

ASO Quality Newsletter Spring 2015

Contact Information

- Quality Director (Jarrell Pipkin): 410-691-4012
- Complaints (Carrie Kelley): 410-691-4035
- Grievances (Ramon Rolle): 410-691-4049
- Retros (Dee Thornburg): 410-691-4046
- Quality Fax number: 1-877-381-5571
- ValueOptions Customer Service: 1-800-888-1965

ASO Complaint Process

Complaints can be submitted by fax, email, correspondence, or telephone. Once a complaint has been filed an acknowledgement letter will be sent through the mail to the complainant within five days of receipt. A letter within thirty days of receipt will be sent with the resolution or status update.

ValueOptions investigates complaints against the ASO. Designees of the Behavioral Health Administration (BHA) investigate complaints against providers.

Grievances

When a request for authorization is denied for a lack of medical necessity the provider and/or consumer may choose to request a grievance. In order to request a grievance please call 410-691-4049 and give the pertinent information such as the consumer, provider, level of service, number of units and date span being grieved.

NAMI Walk

NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. Each year NAMI hosts a fundraiser to support individuals with mental illness and their families. The information is as follows:
Date: Saturday May 16, 2015
Distance: 5K
Check-in: 9:00 am
Start Time: 10:00 am
For more information you may contact ValueOptions[®] Maryland NAMI liaison: Jacquelyn Pettis @443-827-2174 or the following link. <http://namiwalks.org>

Mental Health and Substance Use Integration Highlights

ValueOptions[®] welcomes **Dr. Enrique Olivares**, a double Board Certified Psychiatrist in Addictions Medicine and Psychiatry, who joins us with well over 20 years of experience treating and managing Substance Use Disorders. He has been actively involved with the population served by the Maryland Public Behavioral Health System with a focus on those with co-occurring disorders. For the past 7 years, Dr. Olivares was the Chief of Psychiatry at University of Maryland Medical Center Midtown Campus where he oversaw the daily operations of a busy inpatient unit and emergency room, as well as the outpatient program. He completed his Psychiatry Residency at the University of Maryland's Institute of Psychiatry and Human Behavior and also completed pharmacology and research fellowships at the University of Nevada in Reno, National Institutes of Health in Bethesda and the Maryland Psychiatric Center. As well as his clinical expertise, Dr. Olivares brings experience and compassion to meeting the needs of our diverse cultural population; he has devoted significant time to providing care to Latino communities across the State of Maryland. He is an asset to both ValueOptions[®] and the population we serve!





Recently our CEO, Director of Addictions, Clinical Trainer and Contract Manager attended the **Opioid Response Training** sponsored by the **Baltimore County Health Department**. During the training participants were taught how to identify an individual who is overdosing and what steps to follow. Training participants received a certificate of completion, prescription for naloxone and a kit containing the medication. For more information on receiving training go directly to this link. <http://www.baltimorecountymd.gov/News/releases/0306overdose.html>

2014 Consumer Perception of Care Survey Highlights

The State of Maryland requires the use of survey instruments that originated from a Federal initiative, the Mental Health Statistics Improvement Project (MHSIP). Items from these surveys are incorporated into the Center for Mental Health Services Uniform Reporting System (URS) for Federal Block Grant reporting. In addition to the MHSIP items, both survey instruments include demographic items, service-specific sections and selected items of interest regarding living situation, employment, schooling and coordination of care. The adult questionnaire was administered to adults, age 16 and over, who received services. The child questionnaire was administered to caregivers of children who were under 16 years of age at the time they received public mental health services. Adult participants responded similarly to prior years when asked "Overall, I am satisfied with the mental health services I received." Child & Adolescent / Caregivers responded similarly to prior years when asked "Overall, I am satisfied with the mental health services my child received. For specific results: <http://maryland.valueoptions.com/provider/prvinfo.html>

Compliance Corner

Integration of compliance activities for mental health and substance use is well underway. ValueOptions® continues to collaborate with Medicaid, state representatives, providers and other stakeholders in our pursuit of identifying and eliminating fraudulent billing practices. A comprehensive list of provider audit tools including those recently approved for use with Substance Use providers can be found at <http://maryland.valueoptions.com/provider/prvinfo.html>

Resources

Provider Training Calendar:

<http://maryland.valueoptions.com/provider/home.html>
http://maryland.valueoptions.com/provider/prv_info.htm

- Outcome Measurement System (OMS)
- Quality Incentive Program
- Consumer Perception of Care Survey
- Provider Survey
- Provider Manual
- Consumer Handbook

ASO ValueOptions® is looking for a Quality Analyst

We are actively seeking candidates for a Quality Analyst position. Requirements include a Bachelor's degree plus 2-4 years of experience in managed care or behavioral health with direct HEDIS experience. This person will need to demonstrate analytic and reporting skills as well as experience with accrediting agencies such as NCQA, URAC and/or JCAHO. If interested, please contact our staffing partner, Rick Yost of DuraBante, by phone at **202-570-3131** or by email at ryost@DuraBante.com.



Quality Management Department

E I P P P A E E M K M J D O Q
F L S T B V E B J J C T Y B W
C E M W R S T N I A L P M O C
U T E B G A T S R I W R S G C
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X E O C J F M N K R N S E F Y
N R C M Y A M B I E T P D I U
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C C Z B A N C U A R G A R U R
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- COMMITTEE
COMPLAINTS
DOCUMENTS
GRIEVANCES
LETTERS
PEMS - Policy Exception Memorandum
REPORTS
RETROS
SURVEYS
TRAINING
URAC - Utilization Review Accreditation
Commission
WORKFLOWS