ValueOptions of Illinois (VO-IL) was selected by the Division of Mental Health (DMH) as the vendor for the Illinois Mental Health Collaborative for Access & Choice (the Collaborative). DMH’s goal for the vendor contract is to improve and enhance consumer access and choice. The operating principles of the Collaborative’s contract with DMH are:

* Support consumers’ recovery by having the right care available at the right time in the right amount.
* Support providers transition from a grant-based reimbursement system to a fee-for-service (FFS) reimbursement structure

The specific roles and responsibilities of the Collaborative are to:

* Clinical & Medical Affairs
  + Facilitate utilization management and analyses of levels of care proscribed by DMH
  + Support the development and implementation of evidence-based practices
* Recovery & Resiliency
  + Operate and Staff a certified peer support warmline that supports consumers regarding self advocacy, recovery education, and emotional support.
  + Continuously provides/adds a consumer perspective in every aspect of the ASO’s activities.
* Quality Management
  + Complement DMH’s Quality Program via the facilitation of quality improvement activities, ensure that the Collaborative’s verticals have a QM focus, and process complaints and grievances per regulatory specifications.
* Provider Relations
  + Support DMH’s provider network by conducting site visits to monitor provider compliance to identify and facilitate the sharing of best practices and provide technical assistance to providers regarding billing and overall administrative protocols and processes.
* Claims Processing
  + Support the DMH’s vision of migrating to a FFS reimbursement structure by processing providers’ encounters.

The Collaborative has additional functional areas to support these roles. These support areas are Information Technology, Reporting/Data Management, and Finance.