

Aftercare Follow Up

ValueOptions® believes follow-up care after hospitalization is critical to a successful treatment. We have created materials to help your patients understand aftercare importance, and to encourage them to keep appointments and take medications as directed.

Go [online](#) and check it out, along with Achieve Solutions®. At this site you will find additional articles on over 200 topics that can help you educate your patients.

Claims Corner

Please remember to list a single date and the corresponding unit of service on one line of the claim form. Listing multiple dates on a single line may delay payment.

Contact Us

Send your comments, ideas and suggestions for future editions of the *Provider eNews* to [Public Relations](#).

ValueOptions® Great Lakes Service Center Provider Patient Safety Survey

In an effort to evaluate and encourage network-wide patient safety practices, ValueOptions® conducted a survey of providers during the last quarter of 2007. The Great Lakes Service Center surveyed providers of inpatient, partial and residential levels of care in Michigan, Ohio, Indiana, Illinois, Wisconsin, Iowa, Minnesota and Kentucky. Several of the survey questions were adapted from the Joint Commission on the Accreditation of Healthcare Organizations' 2007 Behavioral Healthcare National Patient Safety Goals. Question categories related to discharge planning, medication management, coordination of care and organizational policies and procedures. Responses were received from approximately 40% of the providers surveyed. We are excited about the excellent response rate and thank all providers who have responded! A review of the survey data reveals that providers answered 'yes' more than 90% of the time for a majority of the questions.

[Click to view chart](#)

Each provider that responded to the survey received a copy of their individual responses and blinded regional aggregate results. We encouraged providers to compare their results with other providers as a means of identifying areas where improvement is needed. Please visit [ValueOptions.com](#) for more patient safety related information and resources.

Electronic Funds Transfer and PaySpan Health Information Now Online!

ValueOptions®, has begun implementing Electronic Fund Transfer (EFT), an enhanced payment and reconciliation system. We strongly encourage all Providers to register for EFT. These are just a few of the numerous benefits:

- Free for all providers
- No waiting for paper checks or vouchers to be printed and delivered
- Improved cash flow through automated payments
- Export data into your Practice Management or Patient Account System

We have provided an online PowerPoint training presentation for this new and exciting feature. In the coming weeks, please take some time to go online, review this material and sign-up! We believe that your participation in this exciting opportunity will enhance our rewarding partnership! ValueOptions® will continue to keep you informed regarding which accounts are available for reimbursement through PaySpan Health. To learn more, please [click here](#) or call our electronic billing hotline at (888) 247-9311.

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CATEGORY & QUESTION	Percent of Providers who answered "YES"
Discharge Planning and coordination of care	
A copy of the patient's narrative discharge summary is sent to the primary care provider	69.6%
Medication management	
Policy regarding the prescribing of multiple psychotropic medications to a person being treated for a behavioral health condition	58%
Requires medical record documentation of the rationale and justification for the prescribing of multiple psychotropic medications that are either within the same class or from different classes	57.8%
Information on computerized processes	
Use of a Computerized Physician Order Entry (CPOE) system	10.2%
Use of Electronic Medical Record (EMR) system	31.8%