

VALUEOPTIONS®, NORTH CAROLINA SERVICE CENTER PROVIDES workplace and behavioral health services to more than 200 private sector companies and organizations. Based on its success with commercial sector accounts, ValueOptions® expanded its operations to include public sector contracts in 1998.

ValueOptions® has delivered cost effective, quality care by introducing state-of-the-art management techniques and working closely with state officials to develop a seamless administrative infrastructure linking two formerly distinct programs:

- **NC Health Choice for Children:** a state child health insurance program serving 110,000 children with family incomes up to 200 percent of the federal poverty level. Through this contract, ValueOptions® provides utilization review services for residential, inpatient, outpatient, group home, respite, case management, day treatment, partial hospitalization, intensive outpatient, and community-based services.
- **Medicaid:** Through a contract with the North Carolina Division of Medical Assistance, ValueOptions® provides utilization review services for 1.3 million Medicaid members in North Carolina. Staff manages utilization of inpatient, residential, and various levels of outpatient community support services for mental health and substance abuse.

**Accomplishments include:**

- **Integration initiatives:** ValueOptions® created consistent service definitions and billing codes across NC Health Choice for Children and Medicaid and sponsored statewide training initiatives to teach providers how to use them. The company also trained local mental health programs to identify and enroll eligible children into the Health Choice program.

**AT A GLANCE**

**Clients:** NC Health Choice for Children and NC Medicaid

**Covered Lives:** Over 110,000 children covered through NC Health Choice For Children; 1.3 million adults and children covered through Medicaid

**Contracted Services:** Utilization management services

**Type of Contract:** ASO    **Employees:** 256

**Location:** Research Triangle Park, North Carolina

**Date Started:** November 1998

- **Improved coordination:** ValueOptions® worked together with Medicaid officials and staff from Medicaid's claims vendor to identify and resolve systems issues which slowed the claims payment process. For example, ValueOptions® and Medicaid officials devised a creative solution when gaps in members' Medicaid eligibility dates had made it difficult for our staff to authorize needed services. The resulting ease in authorization has resulted in faster claims payment to providers.

- **Streamlined workflow processes:** ValueOptions<sup>®</sup> has streamlined workflow processes to improve efficiency and better serve providers. All forms are electronically posted and applicable Medicaid forms are linked to the ValueOptions<sup>®</sup> Web site, and providers can now submit information and receive authorizations via the Internet. Mental health providers have been trained on the workflow process, on effectively interfacing with clinical care coordinators and on completion of various forms.
- **New benefits:** When the Department of Social Services issued new regulations regarding family type residential services for NC Health Choice for Children, ValueOptions<sup>®</sup> took the initiative to research and analyze the impact of the new regulations and recommended the inclusion of therapeutic foster care as a covered benefit within the Health Choice program. In addition, in-home family therapy recommended by ValueOptions<sup>®</sup> has diverted adolescents from admission to residential group homes.

