

VALUEOPTIONS

**2013** YEAR *in*  
**REVIEW**

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**PROGRESS & PROMISE**

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VALUEOPTIONS®  
Innovative Solutions. Better Health.

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# VALUEOPTIONS PROGRESS & PROMISE

## INTRODUCTION

FOR MORE THAN 30 YEARS, VALUEOPTIONS® HAS GIVEN MILLIONS OF PEOPLE THE TOOLS THEY NEED TO LEAD HEALTHIER, HAPPIER LIVES. WHETHER THEY WANT TO BE MORE PRODUCTIVE AT WORK, NEED SUPPORT FOR THE UNIQUE CHALLENGES FACED BY MILITARY FAMILIES, OR RECOVER FROM A MENTAL ILLNESS OR SUBSTANCE USE DISORDER, OUR MEMBERS LOOK TO US TO DELIVER INNOVATIVE SOLUTIONS FOR EVERYDAY LIFE.

Moreover, as industry leaders, we know it simply isn't enough to deliver solutions today—we have to ready ourselves for the business of health care tomorrow. 2013 was an important year for our company as we continue to build the organizational foundation that will carry ValueOptions into the future.

## IT STARTED WITH A MISSION.

### *We help people live their lives to the fullest potential.*

Today, the scope of our mission is wider than ever before: under the Affordable Care Act, millions of previously uninsured Americans are eligible to receive quality health care services. Providers and clients look to us to help them navigate new regulations and requirements, while both new and longstanding members seek the high-quality services they've come to expect from us.

But what drives our mission from idea to actuality? Our people do. Every day last year, over 3,000 ValueOptions employees delivered on our promise to help people live their lives to the fullest. Whether we sat around a meeting table, at a front desk, or at the end of a phone line, each of us contributed a piece of the framework that will support our mission for years to come.

We spent thousands of hours getting ready for new business—including some of the most complex implementations we have ever managed.

We readied our systems for industry-wide changes in the way disorders are classified and coded, and showed providers how to seamlessly transition into using them.

We reinforced our dedication to innovation with the launch of the ValueOptions Signature Network, a system of treatment centers that would tackle the most

challenging behavioral health disorders with innovative treatment plans and integrated family services.

With the launch of Stamp Out Stigma, we took the dialogue about mental illness from a whisper to a full-fledged conversation with wristbands, toolkits, practical resources, and an award-winning video compilation—all at the touch of a button.

We turned routine into revolutionary with the introduction of Lean, which encouraged employees at the National Operations Center to take a front-line leadership role as they examined and refined everyday processes.

On the 50th anniversary of President Kennedy signing the Community Mental Health Act into law, we went back to our advocate roots with articles, conferences and speaking engagements to reinforce the importance of providing quality behavioral health care for all citizens.

We did all this and more, while continuing to serve our existing clients—in all business sectors—with distinction.

The business of health care may change, but our mission stays constant. In 2013, we turned changes and challenges into opportunity, and fortified our foundation for years to come. We meet people wherever they are today—and when tomorrow comes, we'll already be there, ready to lead the way.

# MISSION

*We help people live their lives to the fullest potential.*

Our mission is why there is a need for us as a company; it is what we do for members and consumers every day.

# VISION

*We are the undisputed leader in helping people lead healthier lives by addressing the thoughts, feelings and behaviors that are central to good health. We are the preferred partner for making quality care affordable.*

Our vision casts us more into the future. It is a statement about the kind of company we want to be in the future—five to 10 years from now.

# VALUES

**Consumer Engagement** – We meet people where they are. We provide personalized support to help people achieve their highest potential.

**Integrity** – We strive to do what is right. We operate in an ethical and transparent way.

**Innovation** – We constantly challenge ourselves to think of new and better ways to deliver value. We encourage new ideas from anyone and everywhere.

**Listen and Respect** – We actively listen and incorporate feedback. We encourage open and honest communication.

**People Development** – The success of this company depends on our people. We will provide an environment where employees can achieve their highest potential.

