

January 2017

Spotlight:

[Provider Handbook](#) [Read More](#)

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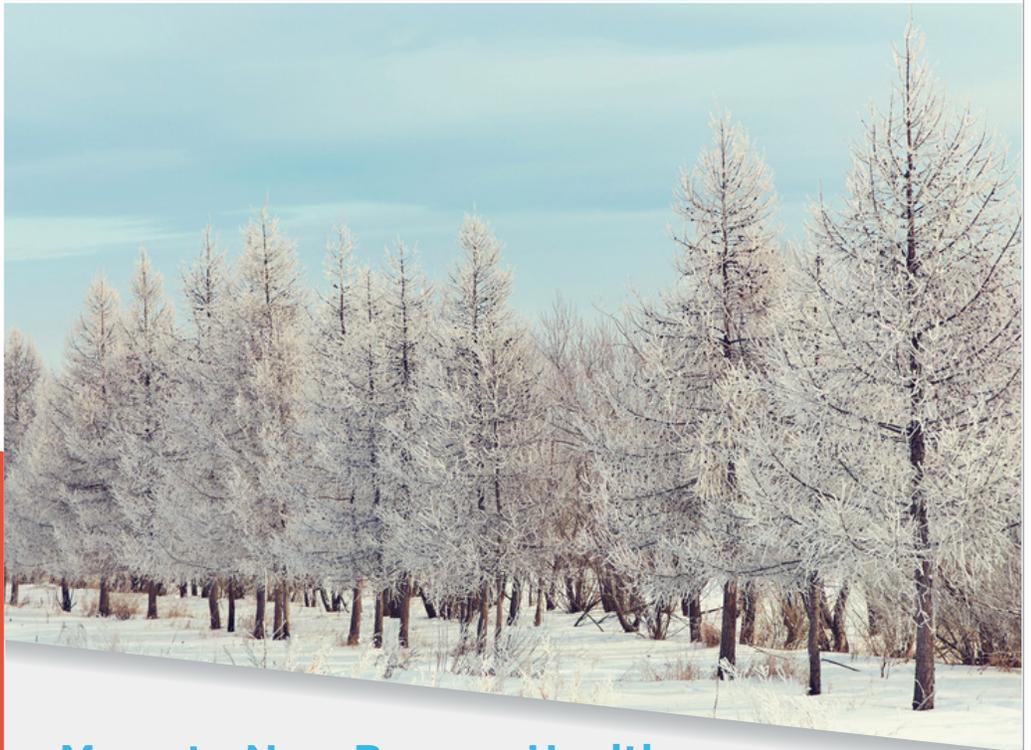
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In this Issue:

- [Move to New Beacon Health Options Website](#)
- [Buprenorphine DATA Waived Prescribers: Join Beacon's ECHO Clinic on MAT](#)
- [Attention Substance Use Prescribers: Buprenorphine Waiver Training](#)
- [Beacon Offers Members Interactive Tool on Integrated Care as a Team Approach](#)
- [Warning Concerning Common OTC Medication & the Opioid Crisis](#)
- [Claims Process Improvement Program Kicks into High Gear](#)
- [1099 Questions](#)
- [Maintaining Accurate Demographic Data](#)
- [Learn About The Utilization Management Program](#)
- [Member Rights & Responsibilities](#)
- [Confidentiality](#)
- [Appointment Availability Reminder](#)
- [Attention NYS OASAS Providers: Notification of Admission Requirement](#)
- [Medicaid Providers: Help Your Patients Keep Their Coverage](#)
- [Introducing WebEx](#)
- [Beacon Lens](#)
- [Upcoming Webinars](#)

Contact Us:

Please send your comments, ideas, and suggestions for upcoming editions of the Valued Provider eNewsletter to PRcommunications@beaconhealthoptions.com.



Move to New Beacon Health Options Website

We are excited to share that we are preparing to transition our website content from the current ValueOptions site to our new home on www.beaconhealthoptions.com in early 2017.

As you know, in 2016, ValueOptions legally changed its name to Beacon Health Options, Inc. (Beacon). When this occurred, we changed the branding on the ValueOptions website to reflect the new company name, but the URL in use remained www.valueoptions.com.

