APRIL 2013

VALUED PROVIDER eNEWSLETTER

SPOTLIGHT:

IN THIS ISSUE:

LIVING WITH AUTISM IN THE FAMILY

The dynamics of all families are complex, but one that includes a child with a disability is even more complicated. If the disability determines how that child learns, acts and communicates—as autism does—life under that roof can be extremely complicated.

Children with autism require an enormous amount of time and energy from parents. You have days when you are not sure you can keep going. As he grows older, your child with autism will make many demands on your time. Some things will get easier and others will get harder. How you and your family deal with your child's disability depends on so many things. Those can include your other children, your family's financial situation, where you live and how you handle the reality of autism, for example.

The best thing you can do for all of your children is make it clear you accept and understand the responsibilities that go along with raising a disabled child. The way you treat him will set the tone for the whole family to follow when they deal with him and with each other. If you want your other children to be patient, tolerant and compassionate toward their brother with autism, you must teach them by example.

Make it clear that you love the child with autism, that you are willing to do all you can to make his life the best it can be and your other children will love him too. You will win their respect along the way. But, if you come across as disappointed, disinterested or overwhelmed by the responsibility, don't be surprised if they adopt the same attitudes.

Help your other kids

- **Talk to them.** Answer their questions in an age-appropriate way. As they get older, share more and more information. Let them feel comfortable coming to you for answers.
- **Pass around the praise and attention.** As your child with autism develops, you will praise him every time he reaches even the smallest milestone. Don't forget to praise your other children too. Recognize them individually for all the wonderful things they do.
- **Teach them how to communicate with and interact with their disabled sibling.** They need guidance. As you learn, teach them what you know about helping their sister.
- **Let them know they will be safe when their sibling with autism is disruptive.** Children with autism can have very dramatic meltdowns. Make sure other children know how to handle these events safely.

LIVING WITH AUTISM IN THE FAMILY (continued)

- **Spend time alone with them.** All children need one-on-one time with parents. Set aside a time every day and every week to hang out with your other children, or to do special things with them.
- **Understand all of your children's need for support.** Those without autism need peer support and advice from people in the field on many aspects of autism, including strategies for dealing with questions and comments people make about their brother. Look into SibShop workshops, support groups and blogs for your kids. They are sponsored by a number of advocacy organizations, including the ARC. Find a chapter near you.

Help yourself and your spouse or partner

- **Share the load.** Divide family chores and responsibilities as fairly as possible. Be realistic but fair when you talk about how much responsibility you can take on. There is no reason everything should fall on one parent. Take advantage of each parent's strengths, time and experience.
- **Set aside time for yourself and for each other.** Children with disabilities, especially autism, can be hard on marriages. You do your best with your child; you also need to do the best to keep your relationship strong.
- **Don't be too proud to ask for help.** You probably have friends, family, neighbors and supporting organizations near you who are ready and willing to help. Let them.
- **Don't expect perfection in your home, yourself or your kids.** You cannot be a superhero. Things will get chaotic. Ease up on your expectations for everyone involved, and go with the flow. Only the basics—food, rest, clothes, comfort, love and encouragement—are important. All the rest is extra.
- **Talk to other parents like yourself.** Many parents of disabled children feel isolated or embarrassed. Once you start looking around, you will be surprised at how many other parents you will find who face similar challenges.
- **Educate yourself on autism resources.** Many states require health care insurers to provide coverage for autism therapy and treatments. Find out what resources are available in your state and how to access them. You will be your child's advocate for many years, so keep up on new treatments, laws and resources. Subscribe to state and advocacy organization updates.
- **Plan for the future.** Both parents need to think ahead and do long-term planning. Name potential guardians. Write a will. Set aside funds for education. Find resources to help your child with autism, as she ages. Get advice from attorneys, financial planners or insurance professionals on how to make sure your children get the care they need, even if one or both of you are not there to provide it.

"ValueOptions and our provider network help more than 32 million members live their lives to the fullest potential."

VALUEOPTIONS®
Innovative Solutions. Better Health.