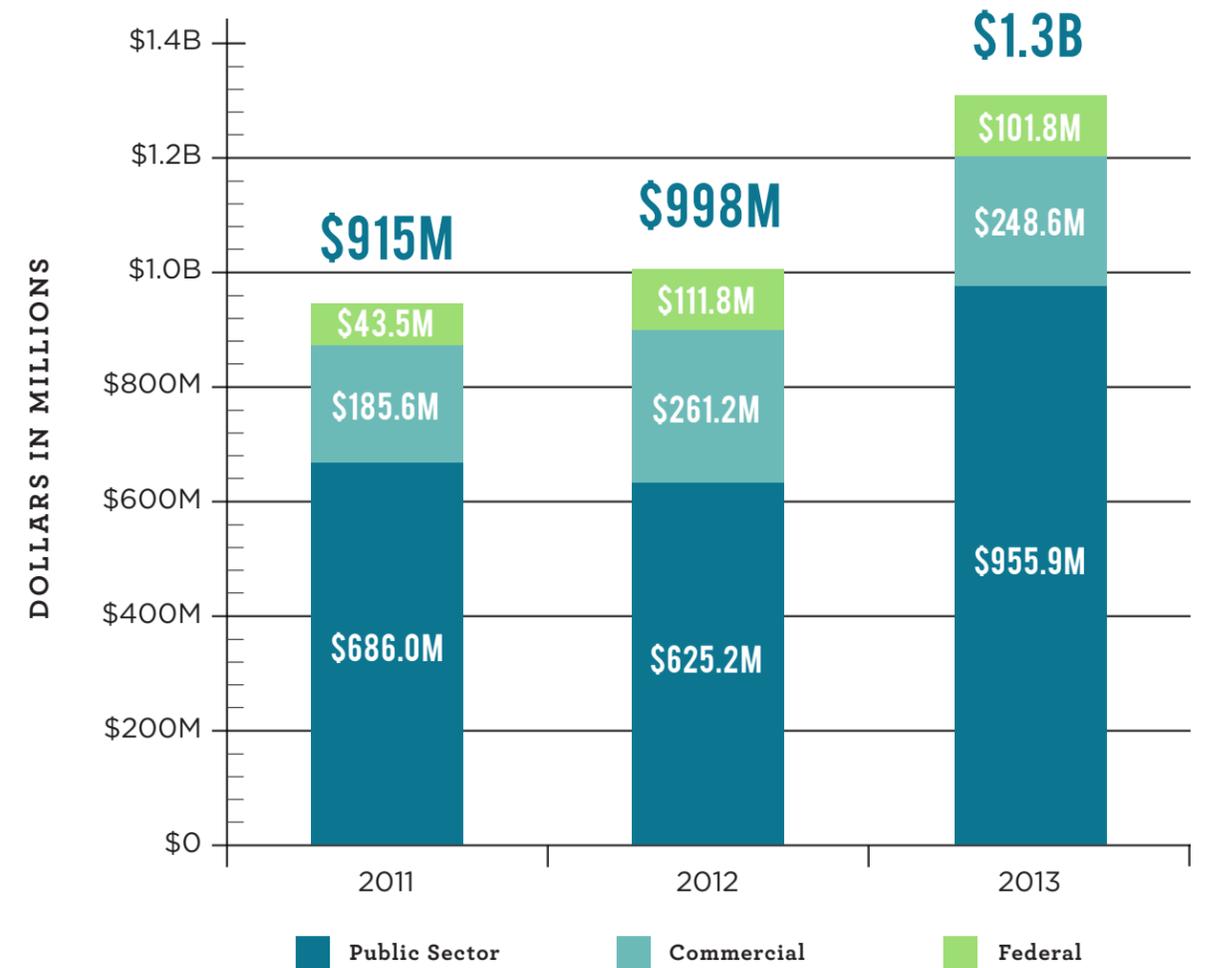
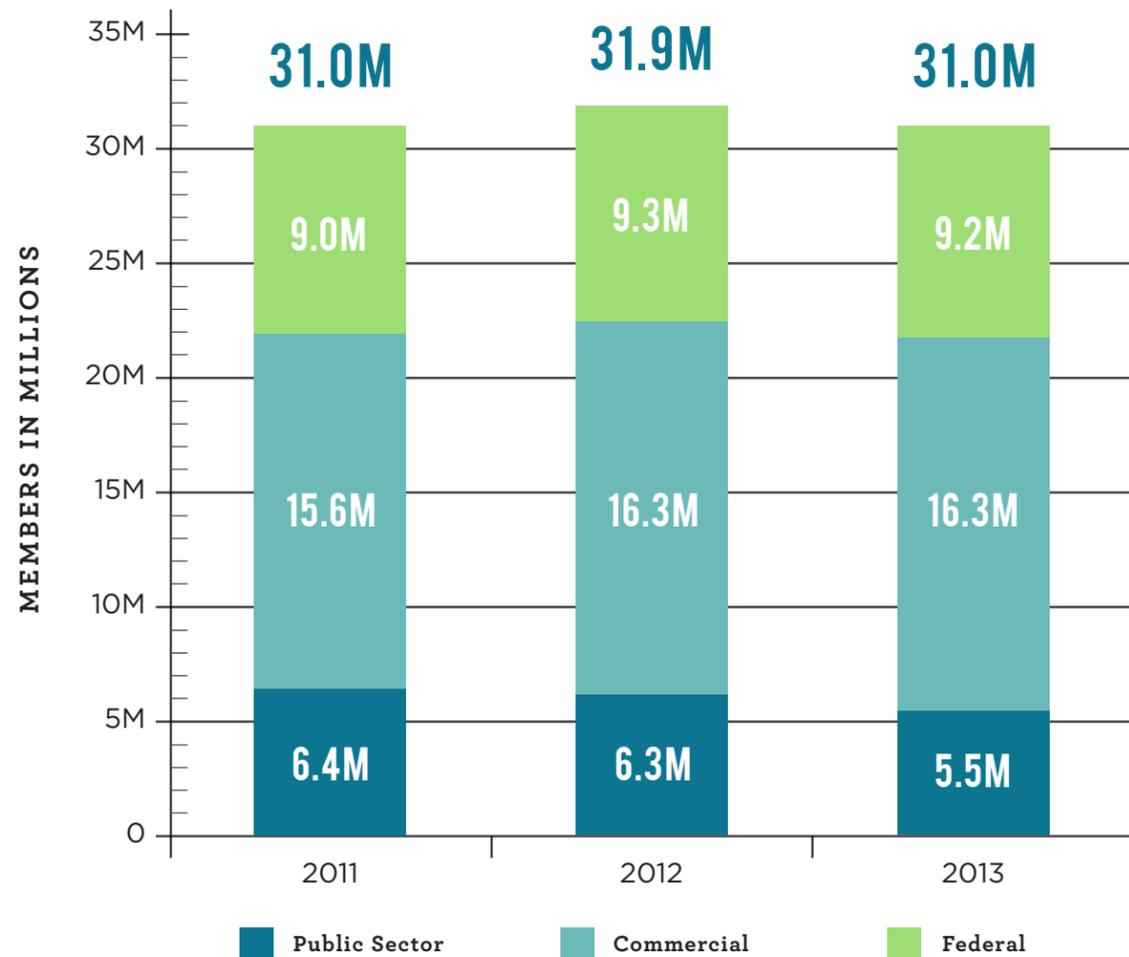
**Joint Accountability** – We work in a matrix environment. We share responsibility to achieve a common goal.

