



# AT&T Preferred Provider Network Training

June- September 2017

# Objectives

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- Provide AT&T overview
- Discuss Preferred Provider Network
  - Provider Benefits
  - Provider Requirements
  - Additional AT&T employee benefits
- Review ProviderConnect portal
- Share training opportunities through Relias
- Learn how to track outcomes with Tridium (formerly called Polaris)
- Provide contact information
- Offer time for Q&A

# AT&T Overview



# AT&T

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- AT&T Inc. is an American multinational telecommunications corporation, headquartered at Whitacre Tower in downtown Dallas, Texas
- AT&T is the world's largest communications company.
- AT&T is the second largest provider of mobile telephone and the largest provider of fixed telephone in the United States, and also provides broadband subscription television services.
- AT&T is the third-largest company in Texas (the largest non-oil company, behind only ExxonMobil and ConocoPhillips, and also the largest Dallas company)

# AT&T

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- The current AT&T reconstitutes much of the former Bell System and includes ten of the original 22 Bell Operating Companies, along with the original long distance division
- In 2013, AT&T bought Cricket and in 2015 acquired DIRECTV, making AT&T the world's largest pay TV provider.

# Preferred Provider Network Benefits & Requirements



# Preferred Provider Network (PPN)

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- The AT&T Preferred Provider Network (PPN) is designed to provide improved access for AT&T Members
- PPN providers are identified as engaging in activities that promote clinical effectiveness, member access to services, and member satisfaction

# Phase 1

## January 2017 PPN Areas

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MSA-1	Atlanta– Sandy Springs– Marietta, GA
MSA-2	Dallas, TX
MSA-3	Chicago– Naperville– Joliet, IL– IN– WI
MSA-4	Los Angeles– Long Beach– Santa Ana, CA
MSA-5	New York– Northern New Jersey– Long Island, NY– NJ– PA
MSA-6	Houston– Sugar Lad– Baytown, TX
MSA-7	Miami– Fort Lauderdale– Pompano Beach, FL
MSA-8	San Antonio, TX



# Phase 2

## March 2017 PPN Areas

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MSA-9	Detroit-Warren-Livonia, MI
MSA-10	San Francisco, Oakland, Fremont, CA
MSA-11	St. Louis, MO
MSA-12	Birmingham, AL
MSA-13	San Diego-Carlsbad-San Marcos, CA
MSA-14	Seattle-Tacoma-Bellevue, WA

# Phase 3

## June 2017 PPN Areas

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MSA-15	Nashville, TN

# Phase 4

## September 2017 PPN Areas

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MSA-16	Indianapolis, IN
MSA-17	Kansas City, MO
MSA-18	Milwaukee, WI

# PPN Provider Benefits

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- Providers who join the AT&T Preferred Provider Network enjoy a number of benefits including:
  - **Opportunity for increased referrals**
  - **Free Online CEUs/CMEs**
  - **Opportunity for enhanced outcome tracking**
  - **Priority in Beacon's rate increase process**

# Expedited Appointment Access

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- PPN providers are expected to provide expedited appointment access to AT&T members:
  - Employee Assistance Program (EAP) appointments within five (5) business days for EAP Providers
  - Mental Health and Substance Use (MHSUD) appointments within five (5) business days for Mental Health and Substance Use Providers
  - Flexible weekend and/or evening appointments are encouraged for all providers and are required for EAP providers

# Use of Evidenced Based Practices

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- PPN Providers are expected to utilize evidence-based practices such as:
  - Cognitive behavioral therapy
  - Dialectical behavioral therapy
  - Short-term problem resolution
  - Medication-assisted therapy
  - Community-based support
  - Other evidence-based support as clinically appropriate

# Outcome Monitoring

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- PPN providers agree to participate in member outcomes monitoring
  - AT&T members are to complete a survey prior to each visit
  - PPN providers are expected to use the clinical and social information from that survey to advance the member's treatment

# Provider Satisfaction Survey

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- Provider agrees to participate in an annual Provider Satisfaction survey.
  - This can be done telephonically, online, or paper based.



# Member Privacy

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- Confidentiality is of the utmost importance
  - Providers should make every effort to stagger AT&T member appointments for privacy purposes
  - Ensure that members do not see each other while waiting for or leaving appointments

# AT&T Employee Benefits

## AT&T Work-Life Telephonic Services 1-800-873-4636

Service Type	Helps Employees With
Child Care	Child care options (child care centers, family day care homes, in-home care), before and after school care, recreation, summer care
Prenatal	Prenatal exercise classes, birthing classes, hospitals, new parent classes
Academics	K-12 schools, tutoring, private schools
Adoption	Adoption agencies (international and domestic adoptions), foster care, understanding your options
Special Needs	Advocacy services, support services, care options, schooling
Adult Care	Caregiver support, adult care options (in-home care, assisted living, facility based care options), community programs, residential care, hospice, support groups
Adult Learning	Classes for seniors, continuing education