On February 17th, we will launch the new content on our Beacon website and begin to redirect valueoptions.com pages to beaconhealthoptions.com pages. It's important to note that visitors will still see the same content and experience the same functionality as was on the ValueOptions website. In fact, the user interface for the new site is cleaner and brighter and the site is easier to navigate, thereby providing a far superior user experience and quicker access to information.

Links from valueoptions.com, including network specific pages, will simply redirect to the same content on beaconhealthoptions.com. Your provider experience will be completely seamless, as bookmarked pages will redirect to the new site. And because the new new site experience is an improvement, we encourage you to update your bookmarks to the new site.

However, the ProviderConnect URL will remain the same for the foreseeable future. There will be no changes to external-facing website addresses in place for particular contracts, such as the Georgia Collaborative (www.georgiacollaborative.com).

To reiterate, moving to the new site shows Beacon's commitment to renaming and rebranding ourselves to become a single entity; it's also just a lot easier to use! Our goal is to communicate with our provider community in a timely, efficient manner. If you have any questions about the transition, please join us for our "[Overview of ProviderConnect](#)" webinar.

Buprenorphine DATA Waived Prescribers: Join Beacon's ECHO Clinic on MAT

In December, the "Expanding the Capacity for Health Outcomes (ECHO) Act," which promotes the use of technology-enabled collaborative learning to improve Department of Health and Human Services programs, became law. The new law stems from the success of Project ECHO - a revolutionary practice model that reduces gaps in care by increasing provider capacity for specialty services.

Beacon is excited to join more than 100 operating "hubs" in becoming an ECHO partner. In that role, Beacon will conduct virtual clinics through videoconferencing with non-specialist community providers to educate them about various behavioral health conditions and interventions. This "hub-and-spoke" approach promotes knowledge-sharing within our network.

Beacon will begin our ECHO clinic in early 2017, and we have chosen the opioid crisis and access to medication-assisted treatment (MAT) as its focus. If you are an in-network buprenorphine DATA waived prescriber, we invite you to join Beacon and fellow MAT prescribers in our biweekly, 60-minute sessions conducted by videoconference. Please note that you are not required to attend each session. During these sessions, you and your peers will participate in case-based learning for best-practice sharing on how to effectively treat members with opioid use disorder (OUD). All you need is access to the internet and ideally a camera for video capacity.

To understand the Project ECHO model and the great impact it can have, watch these two videos: [Project ECHO Overview](#) and [Project ECHO in Two Minutes](#).

For information on signing up for the Beacon OUD/MAT clinic, contact Heather Lober at heather.lober@beaconhealthoptions.com.

Attention Substance Use Prescribers: Buprenorphine Waiver Training

By now we are all aware of the national opioid crisis. According to the Centers for Disease Control, over 1,000 people a day are treated in emergency departments for misusing prescription opioids; in 2012, health care providers wrote 259 million prescriptions for painkillers (enough for every American adult to have a bottle of pills); and every day, around 50 people die from prescription pain pill overdoses in the United States. Yet, did you know that a recent National Institute on Drug Abuse-funded study found that buprenorphine prescribers tend to treat significantly fewer patients per month than the current limits allow? More than 20 percent treated three or fewer patients and only 9 percent of prescribers treated more than 75 patients. The median monthly census was only 13 patients.

Beacon encourages in-network practitioners to become buprenorphine waived, and encourages those with existing waivers to treat more patients. Addiction specialists or physicians can become waived to prescribe by completing an eight-hour course and obtaining a waiver from the U.S. Drug Enforcement Administration (DEA).



Beacon Health Options

*"Interested in waiver training? Providers' Clinical Support System for Medication Assisted Treatment (PCSS-MAT) is offering **no cost buprenorphine waiver trainings.**"*

Waivered physicians can treat up to 30 patients per month, and after a year can request to treat up to 100 patients. After that point, practitioners can treat 275 patients, according to new reporting requirements issued by the Substance Abuse and Mental Health Services Administration as part of the U.S. Department of Health and Human Services' [Opioid Initiative](#).

Interested in waiver training? Providers' Clinical Support System for Medication Assisted Treatment (PCSS-MAT) is offering [no cost buprenorphine waiver trainings](#).

You should submit your updated DEA certificate to reflect changes to your prescriptive authority on your provider file to Beacon. For assistance, please contact our National Provider Services Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday, or reach out to your [Regional Provider Relations team](#) via email.