# CORPORATE FINANCIALS

## MEMBERSHIP

ValueOptions finished 2013 with 31.0 million members, a (2.3%) decrease over the previous year (31.9 million members).

- Commercial Division membership was flat at 16.3 million members.
- Federal Division membership was flat at 9.2 million members.
- Public Sector Division membership decreased 11.6% from 6.3 to 5.5 million lives with the scale down in both the scope of the Kansas and North Carolina contracts.
- Membership will rise to 33.8 million lives beginning July 2014.



## REVENUE

2013 revenue was \$1.3 billion, a 30.9% increase over 2012 revenue of \$998.3 million.

- Commercial Division revenue posted a 4.8% (\$12.6 million) decrease year over year. These reductions were a result of the termination of State of Louisiana Employees and Great West accounts, partially offset by rate increases in both Emblem and MVP contracts and the addition of Total Health.
- Federal Division revenues decreased \$10.0 million, primarily due to the extension/new pricing of both Military OneSource (MOS) and TRICARE South contracts.
- Public Sector revenues increased 53.0% in 2013, up to \$955.9 million compared to \$624.9 million the previous year. This increase is related to a full year of MBHP as a risk account. It was partially offset by the scale down of the scope of both Kansas and North Carolina contracts.

## From Blueprints to Bottom Line:

# THE YEAR OF IMPLEMENTATION

The National Implementation, IT and Operation teams supported more than 70 client implementations this year, including new business, re-bids and upsells for our existing book of business, and industry compliant related projects such as DSM-5 and ICD-10 changes. Take a look at how “The Year of Implementation” helped us lay the groundwork for the big changes ahead.

### HORIZON

After ValueOptions was awarded a contract by Horizon Blue Cross and Blue Shield of New Jersey to manage services for its nearly 3.6 million members, our Horizon Implementation Team set to work on the most detailed implementation in company history. The massive implementation included five projects, three of which successfully went live Jan. 1, 2014 (Horizon NJ Health, Horizon EAP Reseller, and Horizon EAP employee); the remaining two (Horizon overall and Horizon NJ Health – MLTS), are currently on target for a ‘go live’ date of July 1, 2014. The IT and Facilities team is also hard at work on building out our New Jersey Clinical Engagement Center, which will be located in Roseland, NJ.

The countless hours spent on the implementation details netted the team ValueOptions’ 2013 Pinnacle Award, which recognizes divisions that have made significant contributions to our company’s new business development.

### EMPIRE

Jan. 1, 2014 marked the beginning of our contract to manage services for the Empire Plan, a comprehensive program for New York’s public employees and their families. In preparation, we created more than 90 new jobs in New York and installed a new regional New York Market President. We developed an Empire-specific provider website, and held a webinar

### HORIZON IMPLEMENTATION BY THE NUMBERS:

 **150** PROJECT MANAGERS, WORKGROUP LEADS AND SMES

 **917** CONFIRMED DATA EXCHANGES

 **168,750 HOURS** WERE SPENT IN HORIZON MEETINGS

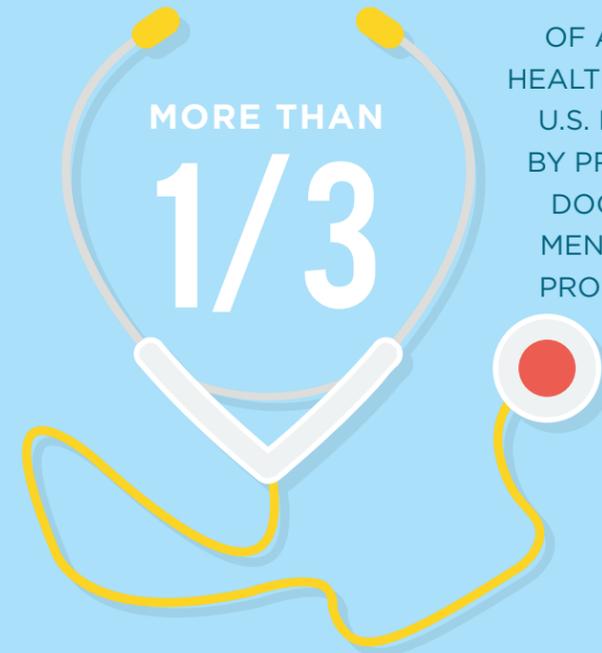
 **1,500 MINUTES** SPENT “TAKING ROLL” ON CALLS

to make sure providers were up to speed on the ins and outs of online claims, authorization transactions and everything in between.