# AT&T Employee Benefits Continued

Daily Needs	<ul style="list-style-type: none"><li>○ Auto and Home Services: home improvement, auto repair, home and car maintenance, etc.</li><li>○ Community resources: mortgage resources, utility companies, dry cleaning services</li><li>○ Pet Care: veterinarians, pet sitters, boarding facilities, vaccination clinics</li><li>○ Special Event: assistance in planning weddings, anniversary and birthday parties, baby and wedding showers, etc.– finding florists, DJs, bands, reception venues</li><li>○ Travel Services: assistance with travel needs– hotels, car rentals, flights, area attractions and things to do</li><li>○ Moving and Relocation: housing options, movers, storage facilities</li></ul>
Legal	Three 30-minute consultations with a plan attorney for up to three legal topics per year
Financial	Three 30-minute consultations with a financial counselor for budgeting, credit and debt management.

# Provider File Maintenance



# Demographic Updates

- Review information on a regular basis to ensure member referral information is accurate
- Many changes can be made in real time in ProviderConnect

Phone numbers	Fax numbers	Email addresses	Website URLs
Billing addresses	Mailing address	Disability access	Office hours
Service addresses	Foreign languages	Accepting new patients	Update Tax ID with W9 upload*

\*Tax ID update takes 3-5 business days for validation

- Also review and update CAQH for consistency

If unable to update demographic information on ProviderConnect, reach out to your [Regional Provider Relations team](#) or our National Provider Service Line

# Demographic Update Features

The screenshot displays the ProviderConnect website interface. At the top, there is a navigation bar with the logo on the left and links for 'Switch Account', 'ValueOptions Home', 'Provider Home', 'Contact Us', and 'Log Out'. The 'Switch Account' dropdown is currently set to '123456-General Account'. A left-hand sidebar contains a list of navigation options such as 'Home', 'Specific Member Search', 'Register Member', 'Authorization Listing', 'Enter an Authorization Request', 'Enter a Treatment Plan', 'View Clinical Drafts', 'Enter a Special Program Application', 'Complete Provider Forms', 'Enter a Comprehensive Service Plan', 'Claim Listing and Submission', 'Enter EAP CAF', 'Manage Users', 'Enter an Individual Plan', 'Enter Case Management Referral', 'Enter a Referral', 'Review Referrals', 'Enter Bed Tracking Information', 'Search Beds/Opening', 'EDI Homepage', 'Enter Member Reminders', 'On Track Outcomes', 'Reports', and 'Print Spectrum Release of'. The main content area features a welcome message for 'PETER TUMNUS' and a message center notification for '(8 NEW) Message'. Below this, there are two icons for 'INBOX' and 'SENT'. A section titled 'WHAT DO YOU WANT TO DO TODAY?' contains several expandable menu items. The 'Update Demographic Information' link is highlighted with a red box and a red arrow pointing to it from the right.

**PROVIDERCONNECT**  
BEACON HEALTH OPTIONS

Switch Account 123456-General Account ValueOptions Home Provider Home Contact Us Log Out

Home  
Specific Member Search  
Register Member  
Authorization Listing  
Enter an Authorization Request  
Enter a Treatment Plan  
View Clinical Drafts  
Enter a Special Program Application  
Complete Provider Forms  
Enter a Comprehensive Service Plan  
Claim Listing and Submission  
Enter EAP CAF

Manage Users  
Enter an Individual Plan  
Enter Case Management Referral  
Enter a Referral  
Review Referrals  
Enter Bed Tracking Information  
Search Beds/Opening  
EDI Homepage  
Enter Member Reminders  
On Track Outcomes  
Reports  
Print Spectrum Release of

**Welcome PETER TUMNUS . Thank you for using Beacon Health Options ProviderConnect.**

**YOUR MESSAGE CENTER (8 NEW) Message**

**Click on inbox to view your messages**

**WHAT DO YOU WANT TO DO TODAY?**

- ▶ [Link/Unlink Accounts](#) NEW
- ▶ [Eligibility and Benefits](#)
  - [Find a Specific Member](#)
  - [Register a Member](#)
- ▶ [Enter or Review Authorization Requests](#)
  - [Enter an Authorization Request](#)
  - [Enter an Individual Plan](#)
  - [Enter a Special Program Application](#)
  - [Enter a Comprehensive Service Plan](#)
  - [Enter a Treatment Plan](#)
  - [Review an Authorization](#)
  - [Update Monthly Wage Information](#)
  - [View Clinical Drafts](#)
- ▶ [Enter Member Reminders](#)
- ▶ [Enter Case Management Referral](#)
- ▶ [Enter or Review Claims](#)
  - [Enter a Claim](#)
  - [Enter EAP CAF](#)
  - [Review a Claim](#)
  - [View My Recent Provider Summary Vouchers](#)
  - [PaySpan](#)
- ▶ [Enter or Review Referrals](#)
  - [Enter a Referral](#)
  - [Review Referrals](#)
- ▶ [Enter Bed Tracking Information](#)
- ▶ [Search Beds/Opening](#)
- ▶ [Update Demographic Information](#)
- ▶ [Update Roster Information](#)
- ▶ [Update ABA Paraprofessional Roster Information](#)