Special Note:

The U.S. Department of Health and Human Services (HHS) announced in November that it is taking steps to expand existing access to medication-assisted treatment (MAT) for opioid use disorders to include nurse practitioners (NPs) and physician assistants (PAs). In preparation, NPs and PAs can now begin taking the required training to prescribe buprenorphine.

According to the communication, "NPs and PAs who complete the required training and seek to prescribe buprenorphine for up to 30 patients will be able to apply to do so beginning in early 2017." Furthermore, HHS is also "announcing its intent to initiate rulemaking to allow NPs and PAs who have prescribed at the 30 patient limit for one year, to apply for a waiver to prescribe buprenorphine for up to 100 patients." Read the full press release, "[HHS takes additional steps to expand access to opioid treatment](#)" for additional information.

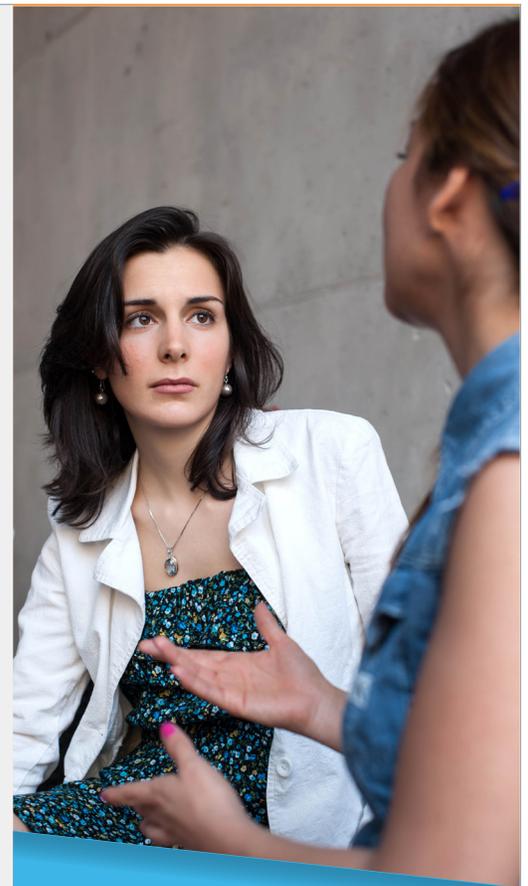
Beacon Offers Members Interactive Tool on Integrated Care as a Team Approach

Beacon supports an integrated approach to behavioral health care and strives to provide education, tools, and feedback to empower self-awareness and self-management. A new "Integrated Care: Taking Charge of Your Health" member self-management tool was developed with this in mind.

This new interactive self-management tool, presented as an online training, is available through Beacon's member website, [Achieve Solutions](#), and focuses on integrated care as a team approach. It was designed to be completed in under five minutes and provides members with actionable tips and additional resources for support.

The content addresses the importance of discussing behavioral health issues with one's doctor and includes character scenarios to demonstrate strategies for shared decision making and self-advocacy. It was developed in collaboration with various Beacon staff from our Medical, Clinical, Wellness and Recovery, Quality, and Editorial departments and will undergo annual peer review.

Beacon conducts usability testing to measure the quality and value of a member's experience using self-management tools provided through Beacon's web-based products. Our goal is to ensure the selected self-management tools will be useful to members. Factors that influence the selection of tools include:



"We invite you to review the ['Integrated Care: Taking Charge of Your Health'](#) training module [here](#), and then welcome your feedback through [this survey](#)."

- Relevance of the topic to the individual
- Font size
- Perceived reading level
- Intuitive content organization
- Ease of navigation
- Availability of user's preferred language
- Accessibility to users with hearing or vision impairment

We invite you to review the "[Integrated Care: Taking Charge of Your Health](#)" training module and welcome your feedback through this [survey](#).

Warning Concerning Common OTC Medication & the Opioid Crisis

The FDA recently issued a Drug Safety Communication warning that taking higher than recommended doses of the common over-the-counter (OTC) and prescription diarrhea medicine loperamide (Imodium) can cause serious cardiac events. The majority of reported heart problems occurred in individuals who were intentionally misusing and abusing high doses of loperamide in attempts to self-treat opioid withdrawal symptoms or to achieve a feeling of euphoria. Individuals will often abuse by combining loperamide with other drugs, which aid in increasing its absorption and penetration across the blood brain barrier, thus enhancing its euphoric effects.