MULTIPLE CLAIM SUBMISSIONS? SAVE TIME AND MONEY BY USING PROVIDERCONNECT

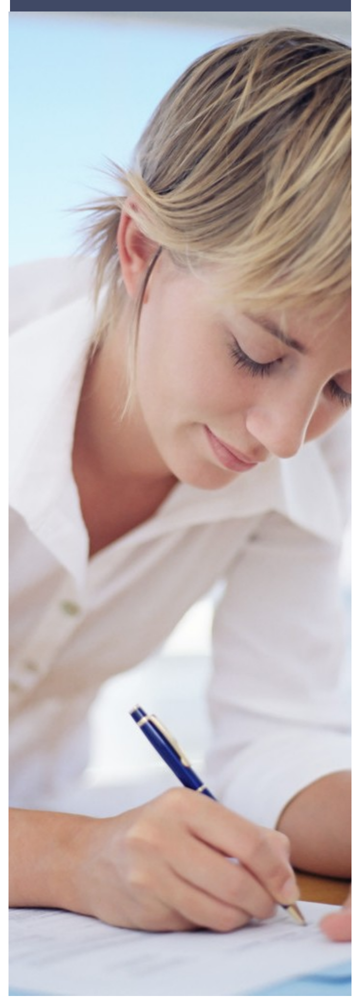
Submitting multiple claims by paper can be a time-consuming and frustrating process for providers. By using ProviderConnect, providers can sometimes save hours by electronically submitting numerous claims at one time and have an interface where they can efficiently view the submission status.

To access this essential feature within ProviderConnect, view the **online tutorial** or simply follow these steps:

1. Save your claim submission data in a **5010 compliant 837 formatted text or zip file** that is not password –protected;
2. From the navigation bar, click on the EDI Homepage link;
3. Under the "EDI Transactions" title, click the "Submit Batch File" button;
4. On the screen titled "Step 1," in the Form Type Drop-down box, indicate your required form , and click "Next";
5. On the screen titled "Step 2," in the question boxes requesting how many claims are in the file, enter the number of claims you will be submitting in that file;
6. Also on the screen titled "Step 2," in the question box requesting the total dollar amount, enter the total dollar amount of the claims you will be submitting, and click "Next";
7. On the screen titled "Step 3," browse to the batch file on your computer that includes your saved claim submission data, click "Open," then click "Upload"
8. On the screen titled "Step 4," you will receive a confirmation message that your file was successfully uploaded, and lastly,
9. Once confirmed, a submission number will be sent to the email address on file within ProviderConnect.

For providers interested in direct claim submission, please refer to this **online tutorial**. Additional information pertaining to both multiple and direct claim submission is available in the **ProviderConnect User Guide**.

"By using ProviderConnect, providers can save sometimes hours by electronically submitting numerous claims at one time and have an interface where they can efficiently view the submission status."

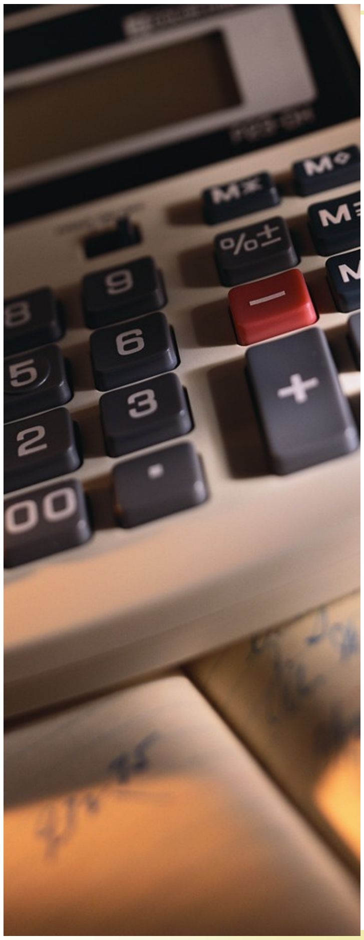


OUTLIER ALERT NOTIFICATIONS

Due to feedback received from providers requesting more timely notification of outlier review inquiries, ValueOptions® is now delivering automated telephone messages, also known as a Provider Pulse℠, to providers alerting them that an outlier inquiry has been requested of them. The message instructs them to login into ProviderConnect to obtain further details regarding the type of inquiry, the patient involved, deadlines and the overall outlier review process.

To learn more about how to log into ProviderConnect, view page two of the manual titled "**Getting Started with ProviderConnect**."

To learn more about the Outlier review process, refer to **the Utilization Management section of the Provider Handbook**.



"ValueOptions understands the importance of having your claims approved and processed as quickly as possible."

CLAIM DENIAL PREVENTION TIP OF THE MONTH

ValueOptions understands the importance of having your claims approved and processed as quickly as possible. To assist you further in this area, we often share tips and best practices on how to prevent claim denials. Most recently, we've seen an influx in the number of denials resulting from providers failing to include Evaluation and Management (E&M) codes when submitting for add-on therapy.