Empire positioned us to administer services to a significant portion of New Yorkers, and solidified our presence in the Empire State as the choice vendor for behavioral health care.

### DSM-5

The *Diagnostic and Statistical Manual of Mental Disorders* (DSM) is the go-to guidebook for classifying mental disorders, and is used extensively by clinicians, researchers, and policymakers alike. DSM-5, the manual’s fifth major revision, introduced new classifications, symptoms and more clearly defined diagnoses, which will help further our understanding of behavioral health disorders and how we care for them. In addition to developing a new layout for DSM-5 in ProviderConnect, we worked with providers to conduct testing and organize a timeline with step-by-step implementation procedures.



OF ALL MENTAL HEALTH CARE IN THE U.S. IS PROVIDED BY PRIMARY CARE DOCTORS, NOT MENTAL HEALTH PROFESSIONALS

### WHAT’S NEW IN DSM-5?

- Autism is now a single condition called *autism spectrum disorder* (ASD)
- *Childhood bipolar disorder* is now *disruptive mood dysregulation disorder*
- ADHD criteria has been modified to emphasize its presence in adults
- More consideration is placed on the behavioral symptoms that accompany PTSD
- *Binge eating disorder* and *premenstrual dysphoric disorder* were added as official diagnoses

*The best preparation for tomorrow is to do today’s work superbly well.*

– William Osler

Founding Professor of Johns Hopkins Hospital

As the implementation rolls on through 2014, we will continue to keep providers updated on DSM-5 changes in our newsletters, online guides and quarterly provider trainings.

### ICD-10

ICD codes are used to classify diagnoses and symptoms, and are a central component of insurance reimbursement. Health agencies across the globe also use ICD codes to monitor disease statistics.

With the latest ICD update, ICD-10, we established project teams to assess its impact to our online systems and business processes. Along with modifying applications, Electronic Data Interchange (EDI) transactions, reports and various procedures to comply with ICD-10 requirements, we continue to update providers of any changes with a monthly newsletter and website applications and will work closely with our providers and trading partners to test all system and operational changes to ensure accuracy.

### BLUE CROSS BLUE SHIELD OF RHODE ISLAND

After fierce competition, we now provide behavioral health services with Blue Cross Blue Shield of Rhode Island (BCBSRI) in partnership with University Medicine (UM), a non-profit multi-specialty medical group in Providence, RI, and its surrounding communities. The partnership will focus on rolling out the patient-centered medical home (PCMH) model, a system where a patient’s comprehensive care is personally coordinated by a primary doctor and an accompanying medical and behavioral health team.

The National Implementation, IT and Operation teams worked feverishly throughout the four-month implementation to hire staff, establish our Rhode Island Engagement Center and configure our Integrated Technology Platform, CONNECTS, to ensure a successful ‘go live.’

# VALUEOPTIONS gets lean

In 1933, a small Japanese loom company set up a division to research the emerging automobile industry; in 2008, that company—you know them as Toyota—surpassed General Motors as the top automaker in the world.

The leap from textiles to auto-titans took Toyota just 75 years, and ignited a management philosophy that changed business forever: Lean manufacturing.

Lean manufacturing (or simply “Lean”) is based on Toyota’s method of ensuring that each step involved in making a product is the best possible use of resources and delivers the highest value for the customer. For instance, is a task performed in two steps when it could be done in one? Are needless features included that customers wouldn’t notice, want, or be willing to pay for? Are standing inventory orders just collecting dust? By identifying and eliminating these kinds of wasteful practices, Toyota’s manufacturing became smoother, faster and more cost-efficient—and produced far fewer defects.



**91%**  
OF U.S. EMPLOYEES SAY THEY WOULD BE MORE EFFICIENT IF THEIR WORKSPACES WERE BETTER ORGANIZED



**7 weeks**  
PER YEAR ARE LOST BY WORKERS SEEKING CLARIFICATION DUE TO POOR COMMUNICATION



**85%**  
OF U.S. EMPLOYEES SAY CAREER GROWTH IS A KEY REWARD—BUT A MAJORITY OF AMERICANS SAY THEY AREN'T USING THEIR TALENTS AT WORK



**10**  
IQ POINTS ARE LOST WHEN FIELDING CONSTANT EMAIL—THE EQUIVALENT TO MISSING AN ENTIRE NIGHT'S SLEEP



**43%**  
OF U.S. EMPLOYEES SAY HEAVY WORKLOADS ARE THEIR GREATEST JOB STRESSOR



**50%**  
IMPROVEMENT IN INDIVIDUAL PROCESSES AT MONTHLY RAPID PROCESS IMPROVEMENT WORKSHOPS FOR VALUEOPTIONS EMPLOYEES



**3 to 4 hours**  
ARE SAVED FOR EVERY ONE HOUR OF PLANNING

Though Lean launched Toyota from loom to Land Cruiser, its benefits aren't just limited to manufacturers: in October, ValueOptions rolled out its own waste-busting initiative to our National Operations Center in Latham, NY, the busy hub of claims processing.