Standard opioid screening will not detect loperamide; therefore, specific blood testing needs to be requested. If cardiotoxicity abuse is suspected, immediately discontinue loperamide and begin therapy to prevent cardiac arrhythmias and further heart damage.

Loperamide should be prescribed with caution for patients who are predisposed to serious arrhythmias and cardiac events as outlined above, or who are on drugs that inhibit loperamide metabolism or transport. Additionally, concomitant drugs can act to increase loperamide concentrations by blocking more than one pathway of loperamide elimination. Counsel patients regarding the cardiac risks such medication and instruct them not to use more than the recommended dose. For more information, including a listing of drugs that potentially interact with loperamide, please read the full [Safety Announcement](#).

Refer patients with opioid disorders to opioid treatment programs including providers who are Medication-assisted treatment (MAT) prescribers. For assistance in finding MAT providers in the Beacon network, contact the customer service team for the member's benefit plan.

Claims Process Improvement Program Kicks into High Gear

As a managed behavioral health care organization, one of Beacon's core functions is processing provider and member claims. Our providers expect that we do this in the most efficient manner.

Part of our strategy for continuous improvement is an exciting and transformative Claims Process Improvement (CPI) program, which we are operationalizing in 2017. The program includes changes to several work streams which will improve our provider experience:

1. **Front-end Claims (Mailroom):** Beacon will improve paper claims intake through transition to a centralized shared-service process.
2. **Data-driven Management:** Beacon will implement improved data-driven management techniques to enhance metrics for claims processing and operations.



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“During the upcoming months, we will provide a closer look at each work stream. This month we are excited to share some details regarding the Mailroom and Paper claim improvements.”

3. **EDI/Data Exchange:** We will improve the intake and processing of electronically submitted claims, through the implementation of a single gateway for front-end claims intake for all Beacon submitters. In addition, we will implement a centralized, shared-service process for validating and managing the exchange of all data between Beacon and our trading partners.
4. **Payment Integrity and Claims Analysis:** Beacon has engaged [Nokomis Health](#) to provide us with analytical services related to payment integrity and claims analysis. Nokomis employs an analytical claims engine - ClaimWise™ - to conduct this analysis and identify claims paid contrary to national and industry standards.

During the upcoming months, we will provide a closer look at each work stream. This month we are excited to share some details regarding the Mailroom and Paper claim improvements.

Front-end Claims (Mailroom)

Beacon has entered into a partnership with a well-respected, US-based vendor partner to leverage technology and industry-leading tools that will shorten paper claims turnaround times and increase data quality of claims entry.

Our vendor partner will manage the intake of claims and correspondence received via paper mail, emailed/scanned documents, faxed documents, and images submitted through online portals. Beacon’s established quality standards for turnaround time, information accuracy, and image quality will continue to be upheld or exceeded.

Changes will not affect your daily operations at this time, and providers should continue to submit paper claims as they do currently. The service centers in Latham, NY; Wixom, MI; and Trafford, PA will be the first to make the transition to the new model, with a go-live slated for mid-January. Our other service centers will transition over a staged period of time during 2017. Beacon will communicate new mailing addresses and timing for their utilization as necessary.

Throughout the coming weeks, Beacon will provide additional support materials, including informational webinars, to assist providers as they are impacted by this change.

We are very excited about the CPI Program enhancements and the potential for a material, positive impact for our providers. It truly is an exciting time of change at Beacon.

1099 Questions

It is tax season!

Beacon will be mailing 1099s no later than January 31, 2017.

1099s are only created for providers who were issued total payments of \$600 or greater in 2016.

Please note: Beacon has many different legal entities. Providers may receive multiple 1099s if total payments of \$600 or more were issued from different legally recognized entities within our organization. Each will be sent in separate envelopes, and all will be mailed no later than January 31, 2017.

If you have questions regarding your 1099, please contact our 1099 Hotline at 703-390-4936. This is a voicemail box monitored by our Finance Department and all calls will be returned within three business days.

