

Provider eNews

ONLINE RECREDENTIALING APPLICATIONS NOW AVAILABLE ON PROVIDERCONNECT

The ValueOptions® Greensm Program has now expanded to include online recredentialing. As part of our ongoing goal to eliminate paper and save you, our valued providers, time and money, we are pleased to provide you with an option to review and submit your recredentialing information online via ProviderConnectsm.

In accordance with the credentialing standards of the National Committee for Quality Assurance (NCQA), it is ValueOptions® policy to recredential providers on a tri-annual basis. This helps us measure the quality of health care and services we provide to our members as well as the quality of information we maintain about the practitioners in our network.

Several months prior to your recredentialing due date, you will receive a call from ValueOptions® notifying you that your recredentialing application is available for your review and submission. To access your recredentialing application online, you can log into ProviderConnect using your ID and password at <http://www.valueoptions.com/providers/Providers.htm>. For information concerning how to use ProviderConnect, please refer to the ProviderConnect Users Guide. It is available by clicking on the ProviderConnect Helpful Resources link on the ValueOptions® provider home page or by calling our EDI Help Desk at 888-247-9311.



Once you have logged into ProviderConnect, select **Provider Data Sheet** on the left hand menu, review all of the information and make any necessary changes or additions. After you have completed the entire application, including the Provider Profile questions, please electronically sign and date the attestation and submit it for review by the ValueOptions® Credentialing staff. **Please Note:** When you have completed the electronic signature, you must click on **Submit** to successfully complete and submit your online application.

In addition to the completed application, ValueOptions® requires the following supporting documents to be submitted at the time of your recredentialing: Current Professional Liability Face Sheet, Current State License/Certification, Current DEA Certificate and/or State Controlled Dangerous Substance (CDS) Registration or RX# (if applicable), and Proof of Board Certification (if applicable). These supporting documents must be submitted along with your application. You may upload and attach the documents to your application in ProviderConnect or you may fax/mail the documents to: ValueOptions®, Attn: Credentialing Supporting Documents, by Fax at 866-612-7795, or by mail at P.O. Box 41055, Norfolk, VA 23541.

If you do not wish to access your application via ProviderConnect, please contact the National Provider Line at 800-397-1630 between 8 am to 5 pm (EDT), Monday through Friday, to request a copy to be faxed or mailed to you. **It is important that you complete your recredentialing application within 30 days of notification to avoid any interruption in your network participation status.**

"GIVING VALUE BACK TO THE PROVIDER" WEBINAR SERIES

ValueOptions® is proud to announce the return of our "Giving Value Back to the Provider" Webinars. The educational Webinar series is offered to our providers twice a quarter. The presentations will introduce and discuss our new and exciting initiatives for you, the provider.

What information will the Webinar include?

- Overview of ValueOptions®
- Credentialing and Contracting Information
- Overview of Clinical Operations and Initiatives
- ProviderConnect Overview
- And much more!

Who should attend the Webinar?

All providers affiliated with ValueOptions® are invited to attend.

Upcoming Dates and Times of Webinars:

Date	Time
June 17, 2010	2:00 - 4:00 PM EDT
June 18, 2010	11:00 AM - 1:00 PM EDT
September 16, 2010	2:00 - 4:00 PM EDT
September 17, 2010	11:00 AM - 1:00 PM EDT

How to Register for the Webinars:

Go to http://www.valueoptions.com/providers/Files/pdfs/Giving_Value_Back_Webinar_Invite_2010.pdf to register for the Webinar that best fits your schedule.

PROVIDERCONNECT ENHANCEMENT: ECLAIM CAPABILITY OF CHANGING OR RE-PROCESSING CLAIMS ONLINE

ValueOptions® is pleased to announce a further capability regarding online Claims submission utility. Providers now have the ability to electronically transmit:

- Resubmission of previously denied claims
- Adjustments to previously paid claims
- Voiding of previously paid claims

Further information regarding this additional capability can be found on the ProviderConnect Helpful Resources page: http://www.valueoptions.com/providers/Provider_Connect.htm. Or providers can access the "Guide to using Direct Claim Submission" at the following location:

http://www.valueoptions.com/providers/Compliance/Guide_to_Using_Direct_Claim_Submission.pdf

ValueOptions® continues to strive to streamline the provider processes for administrative procedures. Any ideas on how ValueOptions® can continue to achieve this streamline are appreciated. Please email prelations@valueoptions.com with any ideas and/or suggestions.



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

VALUESELECT CORNER: SPRING 2010 REVIEW HAS BEEN COMPLETED

ValueOptions[®] has completed the Spring 2010 review of our ValueSelectSM provider designation. This special designation acknowledges providers who engage in activities that promote clinical quality, member access, satisfaction, and administrative efficiency.

This year, nearly 3,000 providers are being added to ValueSelectSM based on the following updated program criteria:

1. **Accessibility:** Saw five or more ValueOptions[®] members in the past 12 months (10 or more commercial members for Outpatient Clinics), and
2. **Administrative efficiency:** Used the ValueOptions[®] ProviderConnect portal within the past 12 months, and
3. **Engaged in one or more of the following ValueSelectSM activities:**
 - ⇒ Participated in the *On Track* Outcomes Program
 - ⇒ Submitted at least 50% of non-EAP claims electronically
 - ⇒ Had clients complete the ValueOptions[®] Patient Treatment Survey
 - ⇒ Have a CEAP credential

Benefits of the ValueSelectSM program include:

- ⇒ **Opportunity for increased referral volume**
- ⇒ **Free Online CME/CEU courses**
- ⇒ **Training Discounts**
- ⇒ **Access to AchieveSolutions[®]**

ValueOptions[®] reviews these criteria semi-annually. The next review is scheduled for October 2010.



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