

# Provider eNews

## VALUEOPTIONS® CONTINUES TO GO GREEN IN 2010 BEGINNING MAY 1, 2010, VALUEOPTIONS® WILL NO LONGER BE MAILING AUTHORIZATION LETTERS

ValueOptions® Green<sup>SM</sup> continues into 2010! Beginning May 1, 2010, ValueOptions® will no longer be mailing paper authorization letters for most of our commercial providers. Notices of new authorizations and authorization letters will be available on the ValueOptions' online provider portal, ProviderConnect.

### *Frequently Asked Questions:*

- 1. What are the benefits of electronic authorization letters?**  
Natural resources are conserved and providers are able to access authorization letters anytime with a secure Internet browser. Providers may access authorizations within 24-48 hours of a decision instead of waiting days for the mail. Lastly, providers may save the electronic image of the letter instead of printing, and letters will not get lost in the mail.
- 2. How will I know when I have a new authorization letter?**  
An icon will appear on the ProviderConnect home page indicating that new authorization letters are available.
- 3. How do I access the letters?**  
Click on the link on the ProviderConnect home page to go to links to new authorization letters. Print the letters or save them to your computer.
- 4. Will I still be able to search and access authorizations and submit requests via ProviderConnect as I have in the past?**  
Yes, all of the previous features of ProviderConnect will continue.
- 5. Will all of my review determination notifications be electronic?**  
No, only approval letters are electronic. Adverse determination letters and return of incomplete requests will continue to be sent to providers via US Mail.
- 6. Can I choose to receive authorization letters via the mail? Can I opt out of this program?**  
No, authorization letters will be available online or via fax-back. Letters will no longer be mailed.
- 7. What if I am an EAP provider?**  
EAP authorization letters will continue to be sent via USPS mail.



### *How to sign up for ProviderConnect:*

We urge providers to register now for ProviderConnect at:

<http://www.valueoptions.com/providers/Providers.htm> and become familiar with the online provider tool. With ProviderConnect you can view and print all of your authorization letters.

### *How to register for Webinars:*

A series of Webinars will be available in April 2010 to educate providers about this new feature. The invitation with Webinar registration instructions is posted on the News section of the provider website: [www.valueoptions.com/providers/ProNews.htm](http://www.valueoptions.com/providers/ProNews.htm)

### *Dates and times of Webinars:*

April 20, 2010 10-11:30 AM Eastern time  
April 27, 2010 12-1:30 PM Eastern time  
April 28, 2010 3-4:30 PM Eastern time

## CONCIERGECONNECT IS NOW AVAILABLE

ValueOptions® is proud to announce the availability of ConciergeConnect. ConciergeConnect is a program designed to enhance the follow-up care of members. By using ConciergeConnect, providers can request an automatic phone call reminder of an upcoming appointment for their members. The program is strictly voluntary and members must agree to receive an automated reminder message at a time of their choosing. Members who choose to receive calls will receive an automated reminder call for their outpatient follow-up appointment. Members will provide their best contact number and time zone so ValueOptions® can assure that the member receives the ConciergeConnect reminder. ValueOptions® Staff can also indicate whether a member wishes to receive the reminder calls during any inpatient discharge, routine follow up or Intensive Case Management (ICM) contact.

The ConciergeConnect functionality appears on several screens throughout ProviderConnect. The ValueOptions® ProviderConnect demo will be updated soon and will provide a demo of ConciergeConnect. Again, you can access the ProviderConnect demo by going to the Provider home page:  
<http://www.valueoptions.com/providers/Providers.htm>

Please also note, ValueOptions® will be using the ConciergeConnect telephone technology to alert providers about upcoming events, training opportunities and Credentialing reminders. With this, ValueOptions® hopes to keep our provider community aware of all that is up and coming.

## UPCOMING INTRODUCTION TO ON TRACK WEBINARS

Providers who are participating in the **On Track** outcomes program, and those providers who are interested in learning more about this program, are encouraged to attend one of the upcoming introductory teleconferences. Registration is not required to attend the Introductory Training session.