Maintaining Accurate Demographic Data

To be compliant with CMS, providers may receive reminders from Beacon regarding maintaining accurate demographic data. We encourage providers to be conscientious regarding any communication which may require action or response, to ensure that Beacon receives the necessary information in a timely fashion.

As we develop our provider network strategy related to the merger of our two organizations, it is crucial that we maintain the most current, up-to-date information on file for our network. This also helps maximize your business potential and assists Beacon with providing accurate referrals for members seeking services. As outlined in our [Provider Handbook](#), we ask providers to contact us with any demographic changes in advance, whenever possible and practical. Most information, such as contact information, website URL, office hours, service, and billing locations can be easily updated through the “Update Demographic Information” section on ProviderConnect. To notify Beacon of a change in gender, specialties, licensure, or patient population seen, an inquiry can be sent through “Provider Details” by viewing provider contact information in the “My Practice Information” section of [ProviderConnect](#).

You may receive reminders like these throughout the year. This is in no way to advise that your information is inaccurate; however, it is our hope that they serve as a steady reminder to review often and update as necessary. Beacon verifies demographic data through various channels, so while your information may be accurate with us, if something is outdated through CAQH, for example, an update with them as well will ensure that everything stays consistent.

If you have any questions or need assistance updating your demographic data, you may contact our National Provider Services Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday, or reach out to your [Regional Provider Relations team](#) via email.

Learn About the Utilization Management Program

Beacon strives to enhance the well-being of the people we serve. We see ourselves as an integral part of the communities in which we provide service and understand that many factors impact the state of a person’s health. To best serve a given population and ensure the relevant design of appropriate programs and services, we seek to learn from, and work with, individuals in those communities. In managing the behavioral health benefits of millions of people, we are acutely aware of our responsibility to afford each individual every opportunity to live life to their fullest potential.

Beacon is proud of its focus on quality care and best practices. The primary responsibility of the utilization management staff is to guide and oversee the provision of effective services in the least restrictive environment and to promote the well-being of members. Members receiving care shall be treated with respect and be included in as much of the decision making as possible, given their age and/or mental status.

Decisions:

Utilization management clinicians are appropriately qualified licensed behavioral health care professionals who work cooperatively with practitioners and provider agencies to ensure member needs are met. Providers and practitioners are always afforded the opportunity to discuss and review any decision regarding inpatient admissions or other levels of care.

Criteria:

Beacon’s medical necessity criteria are based on nationally recognized resources, including but not limited to those publicly disseminated by the



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American Medical Association (AMA), American Psychiatric Association (APA) and American Academy of Child and Adolescent Psychiatry (AACAP), Center for Medicaid and Medicare (CMS), Substance Abuse and Mental Health Services Administration (SAMHSA), and the American Society of Addiction Medicine (ASAM).

Unless required by state or local regulation(s), Beacon uses this criterion set to manage mental health benefits for its commercial, employer, exchange and Medicaid lines of business. For management of substance use services, Beacon uses the American Society of Addiction Medicine (ASAM).

These criteria are available for review in the [Provider Handbook](#). If you are having difficulty accessing our online handbook, please click the following link to contact your [Regional Provider Relations Team](#) or the Beacon Provider Services Line at 800-397-1630, 8 a.m. - 8 p.m. ET, Monday-Friday for assistance.

Financial Incentives:

Beacon does not provide rewards or incentives, either financially or otherwise, to any of the individuals involved in conducting utilization review, for issuing denials of coverage or service, or restricting care. Utilization-related decisions are based on the clinical needs of the member, benefit availability, and appropriateness of care. Objective, scientific-based criteria and treatment guidelines, in the context of provider or member-supplied clinical information, guide the decision-making process.