# Demographic Update Features

PROVIDERCONNECT  
BEACON HEALTH OPTIONS

## Provider Demographics

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Provider Last Name  
**TUMNUS**
Provider First Name  
**PETER**

**Mailing Address:** ?

	ID:	123156	Identify any foreign language(s) or sign language that you use fluently in treating patients <span style="font-size: 0.8em;">?</span>
Address:	123 Main st STE C ABC, VA 12315 Country: US		
Phone:	888 - 888 - 8888		
Fax:	888 - 888 - 8888		
Website address: <span style="font-size: 0.8em;">?</span>			
ProviderConnect Email: <span style="font-size: 0.8em;">?</span>	TESTEMAIL@BEACONHEALTHOPTIONS.COM		
Correspondence Email: <span style="font-size: 0.8em;">?</span>	TESTEMAIL@GMAIL.COM		

**Service Location Information** ?

The list below shows the current Service Locations for the Provider shown above.  
If you would like to view the Service Address' corresponding Billing Location, click the green "Show" tab to expand the selection.

Sort By: [ID](#) [Name](#) [City](#) [State](#)

**Service Address** ?
**Corresponding Billing Address** ?

1 <span style="font-size: 0.8em;">?</span>	ID:	A00003	<div style="background-color: #4CAF50; color: white; padding: 5px; margin-bottom: 5px; border-radius: 3px;">SHOW</div> <div style="border: 1px dashed #ccc; padding: 10px; width: 80px; margin: 0 auto;">BILLING LOCATION</div>																																																												
Provider Type:	CLINIC																																																														
Name:	PETER TUMNUS																																																														
Address:	123 Main Street STE C ABC, VA 12315 Country: US																																																														
Phone:	(888) 888 - 8888																																																														
Fax:	(777) 777 - 7777																																																														
<p style="font-size: 0.8em; margin: 0;">Office Hours: <span style="float: right;">Hide Details</span></p> <p style="font-size: 0.8em; margin: 0;">Accepting New patients Email, Website, Disability Access</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <tr> <td style="width: 20%;"></td> <td style="width: 20%;">Monday</td> <td style="width: 20%;">Tuesday</td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> </tr> <tr> <td>From</td> <td>8:30am</td> <td>8:30am</td> <td></td> <td></td> </tr> <tr> <td>To</td> <td>5:30pm</td> <td>5:30pm</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Wednesday</td> <td>Thursday</td> <td></td> <td></td> </tr> <tr> <td>From</td> <td>8:30am</td> <td>8:30am</td> <td></td> <td></td> </tr> <tr> <td>To</td> <td>5:30pm</td> <td>5:30pm</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Friday</td> <td>Saturday</td> <td></td> <td></td> </tr> <tr> <td>From</td> <td>8:30am</td> <td></td> <td></td> <td></td> </tr> <tr> <td>To</td> <td>5:30pm</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Sunday</td> <td></td> <td></td> <td></td> </tr> <tr> <td>From</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>To</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>					Monday	Tuesday			From	8:30am	8:30am			To	5:30pm	5:30pm				Wednesday	Thursday			From	8:30am	8:30am			To	5:30pm	5:30pm				Friday	Saturday			From	8:30am				To	5:30pm					Sunday				From					To				
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# ProviderConnect Resources

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- ProviderConnect [Helpful Resources](#) and [Demo](#)
- [How-to video tutorials](#)
- Training
  - Webinars scheduled monthly or training as needed
    - Topics include: Authorizations, Claim Submission, Tips and Tricks
    - Registration available through links in the [Provider Newsletter](#) or online
  - Additional webinars may also be offered for particular contracts, so visit your appropriate Network Specific pages



# Relias



# Relias

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- Free web-based training and development program
- Wide variety of online CEU courses including courses to support evidenced based practices.
- Providers take courses at their own pace.
- Contracted PPN providers will receive email instructions to register for access to Relias. Provider Relations staff will provide technical assistance with this process.

# Tridium



# Contact Information



# Contact Information

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## Customer Service

Monday through Friday, 9 a.m.-8 p.m. ET

Phone: 800-554-6701

## EDI Helpdesk

Monday through Friday, 8 a.m.-6 p.m. ET

Phone: 888-247-9311

Email: [e-supportservices@beaconhealthoptions.com](mailto:e-supportservices@beaconhealthoptions.com)

## Provider Relations

Email: [texasservicecenter@beaconhealthoptions.com](mailto:texasservicecenter@beaconhealthoptions.com)

## National Provider Service Line

Monday through Friday, 8 a.m.-8 p.m. ET

Phone: 800-397-1630

# Thank you

