



ValueOptions Provider Forum 2005



Overview

- Empire Plan
 - ValueOptions serving the Empire Plan since 1992
 - ValueOptions (administrator) and GHI (insurer)
 - Over 1 million covered members

Overview (continued)

- GHI-BMP
 - City of New York Employees
 - Community Rated Business
 - Federal Employees Health Benefits Program
 - Flex Select
 - Hotel Employees Restaurant Employees International Union (HEREIU)
- GHI Medicare Choice PPO
- GHI Family Health Plus PPO
- Transport Workers Union (TWU)

Overview (continued)

- New York Medicaid and HMO Accounts
 - ABC Health Plan
 - Affinity Health Plan
 - Community Premier Plus
 - Suffolk Health Plan
 - VidaCare
 - Atlantis Health Plan\HMO

Overview (continued)

- ValueOptions: New York City Center working in NY since 1994
- Provider network throughout NY including individual practitioners, groups, clinics and hospitals
- Over 1.5 million covered members

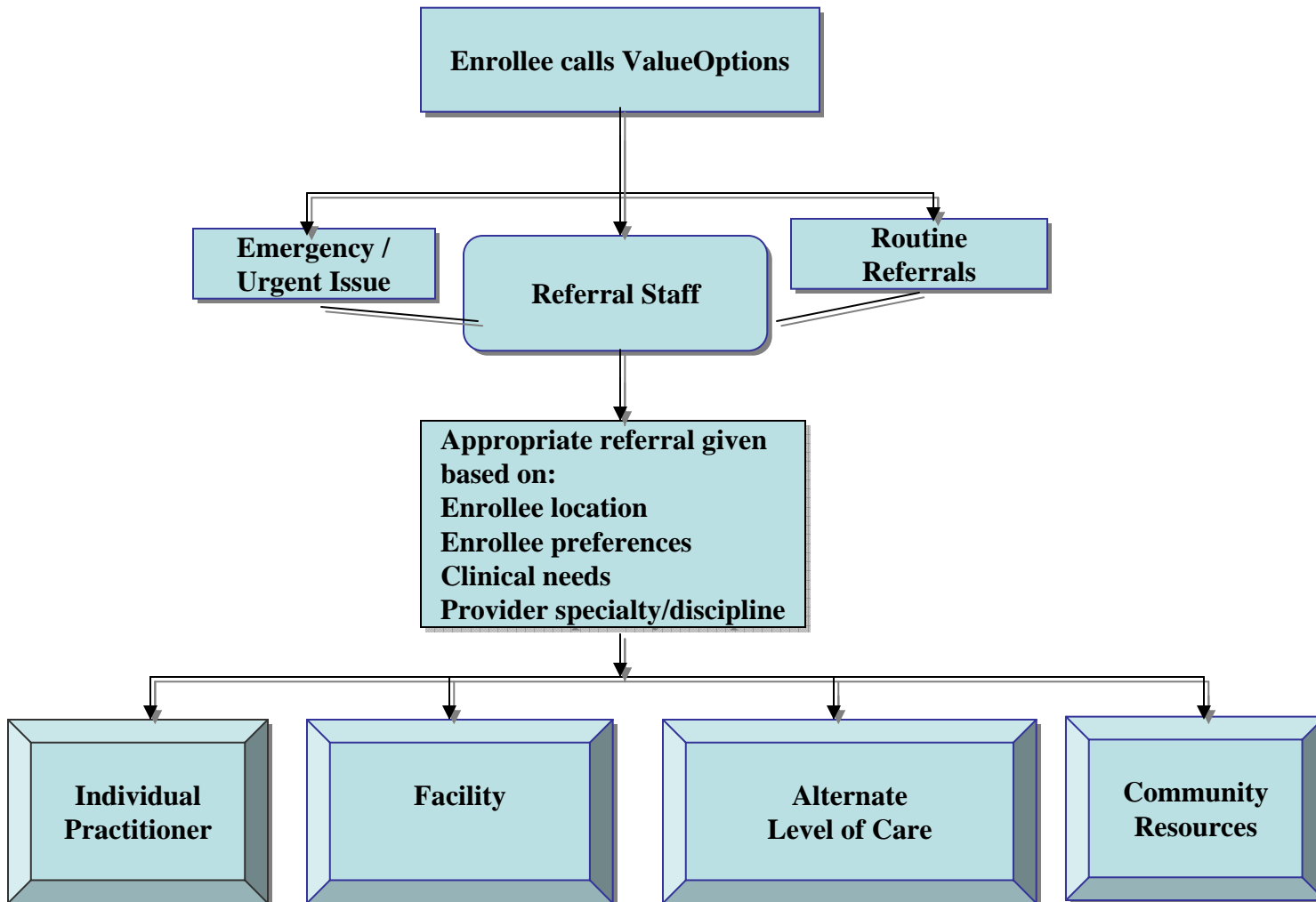


Clinical Operations

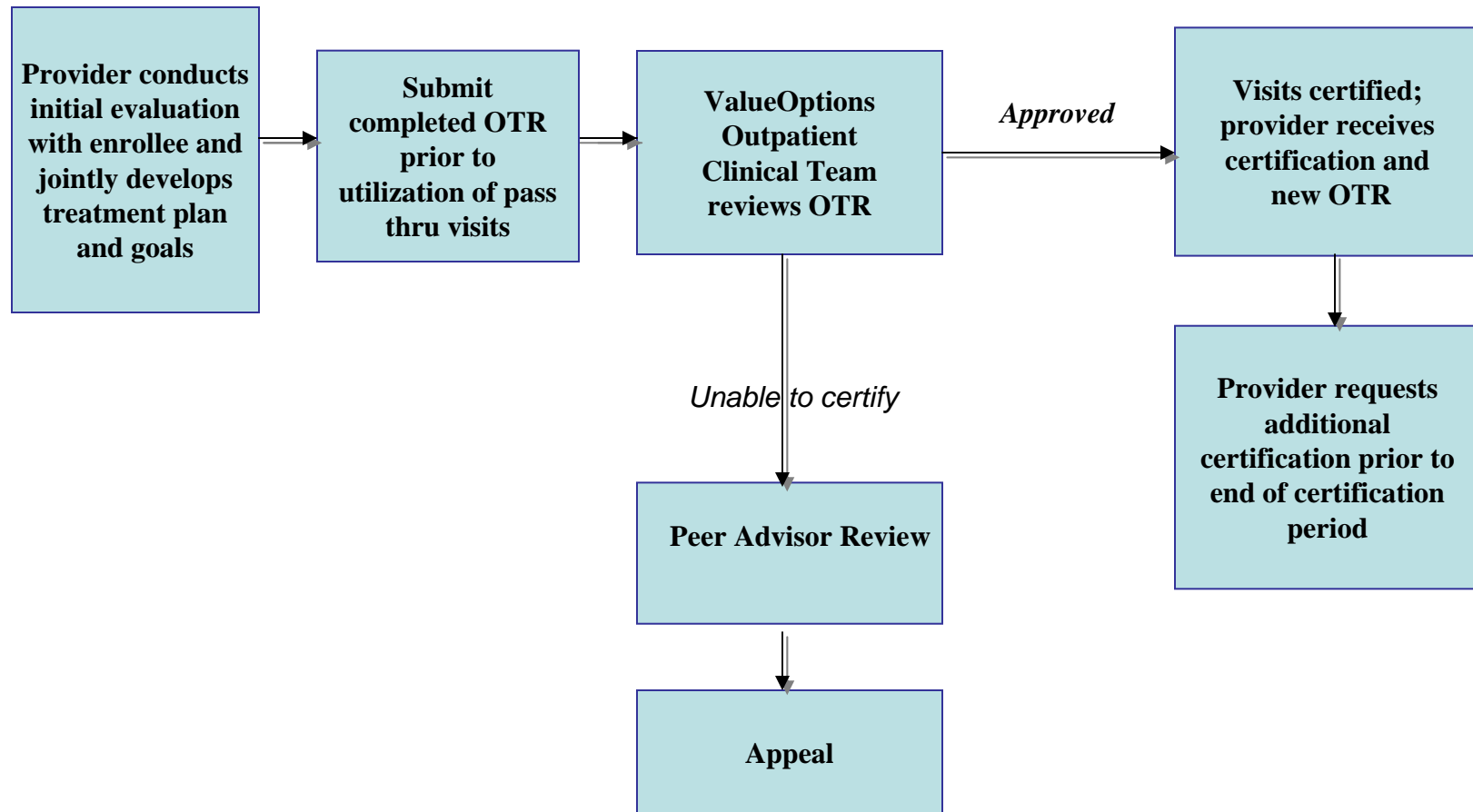
Partnering with you for patient care



Clinical Referral Line – Assessment and Referral

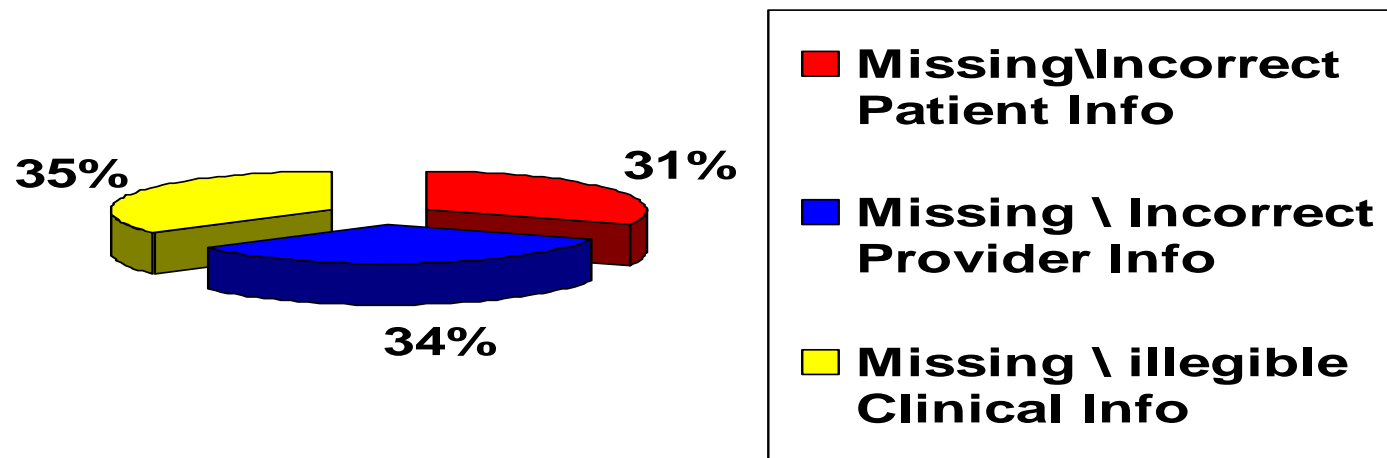


Outpatient Review



Speaking of the OTR . . .

Top Reasons an OTR cannot be processed



To avoid delays in OTR processing, please make sure to fully complete the OTR

Quality Management



Partnering with you to
deliver excellent care
and service



 **ValueOptions**

Treatment Quality Initiatives

- Improving Treatment Outcomes Through Goal Setting
 - Set well defined and concrete goals based on the problem
 - Involve your patients in the goal setting and evaluation process

Treatment Quality Initiatives ... (continued)

- Assisting Members with Ambulatory Follow-Up after Acute Inpatient Care
 - Important to patients long-term outcome
 - Follow-up occurs within 7 days of discharge
 - Services include an individual assessment by a licensed practitioner

Ambulatory Follow-Up Team (NYC only)

- Care Management team devoted to increasing rates of Ambulatory follow-up for members who were admitted to inpatient psychiatric facilities.
- The team's main responsibility is to help coordinate aftercare appointments within 7 days of discharge.

Ambulatory Follow-Up Team (NYC only) (continued)

- Coordination of care includes, but is not limited to, addressing obstacles to compliance, facilitating transportation, conducting outreach to members, and rescheduling appointments.

