



# **PROVIDER FORUM 2005**

VALUEOPTIONS

# OVERVIEW

- Capital District Physicians Health Plan
  - ValueOptions serving CDPHP since 1998
  - ValueOptions (administrator) and CDPHP (insurer)
  - 295,000 covered members

# OVERVIEW (continued)

- **CDPHP**

Employer Sponsored Group Health Plans:

- AvidCare (HMO)
- AdaptaCare (POS)
- AchievaCare (PPO/High Deductible PPO Product)
- AttentiCare (EPO)
- AsociaCare (ASO-CDPHN)
- Government Products (Medicare and Medicaid)

# 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)

- 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

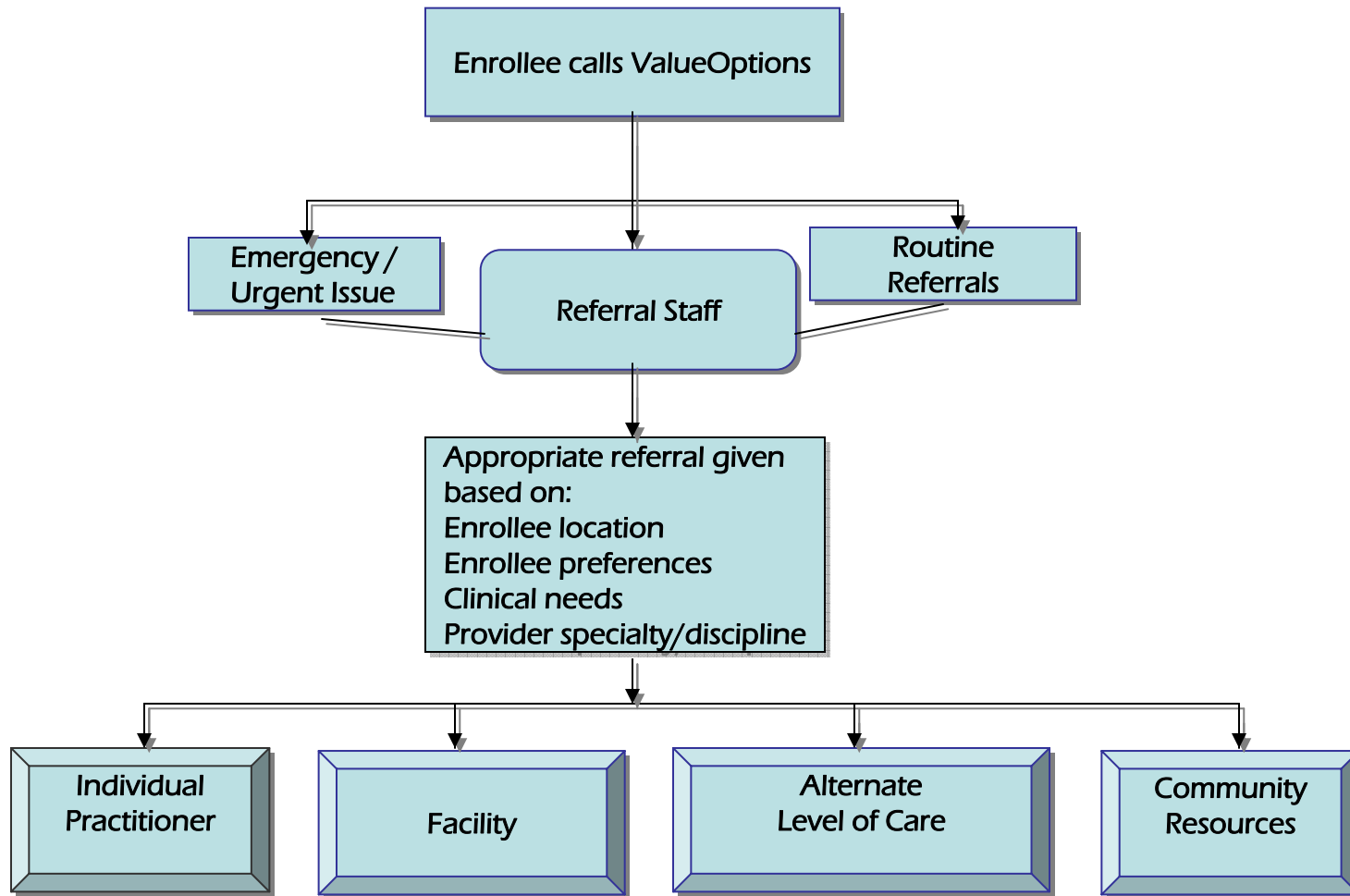


# Clinical Operations

*Partnering with you for patient care*

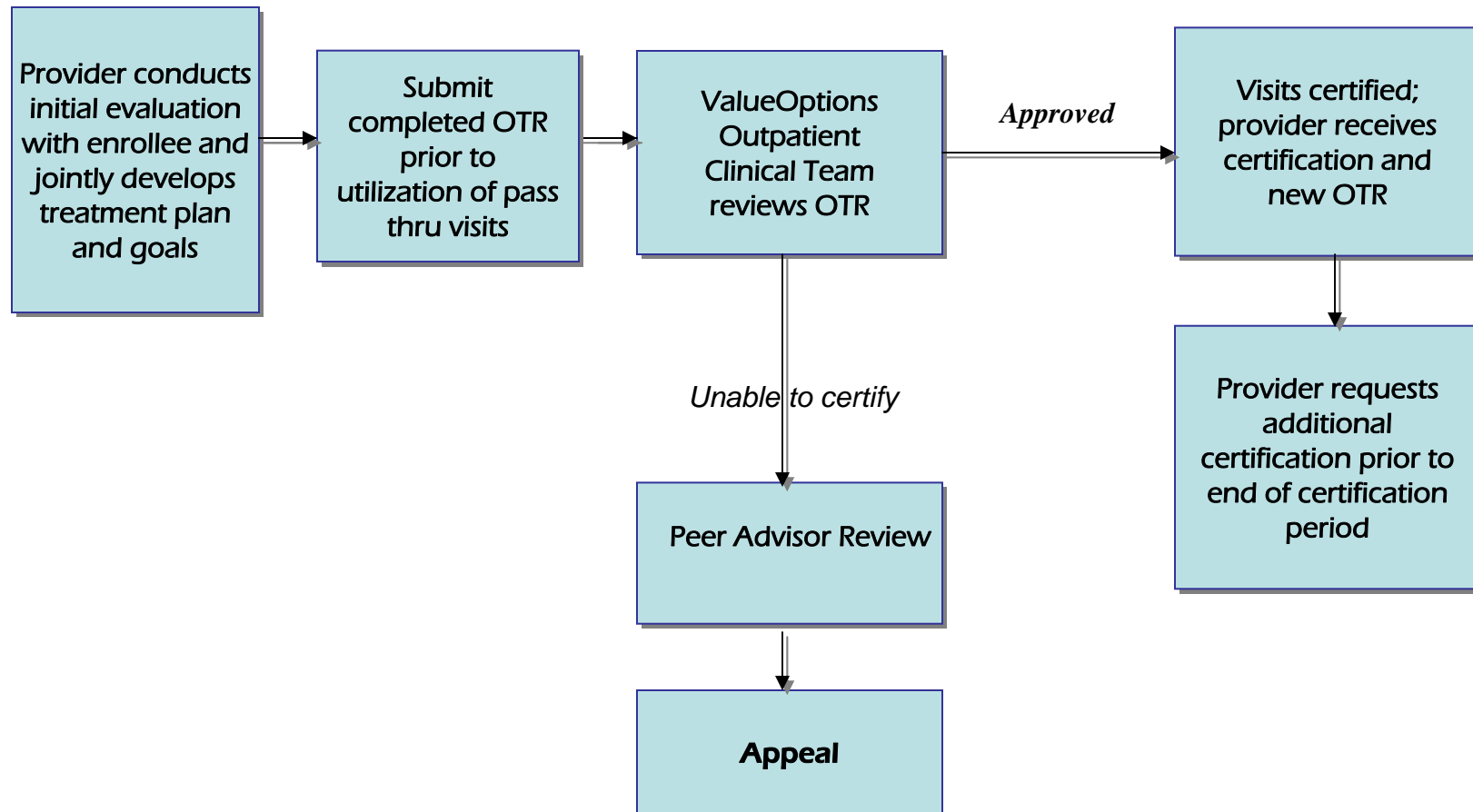
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# Clinical Referral Line – Assessment and Referral