Between making sure client, member and provider needs are met, fielding inquiries, organizing a non-stop flood of information—and all the while maintaining the strictest standards of quality—Claims is vital to our business. As one of our most involved departments, it was only fitting that the Claims staff be the first employees to take advantage of all that Lean has to offer.

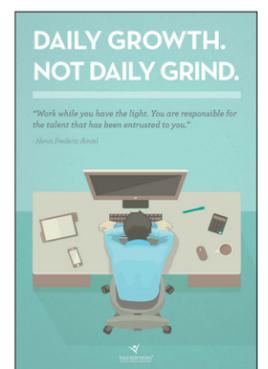
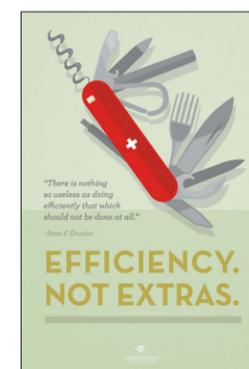
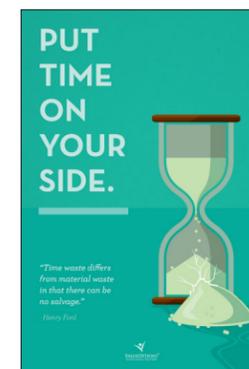
*“There are three kinds of leaders. Those that tell you what to do. Those that allow you to do what you want. And Lean leaders that come down to the work and help you figure it out.”*

— John Shook  
Chairman and CEO, Lean Enterprise Institute

After undergoing extensive training on the ins and outs of Lean, the Claims staff is turning ideas into reality by participating in monthly events that address processes and practices in their everyday work where waste can be eliminated. Not only is the Claims staff helping assess which processes can “get lean”—they are actually developing the steps to put the changes into action.

For an extra dose of inspiration, Latham filled its hallways with ValueOptions-themed Lean posters, which reminded employees of how reducing waste frees up more time to focus on what really matters: helping our millions of members live their best lives. The initiative rolls out company-wide next year, so look to *Get Lean in 2014!*

## 2013 VALUEOPTIONS LEAN POSTERS



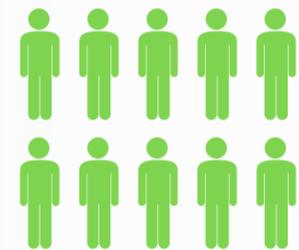
# WE TALK ABOUT IT.

In under a year, Stamp Out Stigma (S.O.S.) has accomplished more than we imagined. We know the success of the campaign has everything to do with our original creed: we begin with ourselves.

And we have. Each of us wears a wristband, we share our stories, we listen, we educate others and we seek help when we need it. We are stamping out stigma surrounding mental illness.

The campaign was launched at every location across the country, and has impacted us and those closest to us first and foremost and now echoes through the halls of our buildings, in our presentations to clients, in our community meetings, in our messages to providers—and we're just getting started.

## BEGINNING WITH OURSELVES:



### 10 EMPLOYEES

shared their story of how mental health stigma impacted their lives

Hundreds of others wrote their responses to, "I want to talk about mental illness because..." on decals displayed at our locations. And every day, more of us are seeking help for ourselves or helping our members and those we love access the care they need to recover.

**We all wear the wristband and we talk about it.**

## TALKING ABOUT IT:

In addition to our loved ones, across last year, we introduced the campaign to clients, providers and partners.

- Beaumont Health System launched their own S.O.S. campaign in October 2013 to more than 5k employees
- Walgreens is piloting the campaign at 40+ locations
- We are walking American Express, U.S. Coast Guard, UPS, Johnson & Johnson, The Home Depot and others through making S.O.S. their own
- Six peer companies, through our relationship with the Association for Behavioral Health and Wellness (ABHW), have adopted S.O.S.

## GIVING BACK:

The first S.O.S. Golf Tournament to benefit Wounded Warrior Project (WWP) was held in Hampton Roads, VA, home of the world's largest military installations.

In addition to educating more than 120 golfers on mental health stigma, we were able to donate \$25k to WWP.



ValueOptions staff at the EAPA Conference in 2013

*"Even calling it "mental illness" has a tendency to put it off to the side and make it something different, make it something secret."*

*—Dr. Gary Proctor, Chief Medical Officer, Federal and Public Sector Divisions*



The Proposals Department team at the golf tournament benefitting WWP



**OVER 25,000 WRISTBANDS**  
were sold or circulated



## OUT AND ABOUT:

S.O.S. is the beginning of important conversations for us personally and professionally.

We've held webinars for select clients, handed wristbands to Patrick and Rose Kennedy and distributed S.O.S. materials on the Hill. Utilizing every platform our organization has, we courageously call people to action. It's time to talk about it.



Former Congressman Patrick Kennedy with members of ValueOptions leadership

## WINNING RECOGNITION:

Gaining industry respect that only helps further the message of S.O.S., the campaign took home international and national awards in the 2013 award season.

**International W<sup>3</sup> Awards** – Best in Show: Video Editing, Gold: Documentary and Public Service and Silver: Video Activism

**National eHealthcare Leadership Excellence Award** – Platinum: Best Marketing Campaign



## SOCIAL:

The campaign has its own Facebook app, allowing stampoutstigma.com to be shared across social platforms. The app features the S.O.S. videos, links visitors to wristband orders, connects them to life-changing resources and allows them to add S.O.S. images to their own pages.