Treatment Records: Areas for Improvement

- Prominently identify relevant medical conditions
- Insure treatment plans are measurable and consistent with diagnosis
- Document coordination of care with PCP or the member's lack of consent
- Note past and present use of cigarettes, alcohol, prescribed, OTC and illicit drugs

Service Initiatives: Improving Appt Access

- Here is a quick review of ValueOptions access standards:
 - ➔ Urgent – 48 hours
 - ➔ Routine – 7 calendar days
- What can practitioners do to assist the member?
- Return member's phone call promptly... even if you do not have appointment availability



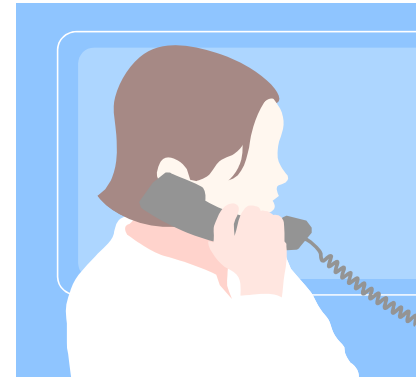
Service Initiatives: Improving Appt Access

(continued)

- Direct members back to the ValueOptions Clinical Referral Line if you are unable to meet the member's need

Remember, we are here 24 - 7

- Confirm your demographic information on file with ValueOptions (address, phone number, Network status)



Customer Service and Claims

Your guide to ValueOptions



 **ValueOptions**

Our Focus

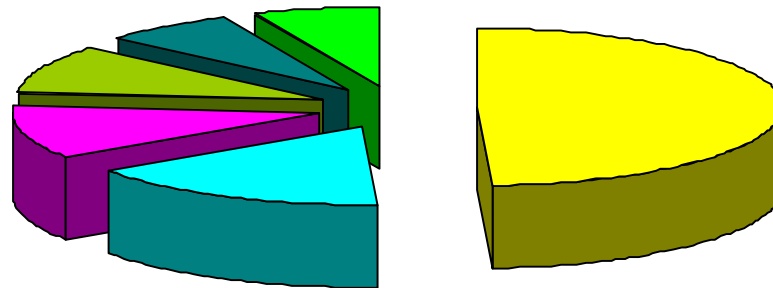
- Tips on Avoiding Administrative Claim Denials
- Electronic Claims – why it makes “cents” to use
- Easy information on the phone
- Website Information



Administrative Claim Denials

Top Reasons

- Service not authorized
- Duplicate claim
- Timely filing (March 31 deadline for Empire Plan only)
- Itemized bills required
- Copy of Medicare EOB necessary to process claim
- Submit this claim directly to the Medical Carrier

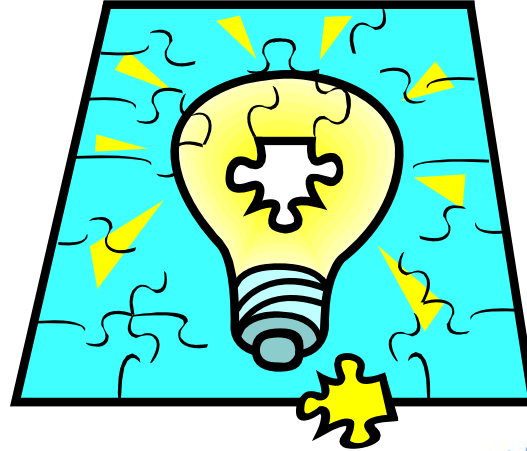


Key Facts

- Did you know...
 - Approximately 16% of claims are submitted electronically?
 - Approximately 37% of electronic claims auto adjudicate?
 - Approximately 93% of claims pay without a request for additional information?
 - Electronic claim questions/information is available from a specialist by calling 1-212-615-4EMC.

■ ■ ■ ■

What has ValueOptions Done to Make Things Easier for You?



