

Provider eNews

ValueOptions® Introduces *CEQuick*: A New Online Training Portal for Providers

As a busy professional it is hard to find the time and the money to invest in your professional development and earn continuing education credit. ValueOptions® has partnered with *CEQuick* which provides you affordable, relevant and research-informed online courses created by content experts. *CEQuick* is a convenient way to earn continuing education credit through engaging courses that provide concise, comprehensive information that will help you acquire new skills and learn about current research. Take courses at your own pace, any time of the day or night -- whenever you have the time.

At *CEQuick.com* you can:

- Earn continuing education credits anytime without the travel expense or hassle. Choose courses developed from top industry conference workshops.
- Take affordable courses on behavioral health, addiction, child welfare and developmental disability, mental health recovery, suicide prevention and many more topics for approximately \$10 a credit hour or better yet choose our \$99 CE-Select Package.
- Access courses that are approved for national and state-specific continuing education credits. National accreditations include American Psychological Association*, Association of Social Work Boards, National Board of Certified Counselors, National Association of Alcohol and Drug Abuse Counselors and Arizona Nurses' Association/American Nurses Credentialing Center.
- Print out your credit certificate immediately upon completion of a course. A valuable benefit if you're facing an imminent license-renewal deadline.



As a ValueOptions® network provider, you could receive a 10% discount on all of the training courses offered through *CEQuick*. To receive the discount, you just need to be a registered user of ProviderConnect or become a registered user of ProviderConnect. After you sign into ProviderConnect, the 10% discount code will be located under the "News & Alert" heading on your ProviderConnect home page. You can access the ProviderConnect login page by visiting the following Web site: <http://www.valueoptions.com/providers/Providers.htm>

It's easy to get started! For more details or to get started, go to the following URL:

<http://www.cequick.com/myeln/valueoptions/default.asp>

Once you have entered the *CEQuick* site above, you are able to do the following:

- Browse courses by selecting an accreditation and subject area on the left of the screen.
- Select the \$99 All-Access Package.
- Place the courses you want in your shopping cart then check-out to make your purchase.
- Take courses at your convenience and as soon as you pass the test (with a score of 80% or higher) and complete the course evaluation print your credit certificate.

If you enjoy taking these courses and are interested in taking courses for FREE, you can! *CEQUICK* is a service of Essential Learning. You can join the Essential Learning program at no charge by becoming a ValueOptions® ValueSelectsm Provider. Visit the following URL to learn more about how to become a ValueSelectsm Provider:

http://www.valueoptions.com/providers/spotlight/VSP_Newsletter_Oct2009.pdf

For more information please call the Provider Line at (800)397-1630 or email us at prelations@valueoptions.com

Federally Required Fraud and Abuse Training

All organizations and individuals that contract directly or indirectly with the Federal government, including Health Plans with Medicare networks and their contracted provider networks under ValueOptions®, are subject to the fraud and abuse laws. These laws require completion of an annual training on fraud, waste and abuse for ValueOptions® providers who participate in Medicare plans.

Watch for details in an upcoming newsletter on these requirements for ValueOptions® providers.

REMINDER: Mental Health Parity and Addiction Equity Act Is Now In Effect

On January 1, 2010, the Mental Health Parity and Addiction Equity Act of 2008 went into effect. As a reminder, the act aligns mental health/substance abuse (MHSA) benefits and medical/surgical benefits for group health plans with more than 50 employees. The Parity Act may cause changes in benefits for many of our customers. It is critical for providers to check with their patients for any services provided early in the year on the new benefits: co-pays, co-insurances and other key benefits may have changed as a result of the new plan year. We have been working with our customers throughout 2009 on making the changes according to their existing plans. They can contact ValueOptions® for any clarification on benefit modifications related to parity for members that they are seeing.

ValueOptions® is here to support your transition and continued success in the new era of parity. For more information, please contact our Provider Relations department at 800-397-1630.

North Carolina Service Center Quality Improvement Activities

Improving Ambulatory Follow-up Rates After Inpatient Hospitalization

Discharge planning is a critical aspect of a hospital stay. Evidence supports that careful discharge planning can significantly improve patient outcome. An ambulatory follow-up visit with a behavioral health specialist within 7 days after discharge is necessary to ensure that gains made during hospitalization are not lost. Patient reinforcement and education through follow-up care serves the critical function of promoting progress towards treatment goals such as successful transition to the home or work environment and medication compliance.

The clinical staff of the North Carolina Service Center works with facilities to ensure that follow up appointments are set up prior to discharge and service center staff may outreach to either practitioner or enrollee to assist with obtaining a timely follow up appointment.

Increasing Member Satisfaction by Improving Customer Service Response

The North Carolina Service Center management recognizes the importance that enrollees place on their telephone experiences when evaluating overall enrollee satisfaction. Customer Service can be the front door and only reflection of ValueOptions®. Member satisfaction data is continually analyzed on key areas such as ease of reaching a representative, obtaining needed information on the first call, and accuracy of information. Results of the analysis are used to identify opportunities for improvement.

If you have any questions, comments or suggestions regarding our quality initiatives please e-mail carrie.turner@valueoptions.com or call **866-719-6032**.

Provider Alerts

Upcoming Webinar: February 26, 2010
"Improving Outcomes in Opiate Addiction in the Outpatient Setting"

Speaker:

Thomas Kosten MD, JH Waggoner Chair and Professor of Psychiatry, Pharmacology and Neuroscience, Baylor College of Medicine, Houston, TX.

Target Audience:

Target audience is primary care physicians, psychiatrists, psychologists and social workers.

Objective:

This activity will discuss appropriate use of pharmacologic treatment, as well as the role of incorporating behavioral health care for office-based opioid addiction practices. The goal is for practitioners to incorporate best-practice guidelines for the treatment of substance use disorders in the outpatient setting.

Continuing Education Credit Information:

CME Credit (Physicians): This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of CME Outfitters, LLC, ValueOptions, and American Health Resources, Inc. CME Outfitters, LLC designates this educational activity for a maximum of 1.0 *AMA PRA Category 1 Credits*.

CEP Credit (Psychologists): CME Outfitters is approved by the American Psychological Association to offer continuing education for psychologists. CME Outfitters maintains responsibility for the program. The course provides 1.0 hours of credit.

NASW Credit (Social Workers): CME Outfitters (NASW provider #886407722) has submitted a CE approval application for this program to the National Association of Social Workers for 1.0 contact hour, formal approval pending.

Registration Information :

Invitations and details can be found on our Web site:

<http://www.valueoptions.com/providers/ProNews.htm>

If you have any questions, contact Provider Relations at 800-397-1630.

ValueOptions® Continues to Go Green!

Phasing out the Mailing of Paper Authorization Letters

ValueOptions® GreenSM continues into 2010! Beginning February 1, 2010, ValueOptions® will phase out the mailing of paper authorization letters. Notices of new authorizations, and the letters themselves, will be available on the ValueOptions' online provider portal, 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.

A series of Webinars will be available in early 2010 to educate providers about this new feature.

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.



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