

Provider eNews

The Benefits of Electronic Claims Submission

Submitting claims electronically is not only safe, but also faster, less costly, and easy. Here are some of the many benefits for submitting electronically:

- **Secure data exchange.** All claim transactions adhere to HIPAA requirements, and personal health insurance info is well protected.
- **Faster turnaround time.** Claims submitted electronically are typically processed within one business day, and payments are often made within one week.
- **Easy submission.** The only requirement for electronic submission is a computer with Internet access, along with a user ID and password of your choice. Use either our batch application or submit directly through our Web site; both are free of charge to our participating providers.

ValueOptions® will accept any HIPAA compliant claims file, whether created from your own practice management system, submitted on your behalf by a chosen vendor, or developed from our free program, eClaims Link For Windows. For those seeking the simplest approach, sign up for Direct Claims Submission (DCS). DCS is the easiest way to submit claims to ValueOptions®, by enabling providers to enter claims directly into the our processing system without using special software. This application is accessed via ProviderConnect at www.ValueOptions.com. DCS expedites claim payments because the majority are approved without processor intervention, and as a result, finalize faster than claims submitted using other methods.



How do I sign-up for DCS?

Just complete the Account Request Form: <http://www.valueoptions.com/providers/Adminforms.htm> and click on "Online Services Account Request Form." Fax the completed form to 866-698-6032. You can request separate user IDs and passwords for each person in your office, and will receive an e-mail within three business days with this information. Once you have your user ID and password, you can immediately start to submit claims via DCS!

How do I use DCS?

Using DCS is just as easy, if not easier, as completing a paper claim. Sign onto ProviderConnect with your personalized user ID and password. On the home page you will see an option to "Enter a Claim." When selected, it automatically links you to a claim entry screen where you simply choose your service address and enter standard claim data: Member ID, date of birth, date of service, service code, modifier codes, charge amount, place of service, units and diagnosis code 1. After you select "Submit," a summary screen will display, providing the claim number. We recommend that you retain this claim number or print the screen for your records. It is as simple as that!

If you wish to discuss DCS or any of our other electronic claims submission options, please call one of our specially trained EDI Help Desk representatives at 1-888-247-9311, from 8:00 a.m. - 6:00 p.m. Eastern Standard Time.

OnTrack Outcomes Program IMPROVING CARE, DEMONSTRATING VALUE

ValueOptions® is excited to introduce *OnTrack* Outcomes to our national network. *OnTrack* Outcomes is designed to support clinicians providing psychotherapy and EAP counseling services to our commercial membership.

OnTrack gives clinicians valuable tools to track client progress relative to benchmarks, identify clients at risk for poor outcomes, and demonstrate the impact of their services. *OnTrack* helps clinicians better listen to the client with a brief client-completed assessment and online reports. Research has demonstrated the power of this type of routine feedback to improve patient outcomes. Participation in *OnTrack* will not only give providers valuable clinical info, but also helps them qualify for the ValueOptions® ValueSelectSM designation.

Visit <http://www.psychoutcomes.org/ValueOptions> to learn more and register. Questions? E-mail: OnTrackOutcomes@valueoptions.com.

Comprehensive Suicide Risk Assessment: Reducing the Risk of Suicides

By Andrea Bradford, M.D., ValueOptions® North Carolina Medical Director

In a recent online survey of 102 inpatient psychiatric facilities in the nationwide ValueOptions® network, organizations reported the use of validated suicide risk assessments. The results were as follows:

- 64% screened for suicide risk on admission, but most did not use validated tools
- 45% reported using a tool to assess risk on discharge

A suicide risk assessment should include a clinical formulation of all of the risk factors predictive of a completed suicide for all psychiatric inpatients at admission, as well as any point of significant clinical change during hospitalization and at discharge. Suicides occur at a higher rate during hospitalization, and within the two week thereafter.

ValueOptions® has made the Comprehensive Suicide Risk Assessment for Prevention form available for all providers and practitioners. This form includes one easy-to-use assessment tool with space for the clinical documentation of both level of risk and recommended interventions for modifiable risk factors. This tool should be used to assess and reassess suicide risk whenever there is any suspicion that risk may be present. Providers/practitioners may access the form here: <http://valueoptions.com/providers/Network.htm> then click on North Carolina Service Center State and Local Government or by calling 800-719-603. Additional materials such as patient education booklets are also available.

Major Depressive Disorder Provider Profile Survey: NC Service Center

The ValueOptions® North Carolina service center, commercial division surveyed 537 Commonwealth of Virginia non-medical practitioners who had seen at least one ValueOptions® member with moderate to severe depression during 2008. The purpose of the survey was to explore the relationship of non-medical and medical providers in the treatment of major depressive disorder. To read more about the results of this survey, please visit:

<http://valueoptions.com/providers/Network.htm> then click on North Carolina Service Center State and Local Government.

Provider Summary Vouchers Now Online

As of April 27, 2009, Provider Summary Vouchers (PSV) are available on ProviderConnect. If you have not yet signed up for ProviderConnect, go to <http://www.valueoptions.com/pclogin>.

Electronic contact with ValueOptions® will soon be consolidated on ProviderConnect, so please sign-up today. You can currently access your electronic PSVs and sign-up for Electronic Funds Transfer (EFT) at <http://www.payspanhealth.com>.

PROVIDER ALERT New ValueOptions® NetOps Address

Please send any change of address forms to:

ValueOptions, Inc.
P.O. Box 41055
Norfolk, VA 23541

Change of Address Forms and W-9 forms can also be submitted to ValueOptions® via fax number 757-459-7529.

Contact Us

Do you want your voice to be heard? We value our providers opinions. Please send your comments, ideas and suggestions for upcoming editions of *Provider eNews* to PRelations@ValueOptions.com.