Member Rights and Responsibilities

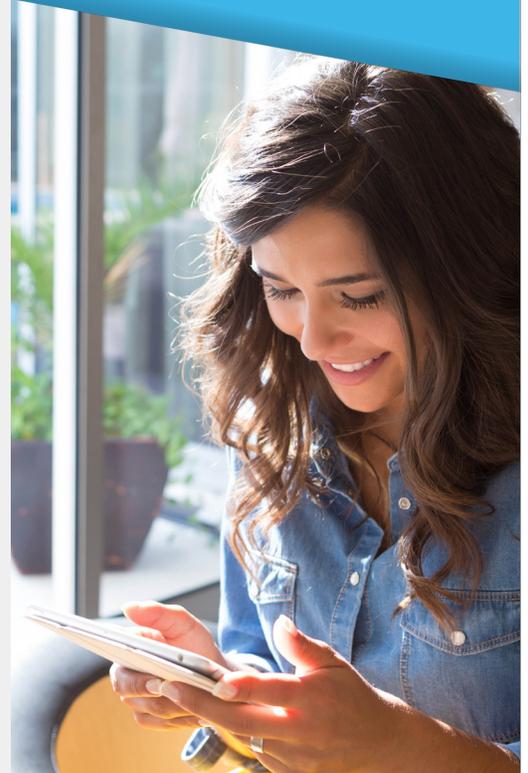
Beacon is committed to respecting our members' rights and responsibilities. We support our providers and expect you to ensure that the following member rights and responsibilities are protected:

Note: Member Rights and Responsibilities shall be extended to family/guardians for all minors and for adults that have cognitive impairment resulting in an inability to make informed consent decisions.

Member Rights:

- You have the right to receive information about Beacon's services, benefits, practitioners, providers, member rights and responsibilities and clinical guidelines. You have a right to receive this information in a manner and format that is understandable and appropriate to your condition.
- You have the right to receive oral interpretation services free of charge for any materials in any language.
- You have the right to be treated with respect as an individual in a manner that protects your privacy and dignity, regardless of race, gender, veteran status, religion, marital status, national origin, physical disabilities, mental disabilities, age, sexual orientation, or ancestry.
- You have the right to have all communication regarding your health information kept confidential by Beacon staff and contracted providers and practitioners, to the extent required by law.
- You have the right to participate with practitioners and providers in your own treatment planning and decision making regarding your care, and to include family members when appropriate and/or requested. Treatment planning discussions may include all appropriate and medically necessary treatment options, regardless of benefit design and/or cost implications.
- You have the right to decide who will make medical decisions for you if you cannot make them.
- You have the right to give or refuse consent for treatment and give or refuse consent for communication of treatment information to your PCP and/or other behavioral health providers.

“Utilization-related decisions are based on the clinical needs of the member, benefit availability, and appropriateness of care. Objective, scientific-based criteria and treatment guidelines, in the context of provider or member-supplied clinical information, guide the decision-making process.”



Note: Member Rights and Responsibilities shall be extended to family/guardians for all minors and for adults that have cognitive impairment resulting in an inability to make informed consent decisions.

- You have the right to obtain information regarding your own treatment record with signed consent in a timely manner and have the right to request an amendment or correction be made to your medical records.
- You have the right to appeal a Beacon Health Strategies authorization decision resulting in denial of any aspect of care or service.
- You have the right to submit a complaint or concern (or have a designee do so on your behalf), verbally or in writing, about the care you have received.
- You have the right to have questions or concerns answered completely and courteously by your providers and Beacon staff.
- You have the right to contact Beacon's Office of Ombudsman to obtain a copy of Beacon's member rights and responsibilities statement. You may make recommendations about the member rights and responsibilities statement to the Ombudsperson
- You have the right to participate in the Member Advisory Council. You may make recommendations about the member rights and responsibilities statement to the council.
- You have the right to exercise these rights without having your treatment adversely affected in any way.
- You have the right to be free from restraint and seclusion as a means of coercion, discipline, convenience, or retaliation.
- You have the right to access emergency care 24 hours a day, 7 days a week.
- You have the right to a second opinion.
- You have the right to reasonable accommodations.
- You have the right to be informed that you cannot be balanced billed by a provider for any services.

Member Responsibilities:

- You are responsible for choosing a primary care provider and site for the coordination of all your medical care.
- You are responsible for carrying your HP/MCO member ID card and showing the card whenever you seek treatment.
- You are responsible for understanding your benefits, what is covered and what is not covered.
- You are responsible for understanding that you may be responsible for payment of services you receive that are not included in the Covered Services List for your coverage type.
- You are responsible for providing information, to the best of your ability, to Beacon and treating providers that is necessary to ensure effective behavioral healthcare for you.
- You are responsible, to the best of your ability, to understand your behavioral healthcare needs and participate in your treatment including developing, following and revising as necessary, mutually agreed upon treatment and aftercare plans.
- You are responsible for contacting your Behavioral Health Provider, if you have one, if you are experiencing a mental health or substance abuse emergency.

