

A p p e n d i x 6

Handbook Update Log



www.beaconhealthoptions.com

Beacon Health Options, Inc. is formerly known as ValueOptions, Inc.



The following reflects the *handbook* revision history, provides a general description of the edits made, and last revised date. Consult the document or page listed and locate the section title to access the most current version of the information available online.

SECTION AND CONTENT UPDATED	RELEASE DATE	URL
<p>Clinical Practice Guidelines</p> <ul style="list-style-type: none"> ▪ Restructured Clinical Practice Guidelines page to differentiate between current and historical items 	01/02/2019	https://www.beaconhealthoptions.com/providers/beacon/handbook/clinical-practice-guidelines/
<p>Handbook Revision</p> <ul style="list-style-type: none"> ▪ Rebranded Program Integrity to Corporate SIU ▪ Changed Corporate SIU address from Norfolk to Chesapeake 	12/04/2018	https://www.beaconhealthoptions.com/providers/beacon/handbook/
<p>EAP Appendix Revision</p> <ul style="list-style-type: none"> ▪ Removed On Track Outcomes 	11/26/2018	https://www.beaconhealthoptions.com/providers/beacon/handbook/
<p>Handbook Revision</p> <ul style="list-style-type: none"> ▪ Removed On Track Outcomes 	10/12/2018	https://www.beaconhealthoptions.com/providers/beacon/handbook/
<p>EAP Appendix Revision</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Appendix 5 	11/21/2017	https://www.beaconhealthoptions.com/providers/beacon/handbook/
<p>Annual Handbook Review & Revision</p> <ul style="list-style-type: none"> ▪ Rebranded handbook ▪ Removed claims tips sheets as documents are available on the website ▪ Added complete HEDIS BH measures list ▪ Clarified appeals language ▪ Modified naming of Clinical Criteria to Medical Necessity Criteria ▪ Modified naming of QM language: Key Performance Indicator to Core Performance Indicator 	06/30/2017	https://www.beaconhealthoptions.com/providers/beacon/handbook/
<p>Clinical Practice Guidelines</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Clinical Practice Guidelines 	05/08/2017	https://www.beaconhealthoptions.com/providers/beacon/handbook/clinical-practice-guidelines/

SECTION AND CONTENT UPDATED	RELEASE DATE	URL
Clinical Criteria <ul style="list-style-type: none"> ▪ Posted reviewed and revised Clinical Criteria 	03/24/2017	https://www.beaconhealthoptions.com/providers/beacon/handbook/clinical-criteria/
Clinical Practice Guidelines <ul style="list-style-type: none"> ▪ Posted reviewed and revised Clinical Practice Guidelines 	03/22/2017	https://www.beaconhealthoptions.com/providers/beacon/handbook/clinical-practice-guidelines/
Handbook Review & Revision <ul style="list-style-type: none"> ▪ Updated claim submission and overpayment recovery language to clarify process 	12/02/16	http://www.valueoptions.com/providers/Handbook.htm
Handbook Review & Revision <ul style="list-style-type: none"> ▪ Updated fair hearing language to clarify process and provider eligibility 	07/08/16	http://www.valueoptions.com/providers/Handbook.htm
Treatment Guidelines <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	06/23/16	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
EAP Appendix Revision <ul style="list-style-type: none"> ▪ Posted reviewed and revised Appendix 5 	05/17/16	http://www.valueoptions.com/providers/Handbook/ValueOptions-Provider-Handbook-Appendix-5.pdf
Clinical Criteria <ul style="list-style-type: none"> ▪ Posted reviewed and revised Inpatient Psychiatric Services and RTS Clinical Criteria 	05/10/16	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm
Treatment Guidelines <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	05/04/16	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
Appendix Revision <ul style="list-style-type: none"> ▪ Posted reviewed and revised Appendix 4 	03/08/16	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook_Appendix_4.pdf
Clinical Criteria <ul style="list-style-type: none"> ▪ Posted reviewed and revised Clinical Criteria 	02/29/16	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm

SECTION AND CONTENT UPDATED	RELEASE DATE	URL
<p>Annual Handbook Review & Revision</p> <ul style="list-style-type: none"> ▪ Rebranded handbook ▪ Updated recredentialing timeframe 	01/14/16	http://www.valueoptions.com/providers/Handbook/Beacon-Provider-Handbook.pdf
<p>Annual Handbook Review & Revision</p> <ul style="list-style-type: none"> ▪ Added merger language and disclaimer ▪ Modified E-Commerce references ▪ Added online references for contact information and demographic updates ▪ Revised <i>On Track</i> language ▪ Updated language on UB04 and CMS1500 tip sheets ▪ Modified appeal and peer reviewer title references ▪ Updated QM committee titles and corporate vs. national naming references 	10/28/15	http://valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf
<p>Clinical Criteria</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised psychological testing Clinical Criteria 	10/14/15	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm
<p>Treatment Guidelines</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	10/12/15	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
<p>Annual Handbook Review & Revision</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised MOS appendix 	09/30/15	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_MOS_Handbook_Appendix_5A.pdf
<p>Annual Handbook Review & Revision</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised EAP appendix 	09/30/15	http://www.valueoptions.com/providers/Handbook/ValueOptions-Provider-Handbook-Appendix-5.pdf
<p>Clinical Criteria</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Clinical Criteria 	03/17/15	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm
<p>Handbook Review and Revision</p>	12/29/14	http://www.valueoptions.com/providers/Handbook.htm

SECTION AND CONTENT UPDATED	RELEASE DATE	URL
<ul style="list-style-type: none"> ▪ Removed E-Commerce requirements throughout handbook ▪ Modified to remove outlier language ▪ Added updated language for claims/billing audits 		
<p>Treatment Guidelines</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	11/21/14	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
<p>Appendix Addition</p> <ul style="list-style-type: none"> ▪ Added New York State Specific Medicare Advantage/Medicaid Dual Eligible Addendum 	6/10/14	http://www.valueoptions.com/providers/Handbook/ValueOptions-Provider-Handbook-Appendix_4A.pdf
<p>Clinical Criteria</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Clinical Criteria 	5/1/14	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm
<p>Treatment Guidelines</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	5/1/14	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
<p>Annual Handbook Review & Revision</p> <ul style="list-style-type: none"> ▪ Added new subsection called E-Commerce requirements under About ValueOptions section; ▪ Revised Credentialing and Recredentialing section to include information about Council for Affordable Quality Healthcare (CAQH); ▪ Updated language throughout the handbook to support the new E-Commerce requirements; ▪ Expanded Balance Billing subsection; ▪ Removed Request for Reconsideration subsection under Claims Procedures; ▪ Included language changes to support DSM-5; 	5/1/14	http://www.valueoptions.com/providers/Handbook.htm

SECTION AND CONTENT UPDATED	RELEASE DATE	URL
<ul style="list-style-type: none"> ▪ Retired several Resource Documents and condensed information into E-Commerce Resource page ▪ Revised the Medicare Advantage Specific Provisions (Appendix 4) ▪ Revised EAP and MOS Handbook to include E-Commerce Language (Appendix 5 & 5A) 		
<p>Utilization Management</p> <ul style="list-style-type: none"> ▪ Healthcare Effectiveness Data and Information Set (HEDIS) rewritten 	9/12/13	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf
<p>Utilization Management</p> <ul style="list-style-type: none"> ▪ Addition of notification criteria 	6/13/13	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf
<p>Claim Submission</p> <ul style="list-style-type: none"> ▪ Added payer id information 	6/13/13	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf
<p>Annual Handbook Review & Revision</p>	5/1/13	http://www.valueoptions.com/providers/Handbook.htm
<p>Clinical Criteria</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised 2013 Clinical Criteria 	2/1/13	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm
<p>Treatment Guidelines</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	2/1/13	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
<p>MOS Handbook Revised</p> <ul style="list-style-type: none"> ▪ Changes to Getting Started and Duty to Warn sections 	9/19/12	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_MOS_Handbook_Appendix_5A.pdf
<p>Treatment Guidelines Review and Revisions</p> <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	9/17/12	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm

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Table of Contents <ul style="list-style-type: none"> ▪ Page Numbers changed due to above addition. 	7/19/12	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf
Additional Documentation added to Claims Processing Section for New York Participating Providers <ul style="list-style-type: none"> ▪ CHCS IPA, Inc. 	7/19/12	http://www.valueoptions.com/providers/Handbook/ValueOptions_Provider_Handbook.pdf
Annual Handbook Review & Revision	5/1/12	http://www.valueoptions.com/providers/Handbook.htm
Treatment Guidelines <ul style="list-style-type: none"> ▪ Posted reviewed and revised Treatment Guidelines 	1/10/12	http://www.valueoptions.com/providers/Handbook/treatment_guidelines.htm
Clinical Criteria <ul style="list-style-type: none"> ▪ Posted reviewed and revised 2012 Clinical Criteria 	1/10/12	http://www.valueoptions.com/providers/Handbook/clinical_criteria.htm
EDI Resource Document <ul style="list-style-type: none"> ▪ Made changes to EDI website and HIPAA instructions 	1/3/12	http://www.valueoptions.com/providers/Handbook/resource/VO_Provider_Handbook_Appendix_2-ESupport_Services_PC_Claims.pdf