

## ■ ■ ■ MANUAL HIGHLIGHTS

Sections I through IV contain essential information, explanations and guidelines to assist you and/or your organization in partnering with us under our Fee-For-Service mental health care delivery system. We strongly encourage you to read each section item identified below.

Section	Item	Why Read It?
I	Collaborative Contact Information	Provides a quick reference guide to Collaborative telephone numbers and mail/email addresses. Visit <a href="http://www.IllinoisMentalHealthCollaborative.com">www.IllinoisMentalHealthCollaborative.com</a> (select “for providers”)
II	Going Online With the Collaborative	Provides information for accessing valuable on line tools, resources and educational opportunities. Find out about ProviderConnect, a “24/7” website tool that allows you to submit and review claims, check eligibility, update your practice profile, view correspondence and much more.
II	National Provider Identifier	On May 6, 2005, the Centers for Medicare & Medicaid Services (CMS) provided information on the NPI and how to obtain one for your use beginning on May 23, 2007. . Read more about the NPI and the ValueOptions NPI submission process and (business rules?) other related compliance procedures.
III	Service Authorization Protocol	Explains ACT/CST authorization requirements and provides essential and comprehensive provider information, links to standard forms and clinical appeals functions.
IV	Grievances, Appeals and Complaints	Provides helpful recommendations and information for presenting inquiries and/or disputed claims under the resolution process through the Collaborative’s Complaint, Grievance and Appeal mechanisms. Read how this process provides a timely, effective and reliable method for informal. <b>COMING SOON!</b>
V	Coming Soon!	
	Claims Payment	Review the guidelines used by ValueOptions for processing claims. Valuable claims information about NPI and taxonomy codes are addressed in this section as well as the new claims forms to be issued for 2008.
	ProviderConnect and Electronic Claims Submission	Find out more about ProviderConnect and how to easy it is to submit claims online!
	ProviderConnect Enrollment and Registration Submission	A “Must Read”. New vital information has been incorporated.
	All Other Questions	Please contact the Collaborative at the email listed below:  <a href="mailto:IllinoisMentalHealthCollaborative@valueoptions.com">IllinoisMentalHealthCollaborative@valueoptions.com</a>