We also regularly share stigma-related articles across our platforms to educate and spark discussion. These resources are commonly used by clients and, of course, us!





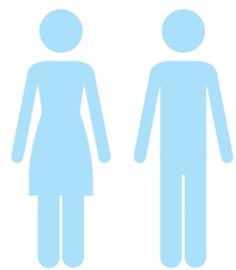
# 2013:emPOWERED

## for POSSIBILITIES

*At ValueOptions we are empowered to live our lives to the fullest potential. We practice living our mission, day in and out. Through our employee initiative, emPower, which began February 2013, we embody a healthy sense of wellbeing; work with integrity; and promote personal and professional growth and success among each and every employee, always striving to improve our employee culture. We love the work we do here, and it's changing lives daily. We are becoming the best we can be.*

*We have the opportunity to grow each day...*

### THE VALUEOPTIONS TEAM



**3,037**  
PEOPLE

2,232 FEMALES  
805 MALES

**263**   
PROMOTIONS

**14,868**   
APPLICANTS

**128+**  
NEW JOBS  
CREATED

**641** NEW  
HIRES

*...and, we have an opportunity to change our lives.*



grow+SUCCEED

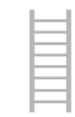
People development is one of our greatest company values, and is a key factor for a high performing workforce. We want to achieve our professional goals, which is why we take advantage of the many resources available at our fingertips!

 **895** ONLINE  
COURSES COMPLETED  
FROM LEARNING AND DEVELOPMENT COURSES



**MOST POPULAR COURSES =**  
COPING WITH INFORMATION OVERLOAD; CRITICAL THINKING; KNOWING WHEN TO TAKE LEADERSHIP RISKS; USING FUNCTIONS AND FORMULAS IN EXCEL

 **160** MANAGERS  
COMPLETED IN-PERSON MANAGEMENT SKILLS TRAINING

 **20 / 20**  
MENTORS / PROTÉGÉES  
COMPLETED THE 2013 MENTOR/ PROTÉGÉ PILOT PROGRAM

*"My mentor has made a huge impact on me. She has asked me some tough questions that really help me look inside myself and how I need to position myself for growth in the company and what steps I need to take to get there."*  
- Protégé

*"My mentor's tenacity to ensure that I am successful in this program has humbled me beyond belief."*  
- Protégé



reduce**RISK**

As a business dedicated to serving our members with excellence, and as individuals trusted with personal information, we work with integrity. Reduce Risk ensures we have the knowledge and the tools to operate ethically and maintain compliance at all times.

 **2,159** EMPLOYEES  
COMPLETED  
S.O.S. TRAINING MENTAL ILLNESS AND VIOLENCE: STIGMA OR REALITY

 **53%**  
INCREASE IN CALLS TO OUR ETHICS HOTLINE

 **1,500** REVIEWS  
OF POTENTIAL FRAUD

 **3,372** EMPLOYEES  
COMPLETED  
SECURITY AWARENESS TRAINING



# welcomeWELLBEING

MAKING BETTER CHOICES EVERY DAY

Not only do we invest in being at the top of our game professionally, but we prioritize our own wellbeing to ensure we are at our personal best as well!

This year alone, 24% of us used our employee assistance program to balance out life's curves. Did you know mental health is the most common topic we ask for help with and site as our greatest stressor? We seek the help we need, which shows we are committed to improving in the areas we need it most!

In 2013, we took action and participated in biometric screenings, a wellbeing assessment and even got our flu shots. And many of us committed to learning and doing more to better our personal wellbeing in 2014.

Sixty-three percent of us communicated our perspective and feedback in the Wellbeing Perception Survey, and that feedback informs the next stage of our wellbeing journey, *Get Moving*.



## EMPLOYEE WELLBEING PERCEPTION SURVEY HIGHLIGHTS



HAVE HEALTH-RELATED GOALS



VALUE A HEALTHY LIFESTYLE



HAVE A PLAN IN PLACE TO ACHIEVE GOALS



TRIED TO MAKE A POSITIVE HEALTH CHANGE IN THE PAST YEAR

**1,034** employees completed their biometric screenings - we believe in taking care of ourselves by knowing our numbers!

Since 2012, we've seen improvement in cholesterol, glucose and blood pressure levels.

Since 2012, **77** employees enrolled in the *Kick It!* tobacco cessation program.

**10%** of those enrolled last year.

**\$15,200** was the estimated amount those employees saved together by kicking the habit, and

**52,114\*** cigarettes also weren't smoked as result.

\*Based on average spent on cigarette by one smoker in a given year.

## Changing lives in our communities

Last year, in addition to improving our personal wellbeing, we made a difference in our communities! Our locations joined in activities to enrich daily work life and foster team spirit.

We also spent our time, money and labor efforts to help support organizations such as United Way, The Salvation Army, Wounded Warrior Project and the American Cancer Society.

In our local communities, we donated food to families in need, provided clothes and school supplies for children, aided in support groups against domestic violence, walked for miles and participated in numerous other activities that raised money and awareness to help those in need.

### 2013 ENGAGEMENT CENTER WELLBEING ACTIVITY HIGHLIGHTS:

- LUNCH AND LEARNS
- YOGA CLASSES AT WORK
- WEEKLY PHONE-IN MEDITATION SESSIONS
- WEIGHT WATCHERS
- "BIGGEST LOSER" COMPETITIONS
- WALKING CHALLENGES

WE LOST **1,607** POUNDS!

