



**ValueOptions<sup>®</sup>**  
**Presents:**  
**GM CDR**  
**Training 2010**

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# Introductions

- Jennifer Campione, Director, Provider Relations
- Jane Trupiano, Director, Claims and Customer Service
- Lynne Tolbert, CDR Coordinator
- Barbara Randall, Account Executive

# Agenda

- Provider Relations
- Authorizations
- Role of the CDR
- Claims
- Contacts

# Credentialing

- ValueOptions® is responsible for credentialing CDRs for the GM CareLine
- CDRs will be required to complete triennial credentialing with ValueOptions® under the EAP credentialing criteria
- This can be individual providers or agency providers
- To become a CDR, providers should contact ValueOptions® Provider Relations at 800-247-6070

# Contracting

- CDRs will be receiving a silent amendment with CDR service rates effective July 1, 2010
- ValueOptions® will also monitor CDR performance, inclusive of site reviews, clinical record reviews and compliance with the GM CareLine CDR program guidelines

# Rates

Form Incident	New Code to contract for 2010	New Code Definition
Diagnostic Assessments Session 1		
	H0001	Alc/Drug Assessment
Diagnostic Assessments Session 2		
	H0002	BH screening to determine eligibility for admission to treatment program
Diagnostic Assessments Detox. Ext		
	H0049	Alcohol and/or drug screening
Mid-Treatment Review Phone Interview	H0047	Alcohol and/or Other Drug Abuse services, not otherwise specified
Mid-Treatment Review Face To Face Interview	H0022	Alcohol and/or Drug intervention services (planned facilitation)
Discharge Planning Phone Review	H0050	Alcohol or drug services, brief intervention
Discharge Planning Face to Face Interview	H0006	Alcohol and/or drug services, case management
Adjustment Counseling Session 1	H0025	BH prevention education service
Adjustment Counseling Session 2	H0025	BH prevention education service
Adjustment Counseling Session 3	H0025	BH prevention education service

# Provider Recruitment

- If you are aware of providers in your area that you would recommend for network participation, please contact ValueOptions® with the information
- Members should always be referred to in network providers
- If none are available, network providers can be found by going on line and searching under the network for GM LLC

# Authorizations

- Authorization for services for the providers of substance abuse treatment and CDR authorizations currently provided by ValueOptions®
- Review of CCTP and the Case Management Form
- CDR's and substance abuse providers with claims questions need to call 800-235-2302 and follow the prompt for claims

# CDR Role and Expectations

- The CDR's are required to do face-to-face assessments within 24-hours of notification by ValueOptions® or an inpatient facility
- CDR's are to check patient eligibility on line before assessing anyone
  - <http://www.valueoptions.com/providers/Providers.htm>
- CDR's are to check how many days/sessions have been paid for a patient by calling 800-235-2302, select the provider option, then select claims to make sure the patient has benefit available

# CDR Role and Expectations

- If a patient is mental health primary, the CDR is to refer a patient to a network provider for mental health. Network providers can be found by going on line and searching under the network for GM LLC
- If a patient is substance abuse primary, the CDR is to complete a treatment plan with the patient and authorize treatment from start to finish
- CDR's may not provide services as an independent practitioner to UAW-GM members currently being seen by the CDR. Adjustment Counseling, for employees only, remains a service that can be provided by the CDR

# Claims

- CCTP and CMF forms serve as authorization and claim forms respectively
- What you complete on the CCTP form drives what is authorized for the member and provider
- Incomplete or inaccurate information may result in claim denial (see reasons for denial on the next slide)
- CMF Forms will be your replacement for the CMS 1500. Claims will be paid off your CMF submission. You must include your TIN on the form

# What you submit on the CCTP affects claim payment

## Top Reasons Why A Claim Can Be Denied

1. *No authorization on file*
2. *Diagnosis does not match what's authorized*
3. *Procedure code/level of care not authorized*
4. *Dates of service on authorization do not match bill*
5. *Rendering provider's information does not match the authorization, e.g. name different, TIN different, service location different*
6. *Member not eligible*

# How to Access ProviderConnect?

- Go to [www.ValueOptions.com](http://www.ValueOptions.com), choose “Providers”
- All in-network providers can obtain one online registration per provider ID number
- If additional log ons for ProviderConnect are desired, please contact the ValueOptions® EDI Helpdesk at 1-888-247-9311, (Mon. - Fri, 8 a.m. - 6 p.m. ET)
  - Additional log on turnaround time is 48 hours
  - If provider has both a commercial and network-specific contract with ValueOptions®, an ID is required for each individual contract

# PaySpan Provider Support

- To learn more about how to register for PaySpan please visit the educational PowerPoint at:

[http://www.valueoptions.com/providers/Files/pdfs/PaySpan\\_General\\_Training\\_Information.pdf](http://www.valueoptions.com/providers/Files/pdfs/PaySpan_General_Training_Information.pdf)

- Provider Support contact information:
  - 1-877-331-7154
  - [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)
    - Provider Support is available from 7 a.m. to 9 p.m. Eastern time, Mon. - Fri.

# Contacts

- General Motors CareLine
  - 800-235-2302
- Great Lakes Provider Relations toll-free number
  - 800-247-6070
- Fax number to send CDR forms
  - 248-697-0908



**Questions?**

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**Thank You!**

*Please remember to complete your  
evaluation form*

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