If therapy is delivered in addition to the E&M code, the specific add-on codes of 90833 (30 minute psychotherapy code), 90836 (45 minute add-on therapy) and 90838 (60 minute psychotherapy code) must be included on the same claim form referencing the associated E&M code. Claims will be denied if these add-on codes are billed without an E&M code, if the E&M code is billed without the add-on code, or billed on a separate claim from the E&M for the same date of service.

To learn more about other claim denial prevention tips, refer to the article in the October 2012 Provider Newsletter titled "**Top Ten Reasons Claims are Denied**."

MONITORING OF DRUG AND ALCOHOL TREATMENT

Urine Laboratory testing for drugs of abuse is a key component in the initial assessment and ongoing monitoring of drug and alcohol treatment compliance. Over the past few years, we have witnessed an increase in direct marketing by laboratory companies to providers for urine drug testing. Testing is now widely available and easily accomplished. Unfortunately, we have also seen a rise in fraud and abuse regarding UDS testing. Provider identification of inappropriate healthcare spending is a major health care initiative.

Providers need to be aware of the costs associated with urine drug tests, an individual urine laboratory drug analysis can be over $1600 per test. Providers should thoughtfully review laboratory requests for blanket urine drug testing or standard provider specific testing before signing. Rationale for testing should be individualized, medically driven and have an effect on treatment decisions. Review of the medical record should reflect this. Value Options has recently developed medical necessity criteria to aid providers in drug testing decisions. There are several criteria providers should be aware of when determining the type of tests to be ordered and frequency. This criterion includes:

General Testing Guidance

Testing should only be ordered after the patient demonstrates symptoms consistent with a substance use disorder after the evaluation of the patient by a licensed clinician. The type of tests ordered should be within the scope of the license of the ordering practitioner.

Qualitative Testing

Qualitative, rapid screening tests for substance use disorders are recommended upon admission for substance use treatment. After admission, screenings are expected at a frequency of no more than 3 times every 30 days. Any further testing requires rationale documented in the medical record and must meet medical necessity.

Quantitative Testing

Quantitative testing results rarely influence treatment decisions when patients self-disclose use when confronted with a positive qualitative test. If patient does not self-disclose, quantitative testing is authorized no more than 3 times every 30 days.

For further information, please refer to ValueOption's Medical Necessity Criteria 4.70 located on the Provider section of Valueoptions.com.

VALUEOPTIONS®
Innovative Solutions. Better Health.

MILITARY ONESOURCE (MOS) PROVIDER CONTINUING EDUCATION

ValueOptions celebrates the anniversary of managing the Military OneSource (MOS) contract. We are very grateful to the MOS Network providers who have provided care to service members and their families and all who have joined the MOS Network over the past year. ValueOptions also wishes to thank them for their compliance with the Military OneSource contractual obligations.

For those providers who joined the MOS Network in 2011, the continuing education requirement of this contract is coming due with the Annual Renewal Training. All providers participating in the MOS Network are required to take an annual training within one year of completing the initial training. We will be sending invitations and reminders to all providers whose training are coming due. Free CEU credits will be available for those who take the trainings via Essential Learning, and we will also be offering the training via weekly live webinars. In order to complete the annual training, please log onto **Essential Learning** at using your 6 digit Value Options ID and the password: 'VALUEOPTIONS.' As an alternative, providers can register for a live webinar on the **MOS Network Specific Page**. Providers can **email** us with further questions about the training.

"For those providers who joined the MOS Network in 2011, the continuing education requirement of this contract is coming due with the Annual Renewal Training."

Essential Learning now offers an additional series of Military client specific trainings. ValueOptions is anticipating the creation of a **Serving Our Veterans Certificate** for those who complete all of the trainings within this series. For those who wish to further advance their knowledge of military culture and issues affecting military families, please take advantage of this training series. These courses, listed below, do not take the place of the required MOS Trainings and they are located on **Essential Learning's CEQuick website**.

- Military Cultural Competence
- The Impact of Deployment and Combat Stress on Families and Children
- Part I: Understanding Military Families and the Deployment Cycle
- Part II: Enhancing the Resilience of Military Families
- Meeting the Behavioral Health Needs of Returning Veterans
- Overview of Suicide Prevention
- Cognitive Processing Therapy for PTSD in Veterans and Military Personnel
- Domestic and Intimate Partner Violence
- Epidemiology of PTSD in Military Personnel and Veterans
- Fundamentals of Traumatic Brain Injury
- Improving Substance Abuse Treatment Compliance
- Prolonged Exposure Therapy for PTSD for Veterans and Military Service Personnel
- Provider Resiliency and Self-Care: An Ethical Issue
- PTSD Then and Now, There and Here
- Working with the Homeless: An Overview

Thank you MOS Providers for your significant contributions to the health and wellness of our Armed Forces. We look forward to continuing this partnership in offering this essential service to Military families.