**4,557 HOURS** OF COMMUNITY SERVICE WERE USED IN 2013!

**336 EMPLOYEES** WALKED OVER **100 MILES** AND RAISED OVER **\$47,000** FOR NAMI, NEDA, RELAY FOR LIFE, CCAR, AND OUT OF THE DARKNESS!



WE DONATED **20 TURKEYS** AND OVER **900 LBS OF FOOD** TO THE **FOODBANK AND FOODSHARE!**



**\$197,812.00** TOTAL \$ RAISED IN 2013

# BUILDING OUR LEGACY

**Our presence in the marketplace skyrocketed last year.** With the launch of our social media channels; employees' accomplishments in the industry and their communities; and our visible influence at conferences and events, we've made a decided impact in the marketplace.

## GETTING SOCIAL:

Last year, we focused on our multiple Internet platforms, and the results were even better than we hoped. From timely articles to crisis management and real-time reporting; from talent recruitment to creating a conversation about mental illness, we covered relevant news, solidifying our position as a leader in behavioral health care.

We also shared our employee culture, promoted wellbeing and invited the public to share their challenges and victories on the road to recovery. We've built a solid community online and we're driving conversations for positive change.

## SOCIAL MEDIA STATS:



## IN THE SPOTLIGHT:

With world-class employees, it's no surprise that we have countless standouts. There isn't enough room to list them all, but here is a glimpse of remarkable achievements in 2013.

## NOTABLE ACHIEVEMENTS:

**CONNECTICUT - BEST PLACE TO WORK**

**IT SECURITY AWARD - U.S. DEPT. OF HOMELAND SECURITY COMMENDATION**

**KICK IT! - GOLD STAR BEST PRACTICE AWARD**

## LASTING IMPRESSIONS:

Countless miles were travelled last year as we made our mark at conferences, career fairs and community meetings (to name a few) and distributed enough branded promotional items to fill a truck.

## NOTABLE EVENTS:

- Employee Assistance Professionals Association Conference (EAPA)
- National Council's Hill Day
- The Kennedy Forum
- National NAMI Convention
- Value Behavioral Health of Pennsylvania Consumer Recovery Forum

7,445+ PEOPLE REACHED AT EVENTS

50+ EVENTS VALUEOPTIONS ATTENDED

36 PRESS RELEASES

255,132 PROMOTIONAL ITEMS GIVEN AWAY

ValueOptions Marks

# 50 YEARS AFTER

## — JFK's Community Mental Health Act —

October 2013 marked the 50th anniversary of President John F. Kennedy's signing of the Community Mental Health Act, his last piece of legislation, ushering in a new era in the way behavioral health care is provided in this country. President Kennedy envisioned a process of deinstitutionalization accompanied by the "open warmth of community concern and capability."

Many milestones in mental health care have occurred along the way. In recent history, we have seen the passage of the Mental Health Parity and Addiction Equity Act of 2008, helping codify into law that the treatment for illness of the brain should be managed no differently than that of the body. The passage of the Affordable Care Act increased access to health care coverage to

an estimated 30 million Americans who previously had none. Of that 30 million, 11 million have a history of mental illness and substance abuse.

We are proud to continue to advance President Kennedy's vision of community-based behavioral health care by working with community mental health centers (CMHCs) to provide virtually all levels of care in the 13 states, where we manage Medicaid and public assistance programs. Our MCPAP and ACCESS-MH CT programs improve access to behavioral health care to children and adolescents at the primary care level. ValueOptions also supports two critical aspects of JFK's legacy throughout our enterprise whole person wellness—including the integration of medical and behavioral health care—and our S.O.S. initiative.

## THROUGHOUT 2013, WE PROUDLY HELPED TO ADVANCE THE WORK OF PRESIDENT KENNEDY'S LANDMARK LEGISLATION.

**April 5**  
The Pennsylvania Engagement Center and SVP, Government Relations Larry Goldman hosts Congressman Tim Murphy, a child psychologist and Chairman of the Congressional Mental Health Caucus

**September 16-17**  
ValueOptions executives participate in Hill Day, which was sponsored by a number of behavioral health advocacy associations, meeting with elected officials and taking part in an invitation-only White House briefing

**October 23-24**  
The Kennedy Forum Inaugural Health Summit in Boston, sponsored in part by ValueOptions, marks the 50-year anniversary of the Community Mental Health Act. It is attended by more than 400 leaders in the fields of mental health, addictions and intellectual disabilities.

**May 1**  
Launch of our online S.O.S. initiative

**September 23**  
ValueOptions sponsors the National Council for Behavioral Health's Addressing Health Disparities Leadership Program where our executives speak on the challenges faced by veterans and Medicaid-eligible minorities

**November 4**  
Clarence Jordan, VP, Wellness & Recovery, is featured in *Mental Health Weekly* about his participation in the Kennedy Forum, while his op-ed piece on the 50th anniversary is featured on the National Council's blog

# CLINICAL CARE MANAGEMENT: *Structured for Solutions*

## PRIMARY CARE INTEGRATION

As the national health care dialogue continues to recognize the significant impact of behavioral health on our physical health, our Medical Management team partnered with primary care physicians and others to improve the overall health of our members. In fact, the Affordable Care Act requires new ways to ensure integration of physical and behavioral health. As a result of these efforts, we deployed a number of effective tools, care coordination strategies and technological supports to accomplish these aims in 2013.