 ValueOptions

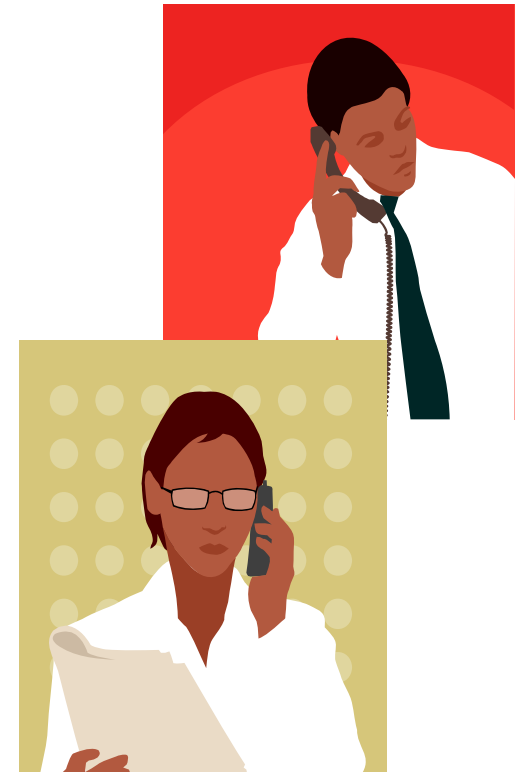
Elimination of Case Registration

- No more calling!
- No more claims denials for authorization on pass thru visits!
- ValueOptions will automatically process those visits. Just submit your claims.



Let Us Introduce TeleConnect ...

- Replacing our existing touch tone telephonic systems.
- Offers easy-to-navigate voice response self-service.
- The new system will give you 24/7 access to claims inquiries, eligibility and benefit inquiries - that is, the ability to retrieve information at your convenience.





Enter Search

>

You are here: **GHI Home**

myGHI

View up to date claims, eligibility, benefits, personal account information and more.

I am a...



GHI spotlight

Welcome to GHI's new Web site! Find out how easy it is to manage your healthcare transactions using myGHI — 24/7 — on your schedule, not ours. Simply use the menu on the left to login to myGHI.

>

With over 60,000 physicians and hospitals at your service, we'll help you find the one that's right for you.

>

Our plans are designed with your needs in mind. Click here to learn more about our wide range of offerings and how to select a plan.

Site Paths

>

- Login to myGHI to learn about your coverage, current claims status, eligibility, benefits, update personal information and more.

>

>

>

Health & Wellness

- [Understanding Depression](#)
Find out about depressive symptoms as well as options for treatment.
- [Breast Cancer: Early Detection, Screening and Risk Factors](#)
- [A Survivor's Story of Battling Breast Cancer](#)
- [Get Prepared for Flu Season](#)

News & Press

- [Important information regarding HIPAA privacy and transactions...](#)
- [GHI HMO Relocates to Accommodate Growing Membership](#)





Enter Search

You are here: [GHI Home](#) > [Providers](#) > Patient Medical Eligibility

Panther Dion

[LOGOUT](#)

Providers

[SUPPORT](#)

Provider Home

myGHI

[Print This Page](#)

[Forms](#)

[Medical Providers](#)

[Hospital Administrators](#)

[Dentists](#)

[Diagnosis Specific Programs](#)

Patient PPO Medical Eligibility

Name	Primary/Secondary	Date of Birth	Effective Date	Termination Date
	Primary	03/1956	01/01/85	
	Primary	10/1953	01/01/85	
	Primary	09/1978	TERMINATED	09/30/00
	Primary	10/1979	TERMINATED	10/31/01
	Primary	07/1981	TERMINATED	07/31/03

> [Check Hospital Eligibility](#)

> [Check Dental Eligibility](#)

- [My Claims](#)
- [Patient Benefits](#)
- [Patient Eligibility](#)
 - [Medical](#)
 - [Hospital](#)
 - [Dental](#)
- [Change PIN](#)
- [Message Center](#)
- [Dental Pre-Determination](#)
- [Enter Dental Claims](#)
- [Benefit Extension](#)



Enter Search **GO**

FIND A DOCTOR >

You are here: [GHI Home](#) > [Providers](#) > [My Claims](#) > Claim Details

Panther Dion

[LOGOUT](#)

Providers

[SUPPORT](#)

Provider Home

[Forms](#)

[Medical Providers](#)

[Hospital Administrators](#)

[Dentists](#)

[Diagnosis Specific Programs](#)