To print Beacon's Member Rights and Responsibilities, review the [Provider Handbook](#) and scroll down to Appendices.

Confidentiality

Beacon has written policies regarding protected health information (PHI). These policies address disclosure of PHI, restrictions on use of PHI, the ability to amend PHI and the accounting process for disclosures, as well as internal/external protection of oral, written and electronic information across the organization. To read additional information about Confidentiality, Privacy, and Security of Identifiable Health Information please access our [Provider Handbook](#). To view the Beacon Privacy Statement, visit our [Compliance](#) page.



Appointment Availability Reminder

Beacon uses a variety of mechanisms to measure a member's access to care with participating practitioners. Unless other appointment availability standards are required by a specific client or government-sponsored health benefit program, service availability is assessed based on the following standards for participating practitioners:

- An individual with life-threatening emergency needs to be seen immediately
- An individual with non-life-threatening emergency needs to be seen within six hours
- An individual with urgent needs to be seen within 48 hours
- Routine office visits are available within ten business days

It is expected that Beacon providers maintain appropriate standards for appointment availability. Additional information is outlined in the [Provider Handbook](#).

Attention NYS OASAS Providers: Notification of Admission Requirement

Effective January 1, 2017, in accordance with state law, New York State OASAS licensed in-network providers must now provide official "Notification of Admission" to Beacon Health Options, Inc. (Beacon) for all Substance Use Disorder Services, including Inpatient Detoxification, Rehabilitation, and Residential Services, within forty-eight (48) hours of admission to these services, for all members whose Health Plan or Employer Group are based in New York State. This notification will allow a provider to treat a member for up to fourteen (14) days or until their discharge (whichever occurs first) without the need for a medical necessity determination from Beacon.

Providers are still required to complete the Level of Care for Alcohol and Drug Treatment Referral (LOCADTR) and a daily clinical assessment to evaluate ongoing need for care. Beacon may also request a medical necessity review for the stay upon discharge or on the 14th day of admission (whichever occurs first).

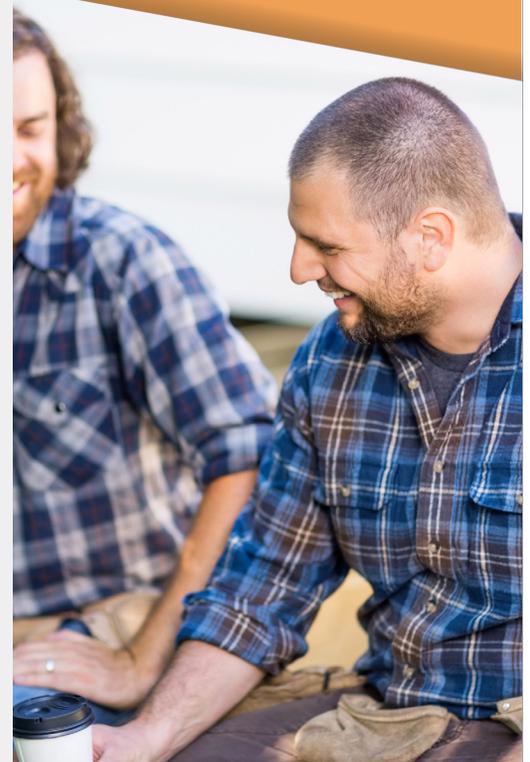
Note: Medicare and FIDA plans are excluded from this NYS requirement.

Medicaid Providers: Help Your Patients Keep Their Coverage

Remind patients to renew their Medicaid eligibility. Several months before coverage ends, Medicaid recipients will receive renewal information from their state department that manages Medicaid eligibility. If the renewal information does not arrive, recipients must contact their local agency that manages Medicaid to request a copy.

For example, in New York State, Medicaid recipients who are enrolled through the NY State of Health Marketplace must recertify through the Marketplace. This can be done by phone by calling 855-355-5777 (TTY: 800-662-1220) or going online at nystateofhealth.ny.gov. For New York City Medicaid recipients, EmblemHealth can help. Emblem's Facilitated Enrollment staff is available to assist. If Medicaid patients have questions about the renewal process or want help completing the renewal application, they can call 888-432-8026.