OF U.S. ADULTS EXPERIENCE A MENTAL HEALTH ISSUE IN A GIVEN YEAR



OF ALL PCP VISITS INVOLVE PATIENTS WITH DIAGNOSABLE PSYCHIATRIC DISORDERS



OF VISITS TO FAMILY PHYSICIANS INVOLVE STRESS-RELATED SYMPTOMS



OF U.S. ADULTS EXPERIENCE A MENTAL HEALTH ISSUE IN THEIR LIFETIME



OF ALL MENTAL HEALTH TREATMENT IS FURNISHED BY PRIMARY CARE PHYSICIANS (PCPS)



OF A PCP'S NORMAL CASELOAD CONSISTS OF PATIENTS WHOSE MEDICAL AILMENTS INCLUDE PSYCHOLOGICAL FACTORS



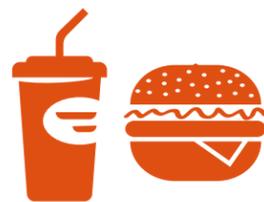
OF PEOPLE WHO COMPLETE SUICIDE HAD SEEN A PCP IN THE PRECEDING MONTH

## DID YOU KNOW?

*These four factors significantly contribute to chronic diseases, most notably cardiovascular diseases, cancer, chronic obstructive pulmonary disease and type 2 diabetes*



LACK OF PHYSICAL ACTIVITY



POOR NUTRITION



TOBACCO USE



EXCESSIVE ALCOHOL CONSUMPTION

## SUPPORT FOR INDIVIDUALS AND FAMILIES AFFECTED BY AUTISM

IN THE 1980S

**1 IN 300** CHILDREN WERE DIAGNOSED WITH AUTISM

PRESENT DAY

**1 IN 88** CHILDREN IS DIAGNOSED WITH AUTISM, MAKING IT THE FASTEST-GROWING DEVELOPMENTAL DISABILITY

To address the growing need for treatment of autism spectrum disorders (ASD), we developed ASD Care Management program options to provide a range of alternatives for our self-insured accounts and health plans. The options offer different services depending on the benefit plan and take into account the needs of individuals receiving treatment, and also take into account the support needs of their families and caregivers.



## CENTERS OF EXCELLENCE

Most likely you have heard of “Centers of Excellence”—facilities which specialize in intensive, cutting-edge treatment options—for procedures like organ transplants. In 2013, the Clinical Care Management team partnered with Provider Network Management, IT, Legal and others to create our own unique “Centers of Excellence” system: the ValueOptions Signature Network, an innovative system of treatment centers which specialize in intensive treatment options and inpatient care for behavioral health and substance use disorders.

Established to address the needs of members who have had limited response to standard treatment options, the ValueOptions Signature Network is one of the first of its kind in the nation. The network will initially focus on eating and substance use disorders, and will expand to include other mental health treatment specialties throughout the coming year.



**11** CENTERS OF EXCELLENCE NATIONWIDE

## LOCATIONS

- **Arms Acres** in New York, which treats substance use disorders
- **BHC Alhambra Hospital** in California, which treats eating disorders
- **CRC Health Group's Sierra Tucson Treatment Center** in Arizona, which treats eating disorders and substance use disorders
- **Eating Disorder Center of Denver** in Colorado, which treats eating disorders
- **Endeavor House** in New Jersey, which treats substance use disorders
- **Memorial Hermann Prevention & Recovery Center (PARC)** in Texas, which treats substance use disorders
- **Hazelden Foundation's facilities** in Minnesota, Oregon and Florida, which treat substance use disorders
- **Rogers Memorial Hospital** in Wisconsin, which treats eating disorders
- **The Renfrew Center** in Florida and Pennsylvania, which treat eating disorders
- **Timberline Knolls** in Illinois, which treats eating disorders
- **Valley General Hospital** in Washington, which treats substance use disorders

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## CONCLUSION

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ANY COMPANY CAN DREAM UP A VISION FOR THE FUTURE. HOWEVER, IT'S VALUEOPTIONS' ABILITY TO TURN TODAY'S BLUEPRINTS INTO TOMORROW'S BUSINESS THAT CONTINUES TO SET US APART, AND PREPARES US FOR THE OPPORTUNITIES THAT LAY AHEAD IN 2014 AND BEYOND.

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Each day, our mission and values shine through in our work: from meticulous implementations, to innovative new clinical programs, to breaking the silence about mental illness with Stamp Out Stigma, we responded to the tasks of 2013 with integrity, confidence, and poise.

Our success in 2013 gives us confidence in our ability to succeed in the years to come. The future is paved with new business, partnerships and opportunities to expand our presence, and more people than ever before will benefit from our services.

None of this would be possible without the dedication of our employees, whose hard work and commitment to our values fuels our success, and helps our members live their lives to the fullest.

Thank you for turning changes and challenges into opportunities, and for turning the progress of today into the promise of brighter future for millions tomorrow.





**VALUEOPTIONS<sup>®</sup>**  
Innovative Solutions. Better Health.