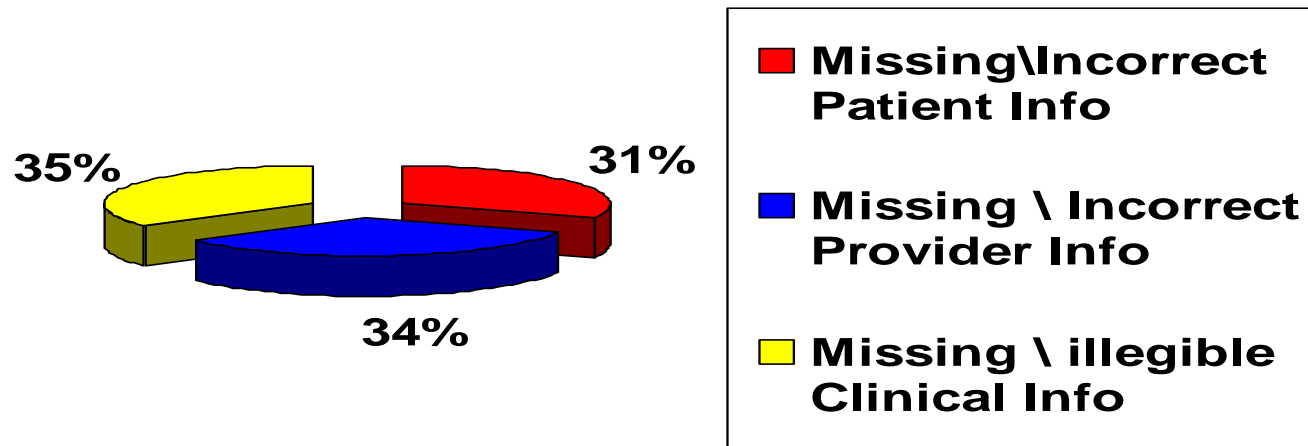


# Outpatient Review



# 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*



# Quality Management

- **Today's Highlights**

- Continuous Accreditation Readiness (URAC, NCQA)
- Clinical Quality Improvement Initiatives
- Service Quality Improvement Initiatives

# Treatment Quality Initiatives (continued)

- 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

# Clinical Quality Initiatives

- Assisting Members with Ambulatory Follow-Up after Acute Inpatient Care (HEDIS)
  - Important to patients' long-term outcome
  - Follow-up occurs within 7 days of discharge
  - Services include an individual assessment by a licensed practitioner
  - Monitored for all NE health plans, Empire and GHI-BMP

# Clinical Quality Initiatives (continued)

- NYC & CDPHP focused Ambulatory follow-up program for members who were admitted to inpatient psychiatric facilities.
  - Care Management Team helps coordinate aftercare appointments within 7 days of discharge. Activities include:
    - addressing obstacles to compliance,
    - facilitating transportation,
    - conducting outreach to members, and
    - rescheduling appointments.

# Clinical Quality Initiatives (continued)

- Other CDPHP QM Programs
  - Antidepressant Medication Management:  
*3 follow-up visits within the first 12 weeks*
  - Postpartum Depression Screening
  - ADHD Screening for 6 year olds

# Clinical Quality Initiatives (continued)

- Substance Abuse: Engagement in Treatment – *1<sup>st</sup> visit within 14 days after initial diagnosis and at least 2 within 30 days after 1<sup>st</sup> visit*
- Coordination of care between Behavioral Health and Primary Care Physicians

# Treatment Records: Areas for Improvement

- Identify relevant medical conditions prominently
- Insure treatment plan goals 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
- Adherence to Clinical Practice Guidelines
- The Treatment Record Review audit form can be found at [www.valueoptions.com](http://www.valueoptions.com) (in the Provider section under forms)

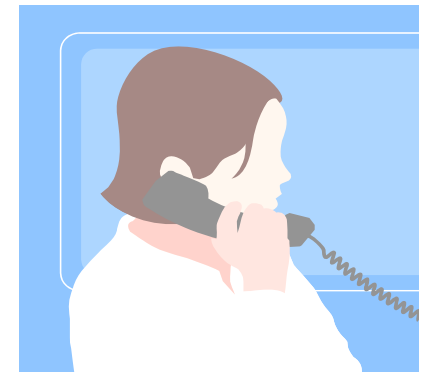
# Service Initiatives: Improving Appt Access

- Here is a quick review of ValueOptions access standards:
  - ➔ Emergency – immediately
  - ➔ Non-life threatening emergent – within 6 hours
  - ➔ Urgent – 48 hours
  - ➔ Routine – 7 calendar days



# Service Initiatives: Improving Appointment Access (continued)

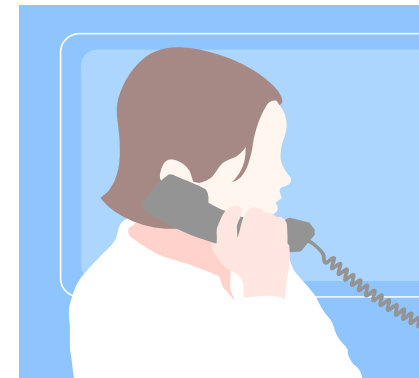
- What can practitioners do to assist the member?
- Return member's phone call promptly... even if you do not have appointment availability
- Leave clear instructions to members experiencing an emergency about accessing immediate assistance after hours (pager system, live answering service)



