engaging in activities that promote clinical effectiveness, member access to services, and member satisfaction
# Phase 1

## January 2017 PPN Areas

<table>
<thead>
<tr>
<th>MSA</th>
<th>Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA-1</td>
<td>Atlanta– Sandy Springs– Marietta, GA</td>
</tr>
<tr>
<td>MSA-2</td>
<td>Dallas, TX</td>
</tr>
<tr>
<td>MSA-3</td>
<td>Chicago– Naperville– Joliet, IL– IN– WI</td>
</tr>
<tr>
<td>MSA-4</td>
<td>Los Angeles– Long Beach– Santa Ana, CA</td>
</tr>
<tr>
<td>MSA-6</td>
<td>Houston– Sugar Lad– Baytown, TX</td>
</tr>
<tr>
<td>MSA-7</td>
<td>Miami– Fort Lauderdale– Pompano Beach, FL</td>
</tr>
<tr>
<td>MSA-8</td>
<td>San Antonio, TX</td>
</tr>
</tbody>
</table>
## Phase 2
### March 2017 PPN Areas

<table>
<thead>
<tr>
<th>MSA-9</th>
<th>Detroit-Warren-Livonia, MI</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA-10</td>
<td>San Francisco, Oakland, Freemont, CA</td>
</tr>
<tr>
<td>MSA-11</td>
<td>St. Louis, MO</td>
</tr>
<tr>
<td>MSA-12</td>
<td>Birmingham, AL</td>
</tr>
<tr>
<td>MSA-13</td>
<td>San Diego-Carlsbad-San Marcos, CA</td>
</tr>
<tr>
<td>MSA-14</td>
<td>Seattle-Tacoma-Bellevue, WA</td>
</tr>
<tr>
<td>MSA-15</td>
<td>Nashville, TN</td>
</tr>
</tbody>
</table>
# Phase 4
## September 2017 PPN Areas

<table>
<thead>
<tr>
<th>MSA</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA-16</td>
<td>Indianapolis, IN</td>
</tr>
<tr>
<td>MSA-17</td>
<td>Kansas City, MO</td>
</tr>
<tr>
<td>MSA-18</td>
<td>Milwaukee, WI</td>
</tr>
</tbody>
</table>
PPN Provider Benefits

- Providers who join the AT&T Preferred Provider Network enjoy a number of benefits including:

  • Opportunity for increased referrals
  • Free Online CEUs/CMEs
  • Opportunity for enhanced outcome tracking
  • Priority in Beacon’s rate increase process
PPN providers are expected to provide expedited appointment access to AT&T members:

- Employee Assistance Program (EAP) appointments within five (5) business days for EAP Providers
- Mental Health and Substance Use (MHSUD) appointments within five (5) business days for Mental Health and Substance Use Providers
- Flexible weekend and/or evening appointments are encouraged for all providers and are required for EAP providers
PPN Providers are expected to utilize evidence-based practices such as:

- Cognitive behavioral therapy
- Dialectical behavioral therapy
- Short-term problem resolution
- Medication-assisted therapy
- Community-based support
- Other evidence-based support as clinically appropriate
• PPN providers agree to participate in member outcomes monitoring
  • AT&T members are to complete a survey prior to each visit
  • PPN providers are expected to use the clinical and social information from that survey to advance the member’s treatment
Provider agrees to participate in an annual Provider Satisfaction survey.

- This can be done telephonically, online, or paper based.
Member Privacy

- Confidentiality is of the utmost importance

  • Providers should make every effort to stagger AT&T member appointments for privacy purposes
  • Ensure that members do not see each other while waiting for or leaving appointments
# AT&T Employee Benefits

## AT&T Work-Life Telephonic Services

1-800-873-4636

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Helps Employees With</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Care</td>
<td>Child care options (child care centers, family day care homes, in-home care), before and after school care, recreation, summer care</td>
</tr>
<tr>
<td>Prenatal</td>
<td>Prenatal exercise classes, birthing classes, hospitals, new parent classes</td>
</tr>
<tr>
<td>Academics</td>
<td>K-12 schools, tutoring, private schools</td>
</tr>
<tr>
<td>Adoption</td>
<td>Adoption agencies (international and domestic adoptions), foster care, understanding your options</td>
</tr>
<tr>
<td>Special Needs</td>
<td>Advocacy services, support services, care options, schooling</td>
</tr>
<tr>
<td>Adult Care</td>
<td>Caregiver support, adult care options (in-home care, assisted living, facility based care options), community programs, residential care, hospice, support groups</td>
</tr>
<tr>
<td>Adult Learning</td>
<td>Classes for seniors, continuing education</td>
</tr>
</tbody>
</table>
### AT&T Employee Benefits Continued

