

Provider eNews

“GIVING VALUE BACK TO THE PROVIDER” WEBINAR SERIES COMING SOON!

ValueOptions® is proud to announce the return of our “Giving Value Back to the Provider” Webinars. Beginning Summer 2010, ValueOptions® will offer the educational Webinars to our providers twice a quarter. Webinar dates and times will be included in our upcoming newsletters. We welcome our provider community to join these interactive Webinars. The presentations will introduce and discuss the new and exciting initiatives for you, the provider.

What information will the “Giving Value Back to the Provider” Webinar include?

- An Overview of ValueOptions®
- Credentialing and Contracting Information
- Overview of Provider Communications
 - Newsletter
 - Handbook
 - Website
- Provider Education and Training
- An 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.

Dates and Times of Webinars:

“Giving Value Back to the Provider” Webinar dates and times will be announced in our Provider eNewsletter. A Webinar invitation with registration links will be posted on the Provider News section of our website within the next month.



COMING SOON: ONLINE RECREDENTIALING APPLICATIONS

Coming Soon – Online recredentialing applications available on ProviderConnect. Watch for details in our upcoming newsletters and with your next recredentialing notification.

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.

PROVIDER ALERT: CONTINENTAL AIRLINES

It is the provider's responsibility to request an authorization for more sessions (**if needed for Mental Health**) before the initial bypass sessions have expired. Contracted providers can go online to request more sessions or submit an Outpatient Treatment Form (ORF) to 1-866-702-9028. All contracted providers seeing Continental Airline's employees and their dependents can register online through the ValueOptions® secure provider portal, ProviderConnect, to request more sessions or view their authorizations.

If you have not already registered for ProviderConnect, your ValueOptions® assigned provider number will be required to successfully register for ProviderConnect. You can obtain your provider number by reviewing any previous Explanation of Benefits (EOB)/Provider Summary Voucher (PSV), or by calling the National Provider Line at (800) 397-1630.

Once registered, ProviderConnect allows providers to securely view a listing of their authorizations by using the authorization listing on the left of the home page or by using the authorization search. Providers can search for a specific authorization or search by a date range and "view all". From the authorization search results list (which will include each individual authorization number) click "view letter". Once you click on "view letter" you will see "view" in blue, click on "view" to see the actual authorization letter containing the authorization number. If you have any questions, please call the Continental toll free number 1-800-882-6501.

EAP REFERRAL PROCESS

ValueOptions' standard practice when making EAP referrals is to conference a call with the participant to the EAP Affiliate's office to schedule an appointment. If there is not a live answer, our EAP Care Manager will leave a voicemail message providing information about the referral, and asking the EAP Affiliate to contact the participant to schedule an appointment. EAP Affiliates are expected to contact participants within one business day. If an EAP Affiliate is not able to accept the referral, they should inform the participant and ask them to contact ValueOptions® via their company's toll-free number so that we may assist them with another referral.

While we will, upon request, provide participants with several names and ask them to call us back with their choice after they schedule an appointment with an EAP Affiliate, it is our standard practice to connect the participant with one EAP Affiliate at the time of the initial call; this prevents the participant from having to make multiple calls to access EAP services.



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