# Service Initiatives: Improving Appointment Access (continued)

- Direct members back to the ValueOptions Clinical Referral Line if you are unable to meet the member's need
- Confirm your demographic information on file with ValueOptions (address, phone number, Network status)

*Remember, we are here 24 - 7*





# Customer Service and Claims

*Your guide to ValueOptions*



# Our Focus

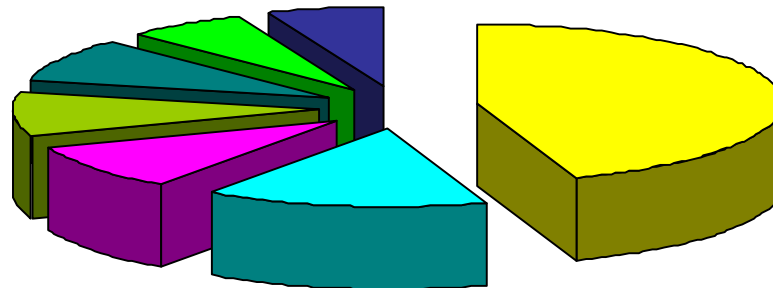
- Tips on Avoiding Administrative Claim Denials
- Electronic Claims – why it makes “cents” to use
- Easy information on the phone
- Website Information



# Administrative Claim Denials

## Top Reasons

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



# Key Facts

- **Did you know...**

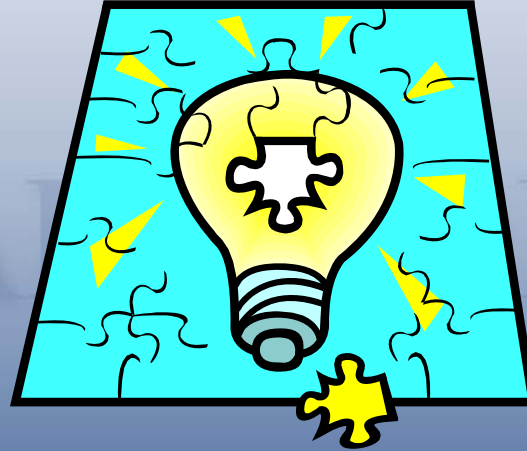
- Approximately 16% of claims are submitted electronically?
- Approximately 37% of electronic claims auto adjudicate?
- Approximately 93% of claims pay without a request for additional information?
- Electronic claim questions/information is available from a specialist

➡ Empire/BMP      1-212-615-4EMC

➡ CDPHP              1-888-247-9311



*What has ValueOptions Done to  
Make Things Easier for You?*



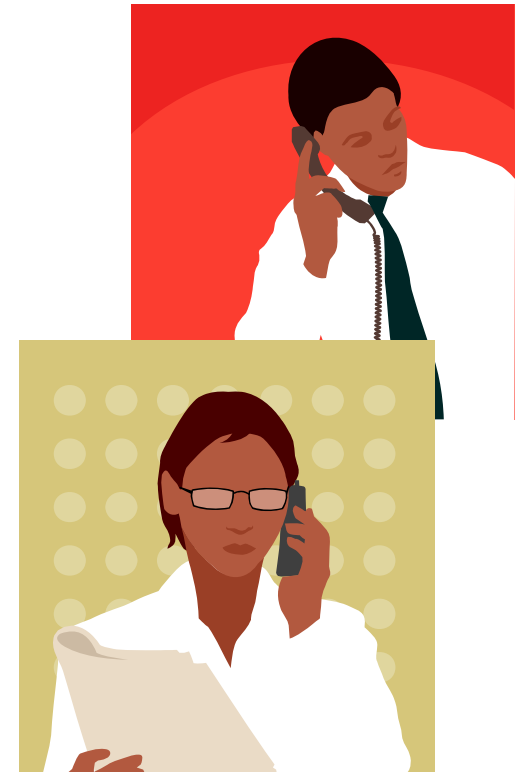
# Elimination of Case Registration

- No more calling!
- No more claims denials for authorization on pass-through 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, authorizations, eligibility and benefits.



# Let Us Introduce ProviderConnect

- ProviderConnect at [www.valueoptions.com](http://www.valueoptions.com)
  - Enhanced online claims submission, claims status, benefits, eligibility verification, and form requests





# Corporate Provider Relations

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*Your voice at  
ValueOptions...*

# National Network Operations

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



# 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  
EmpireRegion@valueoptions.com

New York City : 1-866-477-9741  
NewYorkRegion@valueoptions.com

Northeast : 1-800-322-4824  
NortheastRegion@valueoptions.com

# 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 Relations Web Site

- **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 Web Site

- **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!*

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