Pro

- [My Claims](#)
- [Patient Benefits](#)
- [Patient Eligibility](#)
- [Change PIN](#)
- [Message Center](#)
- [Dental Pre-Determination](#)
- [Enter Dental Claims](#)
- [Benefit Extension](#)

myGHI

[Print This Page](#)

My Claims

Claim Detail

Patient:

Claim Status: Completed: Payment Made According To Plan Provisions

Claim Number: EMH0819169

Settled Date: 10/09/03

Date of Service: 10/01/2003

Provider: North, Shore

Service	Visits	Billed	Allowance	Co-pay	Remarks
Venipuncture	1	\$20.00	\$2.00	\$0.00	
Lab: Tech Component	1	\$47.00	\$9.10	\$9.10	
Total:		\$67.00	\$11.10	\$9.10	

Total Billed:	\$67.00
Total Allowed:	\$11.10
Less Copay:	\$9.10
GHI Payment	\$2.00



Corporate Provider Relations



Your voice at ValueOptions...



Provider Relations

- Network participation
- Education and outreach on new provider initiatives
- On-line provider services
- Contact a Provider Relations Representative at:
 - Empire Plan : 1-800-235-3149
TroyRegion@valueoptions.com
 - New York City : 1-866-477-9741
NewYorkRegion@valueoptions.com

National Network Operations

- To update us on any changes, please call 1-800-397-1630 or visit us on line at www.valueoptions.com
- Credentialing/re-credentialing issues
- Application status updates



Provider Handbook

- Prepared as a guide to *ValueOptions*' policies and procedures for individual providers, affiliates, group practices, and facilities.
- Provides important information regarding the managed care features incorporated in the *ValueOptions*' provider contract; and also reflects the policies that are applicable to our “general” commercial product lines.

Provider Handbook (continued)

- Divided into the following sections:
 - **Administration**
Provider Responsibilities, Credentialing and Sanctions, Claims, Online Services, Referral, Quality Management, and Utilization
 - **Clinical Criteria**
 - **EAP Information**
 - **Treatment Guidelines**
 - **Forms**
 - **Glossary of Terms**
- We also made each section printer friendly for your convenience.

Corporate Provider Website

The screenshot shows a Microsoft Internet Explorer browser window displaying the ValueOptions corporate provider website. The browser's address bar shows the URL <http://valueoptionsdev/wss/>. The website features a search bar at the top right and a navigation menu with links for [About](#), [Services](#), [News](#), and [Careers](#). The main content area includes a featured article titled "In the Spotlight: A Workplace Strategy for Suicide Prevention" with a sub-headline "Reaching Out to Troubled Employees" and a sunburst graphic. To the right of this article is a photograph of four professionals in an office setting. Below the featured article are three buttons labeled "for providers", "for members", and "for clients". A "Recent News" section on the left lists three items: "ValueOptions Offers College Students Improved Quality of Life", "Schneider National Selects ValueOptions' EAP Services", and "ValueOptions' Achieve Solutions Web Site Wins eHealthcare Leadership Award". A larger text block on the right provides a company overview, stating that ValueOptions was founded in 1983 and serves Fortune 500 companies, national and regional health plans, and federal, state, and local governments. It emphasizes a commitment to excellence in clinical care and customer service, with the well-being of 23 million members as a top priority. The text also highlights the company's experience and expertise in managing behavioral health care, noting that dynamic and diverse solutions are essential for success. The footer of the website contains links for [Home](#), [Contacts](#), [Site Map](#), [Privacy Statement](#), and [Terms and Conditions](#). The browser's status bar at the bottom shows "Done" and "Local intranet".

Corporate Provider Relations Website

- **Company News:** Read the most recent news about our company.
- ***The Valued Provider:*** Access articles found in our provider newsletter. Read informative articles and learn about new initiatives underway at *ValueOptions*.
- **Educational Opportunities:** View educational articles and 2005 Provider Forums. eLearning under development.

Corporate Provider Relations Website (continued)

Forms: Current VO forms posted for your convenience to download and submit.

- Change of Address and W-9 forms:
Help us keep the information we have on file for you current by downloading, completing and sending these forms to us.
- Outpatient Treatment Reports and Medication Management Forms.



Thank you!

www.valueoptions.com

