

Provider eNews

Overcoming Barriers to Opioid Dependence Treatment: Practical Clinical Education Sponsored by American Society of Addiction Medicine (ASAM)

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. We wanted to make our providers aware of a continuing education opportunity that is sponsored by ASAM. Providers can take the courses at their own pace and at no cost. Providers can register for the free "Overcoming Barriers to Opioid Dependence Treatment: Practical Clinical Education" CMEs listed below by visiting the following Web site: <http://www.opioiddependencetxcme.com/>

On Demand Video Presentations:

Introduction to Buprenorphine and Switching from Methadone to Buprenorphine (0.5 CME)

Laura F. McNicholas, MD, PhD

Acute and Chronic Pain Management in Patients on Buprenorphine Maintenance (0.5 CME)

Daniel P. Alford, MD, MPH, FACP

Models of Care and Office Management of Buprenorphine for the Treatment of Opioid Dependence (0.75 CME)

Adam J. Gordon, MD, MPH, FACP, FASAM

Management of Co-Occurring Psychiatric Disorders in Buprenorphine Treatment (1 CME)

Elizabeth F. Howell, MD, FASAM, DFAPA

Misuse and Diversion (0.5 CME)

Amina A. Chaudhry, MD, MPH

Buprenorphine and Pregnancy (0.5 CME)

Marjorie Meyer, MD

Buprenorphine: Co-morbidities and Medication Interaction (0.5 CME)

Alexander Y. Walley, MD, MSc

Case History: Treatment of Combined Opioid Dependence and Withdrawal, Sedative-hypnotic Dependence and Withdrawal, Anxiety Disorder, and Pain. (0.25 CME)

Elizabeth F. Howell, MD, FASAM, DFAPA

Course Directors:

Daniel P. Alford, MD, MPH, FACP

Elizabeth F. Howell, MD, FASAM, DFAPA

Additional Information:

The American Society of Addiction Medicine (ASAM) is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to sponsor continuing medical education to physicians.

The American Society of Addiction Medicine (ASAM) designates this educational activity for a maximum of 4.5 AMA PRA Category 1 Credit(s)TM. Physicians should only claim Credit commensurate with the extent of their participation in the activity.

Disclaimer: Supported by an unrestricted Continuing Medical Education grant from Reckitt Benckiser Pharmaceuticals, Inc.

ValueOptions® Introduces ConciergeConnect

ValueOptions® will be introducing a new program called ConciergeConnect in March 2010. ConciergeConnect is a program that allows providers to request outpatient appointment follow-up reminder calls on behalf of members. Our internal staff can also indicate a member's opt in during any discharge, routine follow up or ICM contact in CareConnect. Members who opt in will receive an automated reminder call for their outpatient follow-up appointments. Members will provide their best contact number and time zone so ValueOptions® can assure that the member receives the ConciergeConnect reminder.

Providers should be aware that additional information will be sent to them about ConciergeConnect and how to demo the program in the near future.

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.

ProviderConnect Upgrades to Allow Compatibility with a Wider Range of Web Browsers

We have recently implemented new upgrades to the ProviderConnect Web site that should allow compatibility with a wider range of Web browsers, such as Firefox and Safari.

For the best functionality with our Web site, check your Web browser settings to allow pop-up windows, Javascript, and cookies from ValueOptions.com.

If you do not know how to check these settings, please refer to the Help menu on your Web browser to learn how to adjust these settings.

Protected Health Information (PHI) Disclaimer: Confidentiality

ValueOptions® is a HIPAA-compliant organization. Under HIPAA Privacy Rule 164.514(h), a covered entity prior to making any disclosure permitted under the privacy regulations must verify the identity of a person requesting PHI and the authority of such person to have access to protected health information under this regulation, if the identity or any such authority of such person is not known to the covered entity. Accordingly, ValueOptions® requires that anyone requesting access to PHI be appropriately identified and authenticated. Members and personal representatives, for example, are required to provide the member identification number or subscriber number *and* the member's or subscriber's date of birth. You or your administrative staff are identified and authenticated in a number of ways and may be asked for your federal tax identification number (TIN), your national provider identification number (NPI), or physical address as part of this verification process. Having this information available prior to making contact with ValueOptions® will expedite your request.

Provider Alerts

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

Date	Time	Webinar ID
Monday, March 8	11:00 AM - 12:00 noon EST	192-665-587
Tuesday, April 20	1:00 - 2:00 PM EST	986-232-579

ValueOptions® Continues to Go Green! *No Longer Mailing Paper Authorization Letters*

ValueOptions® GreenSM 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 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 April 2010 to educate providers about this new feature. The invite with Webinar registration instructions and additional information about this initiative will be posted on the News section of the provider website:

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

What is New for ValueSelect Providers?

Essential Learning

Are you a ValueSelectSM 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® 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



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