

Provider eNews

Here to Help™ Program: Supporting Members Receiving Suboxone® Treatment

As a ValueOptions® provider you have probably treated a member who has suffered from, or was impacted by opioid dependence. As you are aware, men and women of all ages, ethnic groups and educational levels can become dependent on opiates. Opioid dependence is a chronic disease caused by complex and long-term changes in the structure and functioning of the brain. Sadly, fear of the stigma associated with treatment keeps many people from seeking help.



Suboxone® (buprenorphine HCl/naloxone HCl dihydrate sublingual tablets) is the first opioid medication approved by the FDA, under the Drug Treatment Act of 2000, for the treatment of opioid dependence in an office-based setting.

Suboxone® can be dispensed for take-home use. The primary active ingredient in Suboxone® is buprenorphine, which has been used to treat more than 1 million opioid-dependent patients worldwide since its introduction.

Reckitt Benckiser, the maker of Suboxone®, would like to invite providers to enroll their patients receiving Suboxone® in ***Here to Help™***, a FREE support program that is designed to promote treatment success and enhance the services you provide. *Here to Help™* is not only a resource for your clients, it is also a program that assists clinicians in providing quality patient care.

What is the *Here to Help™* Program and how will it help me as a provider?

- Help keep Suboxone® (buprenorphine HCl/naloxone HCl dihydrate sublingual tablets) (CIII) patients motivated and committed to their treatment goals through personalized contact with a live Care Coach during the first 12 weeks of treatment
- Emphasize the importance of counseling and provide a locator service to help patients in your area connect to counselors like you
- Improve the quality of time you spend with clients by helping them get general questions about their Suboxone® treatment answered outside of the office
- Help clients prepare for discussions about their goals, action plans, and their progress with you and their physicians
- Assistance in finding a physician certified to prescribe SUBOXONE
- Provide a comprehensive educational Web site dedicated to opioid dependence treatment information
- Provide patients with weekly e-mail support through the first 26 weeks of their treatment

Please go to <http://heretohelpprogram.com/> in order to learn more about the ***Here to Help™*** Program and how to enroll as a provider.

ON TRACK OUTCOMES PROGRAM CLIENT-CENTERED OUTCOMES INFORMED CARE

Several months ago, ValueOptions® introduced *On Track* Outcomes to our national network. The *On Track* Outcomes program, designed to support clinicians provide psychotherapy and EAP counseling services to our commercial membership, gives clinicians valuable tools to track client progress relative to benchmarks, to identify clients at risk for poor outcomes, and to demonstrate the impact of their services. *On Track* is based upon a brief client-completed assessment and online reports.

Early *On Track* results provide strong evidence of the highly effective services delivered by our network of outstanding clinicians. Hundreds of participating providers are now on the fast-track to becoming “outcomes-informed clinicians.” *In response to requests from many of these clinicians, On Track can now also be used with clients who are not ValueOptions® members.*

To get started with *On Track*, we suggest reviewing the self-guided online presentation available at: <https://psychoutcomes.org/bin/view/ValueOptions/TrainingSlides>. You can also attend a live introductory teleconference on October 13. All the information you need to attend this upcoming session is provided below:

Introduction to ValueOptions® On Track Outcomes

Tuesday, October 13 11:00 - 12:00 AM EDT
Webinar ID: 931-596-746

The toll-free phone number for this session is: 877-785-0477, Access Code: 6417542
(Please dial into calls 5 minutes before the starting time)

To join the live presentation during the session, simply go to <http://www.joinwebinar.com> and enter the session “Webinar ID.”

You can also learn about *On Track* and register for the program by simply visiting the *On Track* web site at www.psychoutcomes.org/ValueOptions. If you have any questions about the *On Track* program, please send an email to OnTrackOutcomes@valueoptions.com and we will respond promptly.

EAP Corner: Can I fill out Disability and FMLA Paperwork?

It is not unusual for an employee seeking an approved leave from work to request that the EAP counselor fill out workplace paperwork such as FMLA or Disability forms. While being supportive of employees who need to be away from the workplace in order to participate in intensive treatment is appropriate, EAP affiliates are generally not the clinicians who fill out workplace paperwork unless requested to do so by the ValueOptions® EAP Care Manager.

Absence from the workplace to participate in treatment presupposes that the participant is engaged in ongoing treatment which is delivered by a clinician through MHSA benefits, and not through the EAP. Disability and FMLA forms need to be completed by the treating clinician, the provider with whom they are establishing a longer treatment relationship than the EAP brief counseling or assessment process provides. For this reason, we ask that EAP affiliates not complete workplace paperwork unless requested to do so by the ValueOptions® Care Manager who has made the initial referral.

For further information, please review the EAP affiliate handbook located on the Provider section of <http://ValueOptions.com/> or consult an EAP Care Manager at the toll-free number listed on your authorization letter.

ValueSelectSM Program Improvements

In 2008 ValueOptions[®] recognized the clinical quality, accessibility and expertise of over 4,000 network providers through its ValueSelectSM designation. This year, over 2,000 additional providers are being added to ValueSelectSM based on new program criteria. Providers who qualified under the earlier criteria will retain their designation until the spring of 2010, when the new standards will be fully implemented.

The new criteria recognize providers for engaging in activities that promote clinical effectiveness, member access to services, member satisfaction, and administrative efficiency. The new criteria are also flexible. Providers qualify based on meeting two core standards, as well as engaging in one or more ValueSelectSM qualifying activities. These activities are listed in the table below. The ValueSelectSM criteria no longer include requirements related to additional ORF submissions.

New ValueSelectSM Criteria

To be eligible for ValueSelect, a provider must meet these two criteria:

- **Accessibility:** Seeing five or more ValueOptions[®] members in the past 12 months
- **Administrative efficiency:** using the ValueOptions[®] ProviderConnect portal within the past 12 months

Plus engage in one or more of the following ValueSelectSM activities

- Participate in the *On Track Outcomes Program*
- Submit non-EAP claims electronically
- Have clients complete ValueOptions[®] Patient Treatment Survey
- Have a CEAP credential

Providers being added to ValueSelectSM in 2009 met both the core criteria and the minimum standards for at least one of the ValueSelectSM activities. The next eligibility review will be conducted in April 2010. Further expansion of the list of eligible ValueSelectSM activities is planned for 2010 so stay tuned for updates.

Benefits of the ValueSelectSM Designation

ValueSelectSM providers are eligible for a number of valuable benefits, including opportunities for increased referrals, free CEU/CMEs, training discounts, and access to AchieveSolutions, a ValueOptions[®] award-winning Web site that offers valuable mental health resources, assessment tools and articles that may be shared with clients.

Provider Reminders: Checking Benefits in 2010 and Notice of Provider Handbook Update

Checking Benefits 2010:

This is an important reminder for all providers to please check benefits for the period beginning January 1, 2010.

Provider Handbook Update:

The updated Chapter "Participating Provider Responsibilities" in the section "Time-Based Codes" the word "duration" has been removed. The section now reads as follows:

Time-Based Codes

When billing for CPT codes that include timed services in the code description (e.g. 90804; 90805; 90806; 90807; & 90808), the actual time spent must clearly be documented within the member's record. This time should be documented indicating a session's start and stop times (9:00 -9:50).



Contact Us: Please send your comments, ideas and suggestions for upcoming editions of Provider eNews to PRelations@ValueOptions.com.