

# Provider eNews

## Windows Internet Explorer Version 8.0 Users

Providers who use Internet Explorer version 8.0 may have some difficulties when using ProviderConnect. Providers either receive an error message or some of the drop-down boxes do not appear.

If you are using Internet Explorer 8, and have experienced these errors you can follow the steps below:

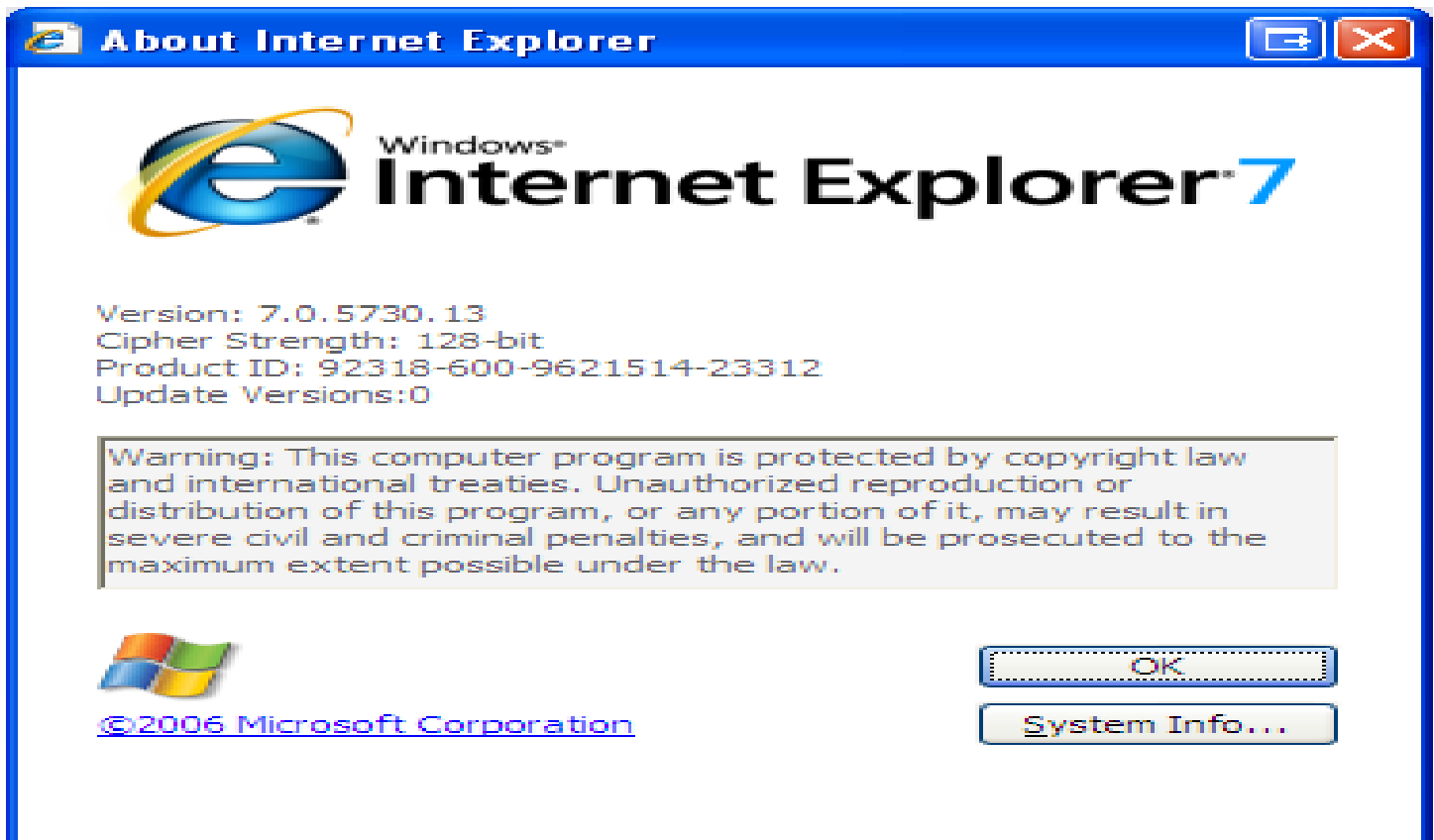
- Click on the “Tools” menu at the top of your browser
- Click on “Compatibility View Settings”
- Type in: [valueoptions.com](http://valueoptions.com), and click the “Add” button
- Click the “Close” button

If you are using Internet Explorer 6 or 7, you should be able to continue using our Web site as usual. If you upgrade to Internet Explorer 8, please follow the above instructions.

You can visit the following Web site for more information.

