

Clinically Speaking

March 2010

An Optima Behavioral Health Publication

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Opioid Management of Chronic Pain

Nearly two years ago, we adopted the guideline “Opioid Management of Chronic Non-Cancer Pain” for both behavioral health and primary care physicians. Development of this guideline was prompted by the recognition that members with chronic pain often have other comorbid medical and/or behavioral health conditions, which may complicate appropriate diagnosis and treatment. This guideline has recently been revised based on recommendations from a joint panel of experts from the American Pain Society (APS) and the American Academy of Pain Medicine (AAPM). The guideline contains information about informed consent, medication agreements, dosing equivalents, ongoing assessment and monitoring. For more information on this guideline, or any other guideline, visit www.optimabehavioralhealth.com where you can review and download if needed. You may request a paper copy by contacting the Quality Improvement Department at 757-552-7130 or mvminor@sentara.com.

Pharmacy Changes

Applies to plans with pharmacy benefits administered by Optima Health. The purpose of the following is to communicate pharmacy changes effective April 1, 2010:

Note: Pharmacy changes are made on a quarterly basis with effective dates of: January 1st, April 1st, July 1st, and October 1st.

*For Groups without a Four-Tier pharmacy plan, drugs listed as moving to tier 4 will remain at tier 3.



Drug Name	Indication	Description of Change (by Formulary Type)	Generic Alternatives	Lower Tier Alternatives
Vyvanse (lisdexamfetamine/dimesylate)	Attention deficient disorder	Change from Tier 3 to Tier 4 Commercial – Tier 4 Generics Plus – Non-formulary Medicare – Non-formulary Medicaid – Non-formulary	dextroamphetamine/ amphetamine methylphenidate	Concerta

Optima Behavioral Health Introduces New Online Services!

Optima Behavioral Health is pleased to introduce Provider Connection – a self-service online tool used to verify member eligibility and benefits, check claims status, as well as view remits and pending claim reports. Provider Connection eliminates the need to spend time on the phone accessing this information for your Optima Health members.

Registration is currently open for all behavioral health providers and staff.

To register for Provider Connection, simply visit www.optimabehavioralhealth.com and complete the online registration form located on the provider page. Within ten business days of registration, you will be notified by phone of your confidential user name and password.

Optima Behavioral Health - Provider Resources - Microsoft Internet Explorer provided by SENTARA Healthcare

http://www.optimabehavioralhealth.com/OBH/Providers/ProviderResources/

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Optima Health

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Provider Resources

Thank you for providing superior care to the community and for your interest in Optima Behavioral Health.

This section of our site provides resources for providers and office staff that will be important keys to your success with OBH. If you are in need of information or resources that are not available here, please contact Provider Services at 1-800-648-8420.

- [Contact Information](#)
- [Frequently Asked Questions](#)

Provider Credentialing

OBH accepts online applications from the Council for Affordable Quality Healthcare (CAQH). After the CAQH application has been completed (with all supporting documentation attached), please complete and return the OBH Credentialing Packet to initiate the credentialing process.

- [OBH Provider Credentialing Packet](#)
- [Need to obtain a CAQH ID?](#)

Provider Changes and Updates

Please notify us of any/all changes (relocation, joining additional practice, leaving a practice, etc.) 30 days in advance to avoid an interruption in referrals and payments.

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- Find a Provider
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Want To Receive Your Payments Quicker?

Direct deposit is now available! When you register for Provider Connection, your payments can be electronically transferred directly into your bank account. You can access your remits online and download them to your computer or print them out for your records.

If you would like to sign up for direct deposit, visit www.optimabehavioralhealth.com and complete the EDI Set Up Form located on the provider page, under Provider Resources.



Member Benefits/Eligibility Verification

Optima Behavioral Health strongly recommends verifying members' benefits and eligibility prior to rendering services. Member benefits can change when plans renew yearly, verifying benefits is important to ensure reimbursement. Providers and/or their office staff can obtain this information online via Provider Connection on www.optimabehavioralhealth.com or by calling Provider Services at 1-800-648-8420.

Clinically Speaking is now published quarterly and delivered to providers and office staff via e-mail. It is also available to view on the Web site, www.optimabehavioralhealth.com.

We encourage you to provide your e-mail address and practice name to OBHproviders@sentara.com to have the quarterly newsletter e-mailed to you directly.

Important Phone Numbers

Provider Services (eligibility, benefits, authorization, claims, and appeals):
757-552-7174 or 800-648-8420 option 2, then option 1
Monday - Friday 8am - 7pm

Clinical Care Services (inpatient and IOP authorizations)
757-552-7174 or 800-648-8420 option 2, then option 2
Monday - Friday 8am - 5pm

www.optimabehavioralhealth.com