

## Treatment Guidelines Update

ValueOptions® has reviewed the usage of the following American Psychiatric Association Treatment Practice (APA) Guidelines, and decided to continue utilizing and adopting the following:

- Acute Stress Disorder
- Assessing/Treating Suicidal Behavior
- Bipolar
- Treating Panic Disorder
- Treating Substance Use Disorders

## Provider FAQs:

Q: What transactions are available on the ValueOptions® ProviderConnect portal?

A: To learn more, please visit our Web site, [www.ValueOptions.com](http://www.ValueOptions.com) and select the “Providers” tab. Select “Try the Demo,” located under “ProviderConnect Log In” on the upper right-hand side of the screen.

## Submitting Provider Information Changes

Have you recently changed addresses, specialties, phone numbers, tax ID numbers or have doctors left your group? It’s important that ValueOptions® is notified as this information is used to process claims, send communications, and for our provider directories.

Changes can be entered using an online e-form (located at [www.valueoptions.com/providers/Forms/Administrative/Change\\_of\\_Address.pdf](http://www.valueoptions.com/providers/Forms/Administrative/Change_of_Address.pdf)) and faxed to 757-412-6425 or 757-412-6592, or sent to ValueOptions® c/o Practitioner Maintenance, P.O. Box 4080, Virginia Beach, VA 23454. Please note that a change of address requires an accompanying W-9 form, located at [www.ValueOptions.com.com](http://www.ValueOptions.com.com).

## ADHD, Eating Disorder and Depression Resources Available for NYS Empire Plan Members

To save time and notify patients of their availability, practitioners can use the new ADHD Identification and Management Program and Eating Disorder Management Program, as well as the updated Depression Identification and Management Program.

These programs are confidential, voluntary, free and easy for members to join. Participating providers may refer NYS Empire Plan patients to the program at the telephone number or Web address below.

The ADHD Identification and Management Program provides enhanced services for parents who think their child may have ADHD. These services includes a free and confidential ADHD rating tool parents can fill out online, by telephone or by mail, educational materials about ADHD symptoms and treatment, and assistance from our Clinical Referral Line in understanding the screening tool results or in finding ADHD specialists.

The screening tool and educational materials include the Vanderbilt ADHD Diagnostic Parent Rating Scale, tip sheets on understanding, treating and coordinating ADHD care, information on the legal rights to educational services when ADHD interferes with learning, the ADHD Parent Medical Guide (by AACAP), our workbook “ADHD: Your Guide and You,” our children’s activity materials and a resource guide for families.

The Eating Disorder Management Program offers enhanced case management services for high risk members who have a history of recent hospitalization and complex treatment needs. ValueOptions® care managers will authorize necessary services and facilitate coordination of care with other treating providers. Enrolled members will receive information about symptoms

and treatment, educational and supportive resources, and an eating attitude survey. The Depression Identification and Management Program provides enhanced services for adults experiencing depressive symptoms including screening, education, referral and care management. The services include depression screening, educational materials about depression and treatment, and assistance from our Clinical Referral Line to explain the screening tool results or find behavioral health specialists.

ValueOptions® has designed materials to educate, answer questions, and offer resources about depression and general mental health treatment. Members can request:

- “Keys to Recovering from Depression” workbook
- A brief, confidential depression screen
- Screening results be shared with designated provider
- The “Depression Series” tip sheets
- A referral to a behavioral health specialist

Providers can:

- Refer NYS Empire Plan members to any of the ValueOptions® programs listed above
- Use screening tools to track treatment response
- Use educational materials as a starting point when discussing treatment options with patients

To join, NYS Empire Plan members can call (877) 7-NYSHIP (877-769-7447) and select option 3, or visit [www.ValueOptions.com](http://www.ValueOptions.com). Practitioners with questions can call the Empire Plan Service Center program lines at (800) 446-3995, ext. 223009 (ADHD), ext. 223010 (Eating Disorder) or ext. 222889 (Depression).

## *Electronic Funds Transfer & PaySpan Health Information Now Online!*

### Get paid faster with this FREE service

ValueOptions® has begun implementing Electronic Fund Transfer (EFT), an enhanced payment and reconciliation system.

Just a few of the numerous benefits include:

- Free for all providers
- No wait time for paper checks or paper vouchers to be printed and delivered
- Improved cash flow through automated payments
- Ability to 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 go to [http://www.valueoptions.com/providers/Files/ppt/PaySpan\\_General\\_Training\\_Information.ppt](http://www.valueoptions.com/providers/Files/ppt/PaySpan_General_Training_Information.ppt) or call our electronic billing hotline at (888) 247-9311.

## *Contact Us*

Please send your comments, ideas and suggestions for future editions of *Provider eNews* to [PRelations@ValueOptions.com](mailto:PRelations@ValueOptions.com).