The following are the dates, times and Webinar IDs (needed to join the Webinars) for the Introductory Teleconferences.

- **Dial 1-877-785-0477, Access Code 6417542, to join the call for any of these sessions.**
- Download the training slides prior to the introductory session: <https://psychoutcomes.org/bin/view/ValueOptions/TrainingSlides>
- **View the live presentation for each introductory session at [www.joinwebinar.com](http://www.joinwebinar.com)**

Date	Time	Webinar ID
Tuesday, April 20	1:00 - 2:00 PM EST	986-232-579

## What IS NEW FOR VALUESELECT<sup>SM</sup> PROVIDERS?

### ESSENTIAL LEARNING

**Are you a ValueSelect<sup>SM</sup> provider interested in earning continuing education credits to fulfill an upcoming licensure renewal?** If so, you can fulfill your continuing education requirements at Essential Learning. You should have already received your Essential Learning welcome letter and learner manual back in the Summer of 2009. As a reminder, in order to get started and signed in, you need to follow the Essential Learning link after signing into ProviderConnect. The Essential Learning link is on the left hand side of the ProviderConnect home page. Once you click on the link, it will bring you to the Essential Learning sign-in page. Enter your user name and your password to get started.

**If you are not a ValueSelect provider and are interested in taking courses for FREE, you can!** You can join the Essential Learning program at no charge by becoming a ValueOptions® ValueSelect<sup>SM</sup> Provider. Visit the following URL to learn more about how to become a ValueSelect<sup>SM</sup> Provider:  
[http://www.valueoptions.com/providers/spotlight/VSP\\_Newsletter\\_Oct2009.pdf](http://www.valueoptions.com/providers/spotlight/VSP_Newsletter_Oct2009.pdf)



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

# Provider Alerts

## PROVIDER TESTIMONIALS AND COMPLIMENTS

- ***“I would just like to say that I appreciate your site very much. It's user friendly! I wish other sites were as easy to use as this one. You should give lessons to other companies! I felt like I needed to let you know this, so thank you again for all the work that goes on behind the scenes!”*** - Provider feedback about the ValueOptions® Provider Website
- ***“I came across your e-mail after Hurricane Ike. I just wanted to say that ValueOptions® has one of the best Provider Relations Departments I've come across. Your e-mail is just an example of a professional and humane attitude towards your providers. Making things easy for providers is a real skill. I know you are a large company, but your ability to make providers feel individualized is very impressive. Although it's been months since the storm, people in the area are still struggling every day with the aftermath. I'm not sure if this is standard procedure, or if you did this personally for all your providers, but even after all this time, I still got a very nice feeling reading the sentiments expressed by ValueOptions®. Thank you!”*** -Provider feedback after receiving an email from ValueOptions®
- ***“I just wanted to thank you for the presentation. You assembled an outstanding team for the Webinar. I found the information accurate, concise and timely. I look forward to future seminars, and a smooth transition to ValueOptions®.”*** - Provider feedback after a ValueOptions® Provider Webinar
- ***“I thought the article on mental health parity in the newsletter was very good. As always, I appreciate your assistance.”*** - Provider feedback about the Provider eNewsletter
- ***“I just thought I'd let you know how impressed I've been with the ValueOptions® Provider Relations staff. I needed to call a couple of times as I got up to speed on how this system now works and have been treated professionally and respectfully and have been able to get through in a timely manner.”*** - Provider feedback about the ValueOptions® Provider Relations staff

## SPECIAL INVESTIGATION UNIT (SIU) AUDITS: EXAMPLES OF THE MOST COMMON MISTAKES/ERRORS

Participating providers should review the ValueOptions® handbook routinely to ensure they are current on billing requirements and in compliance with treatment records standards and appropriate billing practices. Being aware of these requirements and/or standards will prevent the following common mistakes found during an SIU audit.

- Start/Stop times (i.e. length of session)
- Insufficient and/or no documentation
- DOS documented does not match the DOS billed
- Incorrect Coding
- Documentation does not support the number of units billed.



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