

Provider eNews

ValueOptions® Secure E-mail/E-mail Encryption Just Got Easier for Providers!

ValueOptions® recognizes the importance of maintaining e-mail security. We are committed to ensuring that our company and providers are in compliance with the HIPAA Security Rule, by helping our providers to maintain private information responsibly. Effective June 6, ValueOptions® replaced Sigaba, our current e-mail encryption solution, with industry leader ZixCorp. ZixCorp E-mail Encryption Service offers many advantages to make e-mail security easier for you!



All e-mails previously sent by Sigaba Secure Mail **will not be available after June 30, 2009**. Please take the appropriate action in accordance with your own HIPAA security policies to retain the encrypted e-mails and attachments.

What is changing?

E-mails containing confidential data between ValueOptions® and providers are now encrypted using ZixCorp. When you receive secure e-mail from ValueOptions®, you will be asked to click on a link in the e-mail, which will connect you to our secure message center. From this site, you will register a private password to retrieve and reply to our secure messages. If you or your organization is already a ZixCorp customer, the e-mail will automatically be decrypted with an alert message noting the e-mail was securely transmitted.

How can I learn more about ZixCorp?

To learn more about our new e-mail encryption system, copy and paste this link into your Web browser: userawareness.zixcorp.com/sites/index.php?b=eabcbd038422a0d6fb96a77269e4f1e3&type=1&p=2

ZixCorp is the leader in e-mail encryption services. We strongly feel their product will provide a reliable and user friendly solution for our providers. If you have any questions concerning ValueOptions® secure e-mail solution, please contact your current ValueOptions® representative. ZixCorp support is also available to assist with any questions you may have on this service by e-mailing support@zixcorp.com directly.

ValueOptions® Wins Rebid for Commonwealth of Virginia

ValueOptions® will continue to serve most of the Virginia as the primary behavioral health and EAP vendor for COVA Care and The Local Choice members under a new contract beginning July 1, 2009. The new contract includes benefit changes for the COVA Care Plan including:

- Outpatient co-pay changing from \$35 to a non-medical co-pay of \$25 (licensed professionals with master's or Ph.D. degree) or medical co-pay of \$40 (psychiatrist)
- Deductible increasing to \$225 for member only and \$450 for member plus one/family
- Outpatient psychological testing coinsurance increases to 20% after deductible
- Outpatient facility services (including outpatient detoxification, 23 hour bed, intensive outpatient program (IOP) and emergency room visit) increasing co-pay of \$125 per stay

The Commonwealth of Virginia is introducing a pilot program in the Hampton Roads area. Beginning July 1, approximately 8,500 state employees within the following zip codes will be transitioning to Optima Health under a new contract for behavioral health and EAP services with the COVA Connect Program:

Chesapeake: 23320-23328
Hampton: 23630, 23651, 23661, 23663-23670, 23681
Norfolk: 23501-23515, 23517-23521, 23523, 23529, 23541, 23551
Poquoson: 23662
Portsmouth: 3701-23705, 23707-23709
Suffolk: 23432-23439
Virginia Beach: 23450-23467, 23471, 23479

You may contact Optima Health at 866-846-COVA (2682) or 757-687-6350.

Provider Reminder: ReferralConnect "Feedback" Button Allows Changes

ValueOptions® offers an online provider directory, ReferralConnect, that can be accessed by members, providers or care managers. The directory is linked to our information system which houses the provider file. When changes are made to the provider file, the change is reflected in near real time within ReferralConnect.

ValueOptions® ensures providers have options to update their info through ReferralConnect. It also offers a "feedback" button that allows the user to provide immediate comments about changes needed (i.e., address, phone number). If you have any questions regarding ReferralConnect, contact the ValueOptions® provider line: 800-397-1630.

92,000 GHI PPO/EPO Group Members Converting to Emblem Health

On July 1, 2009, some GHI PPO/EPO health plan members will convert to EmblemHealth's PPO/EPO health plans (underwritten by GHI). Practitioners who are currently participating with GHI's PPO/EPO national network are automatically participating in the EmblemHealth PPO/EPO national network, and may continue to see these newly converted patients.

ValueOptions® is Going Green! Phasing out Mailing of Provider Summary Vouchers (PSVs)

ValueOptions® is going Green! Effective July 1, 2009, ValueOptions® will begin to phase out the mailing of Provider Summary Vouchers (PSVs).

Thank you to those that have already signed up for electronic funds payment at PaySpan Health www.payspanhealth.com and/or at ProviderConnect through www.valueoptions.com to receive electronic notices and payments.

We urge those providers who have not already to please sign up in order to access PSVs electronically through PaySpan and/or to get electronic payments directly into your accounts.

What's New: The 2009 Provider Handbook is Now Online!

ValueOptions® has posted the 2009 Provider Handbook. There is a PDF version for you to download and a user-friendly Flash version which is easy to navigate.

Please copy and paste the following URL into your Internet browser which will take you to our Provider Handbook page:
<http://valueoptions.com/providers/Handbook.htm>.

If you have any questions about navigating to the handbook on our Web site, please e-mail us at PRelations@ValueOptions.com.