REMINDER FOR GROUP PRACTICES/OUTPATIENT CLINICS: UPDATE YOUR STAFF ROSTER FORMS

To ensure you receive the most recent information available from ValueOptions, as well as the maximum number of referrals, it is essential the contact information for you and the staff within your clinic or practice is updated in our system. As a result, ValueOptions requires you to submit a full, updated staff roster each year. Additionally, if you've had a recent staffing change within your practice such as a new employee, change of address, different phone number, etc., you should submit a revised staff roster form to ValueOptions as soon as possible.

Some of our Public Sector Programs such as Florida Health Partners, North Florida Health Partners and Volunteer State Health Plan (TN) require more frequent submission. Please continue to submit these per the requirements of these programs.

If you are an **outpatient clinic** and are submitting a revised roster, download and complete the "***Facility Roster***" form available on ValueOptions.com and **email** it back to regional provider relations or fax it to (866) 612-7795.

*Note, according to ValueOptions, an **outpatient clinic** is defined as an accredited/ licensed, multi-disciplinary organization that meets outpatient clinic credentialing criteria, **may offer a higher level of care** and carries liability insurance as an organization.*

If you are a **Group Practice** and are submitting a revised roster, download and complete the "**Group Practice Roster**" form available on ValueOptions.com and **email** it back to regional provider relations or fax it to (866) 612-7795.

Note, according to ValueOptions, a Group Practice is defined as a group of three or more licensed individual practitioners who have organized and bill under a group practice TIN, share office space and administrative functions. A Group Practice provides only standard outpatient session and not a higher level of care. Each individual clinician in the practice must also complete the practitioner credentialing process. To be classed as an individual practitioner, he/she must be a licensed clinician meeting criteria for an identified discipline credentialed and contracted by ValueOptions.

Please review the "**Group Practice Tip Sheet**" for details on necessary documentation and processes.

Questions on this process can be directed to ValueOption's National Provider Line at (800) 397-1630.

"To ensure you receive the most recent information available from ValueOptions, as well as the maximum number of referrals, it is essential the contact information for you and the staff within your clinic or practice is updated in our system."

GIVING VALUE BACK TO THE PROVIDER WEBINAR SERIES

We welcome our provider community to this interactive forum where ValueOptions will introduce and discuss new and exciting initiatives for providers. These webinar presentations will familiarize you with administrative and procedural information to simplify doing business with ValueOptions.

- ⇒ **Thursday, June 6, 2013 2 PM to 4 PM Eastern Time**
- ⇒ **Friday, June 7, 2013 11 AM to 1 PM Eastern Time**
- ⇒ **Thursday, September 12, 2013 2 PM to 4 PM Eastern Time**
- ⇒ **Friday, September 13, 2013 11 AM to 1 PM Eastern Time**
- ⇒ **Thursday, December 5, 2013 2 PM to 4 PM Eastern Time**
- ⇒ **Friday, December 6, 2013 11 PM to 1 PM Eastern Time**

"These webinar presentations will familiarize you with administrative and procedural information to simplify doing business with ValueOptions."

VALUEOPTIONS PARTNERS WITH CEQUICK TO DELIVER DISCOUNTS FOR CONTINUING EDUCATION

As a ValueOptions network provider, you could receive a 10% discount on all of the training courses offered through **CEQuick**. CEQuick is an online training solution offering affordable, relevant and research-informed online courses created by content experts. It is a convenient way to earn continuing education credit through engaging courses that provide concise and comprehensive information that will help you acquire new skills and learn about current research.

Once registered with **CEQuick**, you have the ability to:

- ⇒ Earn continuing education credits anytime without the travel expense or hassle
- ⇒ Take affordable courses on behavioral health, addiction, child welfare and developmental disability, mental health recovery, suicide prevention and many more topics
- ⇒ Access courses that are approved for national and state specific continuing education credits
- ⇒ Print credit certificates immediately upon completion of a course

To receive the discount, you 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.

Or, even better, if you are or are interested in becoming a **ValueOptions® ValueSelect Provider**, these courses are available to you for FREE by automatically being enrolled in ValueOptions' Essential Learning program! Learn more about how to become a **ValueSelect Provider**.

VALUEOPTIONS®
Innovative Solutions. Better Health.