<table>
<thead>
<tr>
<th>Daily Needs</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o  Auto and Home Services: home improvement, auto repair,</td>
<td>home and car maintenance, etc.</td>
</tr>
<tr>
<td>o  Community resources: mortgage resources, utility companies, dry</td>
<td>cleaning services</td>
</tr>
<tr>
<td>cleaning services</td>
<td></td>
</tr>
<tr>
<td>o  Pet Care: veterinarians, pet sitters, boarding facilities, vaccination</td>
<td>clinics</td>
</tr>
<tr>
<td>clinics</td>
<td></td>
</tr>
<tr>
<td>o  Special Event: assistance in planning weddings, anniversary and</td>
<td>birthday parties, baby and wedding showers, etc.— finding florists, DJs, bands, reception venues</td>
</tr>
<tr>
<td>birthday parties, baby and wedding showers, etc.— finding florists,</td>
<td></td>
</tr>
<tr>
<td>DJs, bands, reception venues</td>
<td></td>
</tr>
<tr>
<td>o  Travel Services: assistance with travel needs— hotels, car rentals,</td>
<td>flights, area attractions and things to do</td>
</tr>
<tr>
<td>flights, area attractions and things to do</td>
<td></td>
</tr>
<tr>
<td>o  Moving and Relocation: housing options, movers, storage facilities</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legal</th>
<th>Three 30-minute consultations with a plan attorney for up to three legal topics per year</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Financial</th>
<th>Three 30-minute consultations with a financial counselor for budgeting, credit and debt management.</th>
</tr>
</thead>
</table>
Provider File Maintenance
Demographic Updates

- Review information on a regular basis to ensure member referral information is accurate

- Many changes can be made in real time in ProviderConnect

<table>
<thead>
<tr>
<th></th>
<th>Phone numbers</th>
<th>Fax numbers</th>
<th>Email addresses</th>
<th>Website URLs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing addresses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service addresses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foreign languages</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Tax ID update takes 3-5 business days for validation

- Also review and update CAQH for consistency

  If unable to update demographic information on ProviderConnect, reach out to your Regional Provider Relations team or our National Provider Service Line
Demographic Update Features

Welcome PETER TUMNUS. Thank you for using Beacon Health Options ProviderConnect.

YOUR MESSAGE CENTER (8 NEW) Message

Click on inbox to view your messages

WHAT DO YOU WANT TO DO TODAY?

- Link/Unlink Accounts
- Eligibility and Benefits
  - Find a Specific Member
  - Register a Member
- Enter or Review Authorization Requests
  - Enter an Authorization Request
  - Enter an Individual Plan
  - Enter a Special Program Application
  - Enter a Comprehensive Service Plan
  - Enter a Treatment Plan
  - Review an Authorization
  - Update Monthly Wage Information
  - View Clinical Drafts
- Enter or Review Claims
  - Enter a Claim
  - Enter EAP CAF
  - Review a Claim
  - View My Recent Provider Summary Vouchers
  - PaySpan
- Enter or Review Referrals
  - Enter a Referral
  - Review Referrals
- Enter Bed Tracking Information
  - Search Beds/Openings
  - View Clinical Drafts
- Enter Member Reminders
- Enter Case Management Referral
- Update Demographic Information

beacon
Demographic Update Features
ProviderConnect Resources

- ProviderConnect [Helpful Resources](#) and [Demo](#)
- [How-to video tutorials](#)
- Training
  - Webinars scheduled monthly or training as needed
    - Topics include: Authorizations, Claim Submission, Tips and Tricks
    - Registration available through links in the [Provider Newsletter](#) or online
  - Additional webinars may also be offered for particular contracts, so visit your appropriate Network Specific pages
Relias
Relias

- Free web-based training and development program
- Wide variety of online CEU courses including courses to support evidenced based practices.
- Providers take courses at their own pace.
- Contracted PPN providers will receive email instructions to register for access to Relias. Provider Relations staff will provide technical assistance with this process.
Tridiium
Contact Information
Contact Information

Customer Service
Monday through Friday, 9 a.m.-8 p.m. ET
Phone: 800-554-6701

EDI Helpdesk
Monday through Friday, 8 a.m.-6 p.m. ET
Phone: 888-247-9311
Email: e-supportservices@beaconhealthoptions.com

Provider Relations
Email: texasservicecenter@beaconhealthoptions.com

National Provider Service Line
Monday through Friday, 8 a.m.-8 p.m. ET
Phone: 800-397-1630
Thank you