<http://blogs.msdn.com/ie/archive/2008/08/27/introducing-compatibility-view.aspx>

Providers who do not know what version of **Internet Explorer** they have can select Help, then About Internet Explorer. The example below shows a computer with Internet Explorer version 7.0.



## CONNECTING TO *ON TRACK* OUTCOMES WITH PROVIDERCONNECT

Becoming an outcomes-informed clinician just got a lot easier. The *On Track* Outcomes Program is now accessible through ProviderConnect. Network clinicians who log in to ProviderConnect can simply click on the *On Track* program link under “Clinical Support Tools” to access the *On Track* Outcomes tools. First-time users of *On Track* will be asked to confirm certain information before being connected to the program, which is hosted by a ValueOptions® business partner, the Center for Clinical Informatics.

The *On Track* Outcomes Program is a valuable clinical support tool and an important part of the ValueOptions® clinical program. *On Track* is designed to support clinicians as they help clients stay “on track” in achieving their goals.

*On Track* Outcomes gives clinicians the ability to:

- Compare their clients’ clinical progress to external norms
- Better identify potential clinical risks
- Track their overall clinical outcomes

*On Track* is based on the completion of a brief questionnaire, the Client Feedback Form (CFF), by the client during the course of receiving services. The program is intended for use with clients receiving EAP counseling and commercially-insured psychotherapy services. *On Track* can even be used with non-ValueOptions® clients.

To learn more about *On Track*, visit our Web page at:

<http://www.valueoptions.com/providers/News/OnTrack.htm>

We encourage network clinicians to attend one of the regularly scheduled *On Track* introductory teleconferences.

Providers who encounter any difficulty in connecting to *On Track* through ProviderConnect can send an email to [OnTrackOutcomes@valueoptions.com](mailto:OnTrackOutcomes@valueoptions.com) for assistance. In particular, group practices with multiple clinicians or locations should contact ValueOptions® for assistance in getting started with *On Track* Outcomes.

### *RR Donnelley & Sons* selects ValueOptions® to facilitate a Life and Wellness Resource Center and Employee Assistance Program Services!

Beginning January 2010, RR Donnelley & Sons will implement an innovative Life Manager resource portal as well as traditional Employee Assistance Program and Work-Life services for plan participants and eligible dependents through ValueOptions®.

The program will be known as **RRDConnect** - My Life and Wellness Resources. The program will be managed from ValueOptions® North Carolina Service Center. RRD has plan members in the Chicago Metro area, Lancaster, PA; Crawfordsville, IN; Glasgow, KY and other locations throughout IN, IL, and OH.

Providers may contact ValueOptions® with questions about **RRDConnect** as of January 1, 2010 by calling **877-883-0396**.



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

## PROVIDER NEWS ALERT!

### Important Information Regarding Screen Actors Guild – Producers Health Plan (SAG) Mental Health and Substance Abuse Benefits

Effective January 1, 2010 the mental health and substance abuse outpatient benefits for the participants in the Screen Actors Guild – Producers Health Plan (SAG) will have a slight modification. A \$250 annual deductible will be applied to individual outpatient services. This is the only modification to the benefits. The outpatient mental health and substance abuse co-payments will remain the same.

For more detailed information about the benefit change, please call: The ValueOptions Customer Service toll free number at **1-866-277-5383**. Please note that outpatient and inpatient mental health & substance abuse services for the Screen Actors Guild – Producers Health Plan (SAG) require pre-certification. Providers can verify eligibility and pre-certify treatment by calling ValueOptions Customer Service at **1-866-277-5383** or by utilizing ProviderConnect on-line services made available to all ValueOptions participating network providers.

### *ValueOptions is going “Green”*

Provider on-line services are now available! Use ProviderConnect to verify benefits & eligibility, request outpatient & inpatient authorizations, update your provider profile, review & submit claims, obtain a copy of your provider summary voucher (PSV), and so much more.

Visit <http://valueoptions.com/providers/Providers.htm> to log in or register for ProviderConnect.

## ValueOptions® Expands Contract with General Motors!

Effective January 1, 2010, General Motors has expanded their contract with ValueOptions® to administer the mental health and substance abuse benefits for all members who elect Blue Cross Blue Shield as their medical carrier. Additionally, General Motors has contracted with ValueOptions® and its associated treatment providers to develop and maintain a comprehensive provider network. ValueOptions® will also process claims for behavioral health services and provide customer service support for all dates of service effective 01/01/2010 and forward.

If you are currently seeing or have seen GM members in the past, ValueOptions® will be sending a packet of information to you, along with a Webinar invitation for the “Getting Connected with ValueOptions®.” We look forward to your attendance. If you have any questions please contact the number on the back of the General Motors member’s identification card or you may call 800.235.2302.