

MILITARY ONESOURCE

Military OneSource New 5-Year Contract

We are excited to announce that ValueOptions Federal Services Inc. (a Beacon Health Options company) was awarded the Military OneSource contract for another 5 years. The period for the contract is from May 1, 2019 to April 30, 2024. This means that Beacon Health Options providers who participate in the Military OneSource provider network will be able to continue offering exemplary non-medical counseling to service members and their families.

We wish to thank all of the providers in the Military OneSource network because without their outstanding services and dedication to our military families, we would not have the privilege of continuing with this essential program.

What does this mean for Military OneSource providers?

Claims:

With the new contract, we will continue to offer the non-medical counseling services to military families along with a large breadth of other services. While we will still be working with the Department of Defense and the Military Community and Family Policy (MC&FP), or contract moved from the Department of the Interior (DOI) to GSA. This means that we must close our financial books with the DOI by 08/23/2019.

ALL claims for dates of service that occurred on 04/30/19 or before must be processed no later than 08/14/19. This means that it is very important to submit all CAFs for dates of service prior to May 1st immediately. Reminder: Military OneSource CAFs must be successfully submitted within 30 days of the date of service. All fields of the CAF must be completed with a current pay to address for successful completion. If a CAF gets returned due to incomplete information, please resubmit it with corrections immediately. If the CAF is denied for timely filing, please send an Appeal immediately to MOSProviderrelations@militaryonesource.com. The last day that Appeals can be accepted for dates of service prior to May 1st is 08/02/2019.

Remember: Using the Federal ProviderConnect portal to submit your CAF forms prevents mistakes and ensures immediate submission of CAFs.

5-Year Fingerprinting Reverification:

With the new contract we must comply with DoDI 1402.5 when it comes to providers counseling minors. DoD regulations require MOS providers to be fingerprinted every 5-years in order to see minors through the program. If you were fingerprinted over 5 years ago, please lookout for



communication regarding the new fingerprinting process. This process will allow for electronic fingerprints that will be saved for future use so that providers will never need to be fingerprinted again through Military OneSource. Getting fingerprinted this last time ensures that you will be eligible to counsel minors for family or individual counseling through MOS. Failure to comply with the 5-Year background check reverification process will result in the loss of referrals for minors.

We hope that this information is useful and we are excited to partner with all of our providers to support our military through Military OneSource. If you wish to become a Military OneSource provider and offer counseling services to Military Families, please e-mail MOSProviderRelations@militaryonesource.com and request an application.