"It is expected that Beacon providers maintain appropriate standards for appointment availability. Additional information is outlined in the [Provider Handbook](#)."



“Beginning this month, Beacon webinars will now be hosted through webex. We hope this will have minimal impact to our provider community.”

Introducing WebEx

As we continue to upgrade Beacon's systems to allow for a better webinar experience, we would like to introduce our move to the Cisco WebEx platform. Beginning this month, Beacon webinars will now be hosted through WebEx. We hope this will have minimal impact to our provider community.

WebEx is similar to other webinar platforms as you will still need to access a link to learn more about the session. Most sessions require pre-registration, and once successfully registered, WebEx will send you a confirmation email through the department or webinar organizer containing the link you will use to enter the webinar on the day of the session. We highly recommend saving this information to your calendar for easy access. Additional reminders may also be sent periodically as well.

We recommend joining 10-15 minutes early to get settled. There may be additional software or a plug-in to download in order to access WebEx; however, if your computer does not permit this, you can select “Run a temporary application” in order to join the session.

After logging into the webinar, you will have three options for audio: have WebEx call you, you can dial in, or call using your computer. Not every session will be in listen-only mode, though, so it is important to be mindful and mute your phone or computer speakers to help avoid background noise. As with any conference call, don't place us on hold if you get another call. You can hang up and dial back in without disconnecting from the actual WebEx. Otherwise, by placing the webinar on hold, it may disrupt the session with your hold music or hold recording.

To register for an upcoming ProviderConnect or On Track webinar, visit our [Upcoming Webinars](#) page. Current offerings are also listed at the end of this newsletter.



Beacon has the ability and responsibility to help shape the conversation about behavioral health. Through the Beacon Lens blog, we respond rapidly to pressing and controversial areas in behavioral health today to help drive real, effective change. Here are some of our recent posts:

- [‘Precision medicine’: Where collaboration and competition meet](#)
- [The Kennedy Forum Illinois: Collaboration to drive solutions](#)
- [The Yin and Yang of 2016: A Crisis Year Holds Promise](#)
- [ACOs: Risk for the greater good](#)
- [ECHO: Expanding community-based treatment for opioid use disorder](#)

You can subscribe for email notifications for the blog [by visiting the site directly](#). We look forward to your commentary. If you have a topic suggestion, email: beaconlens@beaconhealthoptions.com.

Together, let's lead the conversation on behavioral health!

Upcoming Webinars

ProviderConnect

These webinars are designed to review our ProviderConnect system and support the E-Commerce Initiative for network providers.

Overview of ProviderConnect is intended for providers and office staff becoming familiar with ProviderConnect for the first time. This also serves as a good refresher training.

Overview of ProviderConnect		
Tuesday, January 17, 2017	1-2 p.m. ET	Register Here!
Tuesday, February 7, 2017	1-2 p.m. ET	Register Here!

ProviderConnect Claims is designed for providers and office billing staff who submit claims electronically by either batch or directly through ProviderConnect.

ProviderConnect Claims		
Tuesday, January 24, 2017	1-2 p.m. ET	Register Here!

Authorizations in ProviderConnect is designed for providers and office staff who submit authorizations through ProviderConnect.

Authorizations in ProviderConnect		
Wednesday, February 15, 2017	1-2 p.m. ET	Register Here!

Introduction to On Track Outcomes

Provides an overview of this program which is designed to support network providers as they help clients stay “on track” in achieving their goals.

Introduction to On Track Outcomes		
Thursday, January 26, 2017	2-3 p.m. ET	Register Here!
Tuesday, February 21, 2017	2-3 p.m. ET	Register Here!
Wednesday, March 29, 2017	1-2 p.m. ET	Register Here!

Our webinar platform has fully transitioned from Citrix GoTo to Cisco WebEx. We hope this will enhance your webinar experience, but acknowledge there may be an adjustment period. When accessing a webinar, be sure to review all information carefully and verify system compatibility to avoid technical difficulties.

*You can view previous webinar slides and recordings in our [Webinar Archive](#).
For additional trainings and information, please visit our [Video Tutorials](#) as well as your [Network Specific Page](#).*

Contact Us:

If you do not have internet access and would like a hard copy of this newsletter, please contact our National Provider Services Line at 800-397-1630.