

HMO New England Plan Termination
Effective Date: 1/1/08
Frequently Asked Questions

1. When will HMO New England terminate with ValueOptions?

As of 01/01/08, ValueOptions will no longer manage the mental health and substance abuse benefits.

2. Who will manage the Mental Health and Substance Abuse Benefit?

Effective 1/1/08, the Mental Health/Substance Abuse benefit will be managed by Wellpoint.

3. What is the 800# for the new vendor?

Wellpoint will continue to use in 2008 the same toll free number that has been used by ValueOptions. As of 1/1/08, there will be an option to reach a ValueOptions representative on the toll free number 800-441-6613 for 2007 inquiries.

4. What is the timely filing deadline for providers to receive payment for HMO New England members' claims?

In order for providers to receive payment for HMO New England members for dates of service prior to 01/01/08, claims must be submitted to ValueOptions within 90 days of the date of service. Claims submitted after 90 days will be denied for timely filing.

5. Who should the provider/member contact for Outpatient and Inpatient authorization after 12/31/07?

If you are currently treating a HMO New England member who will require treatment after 12/31/07, please contact Wellpoint at 800-441-6613 after 12/31/07 to request authorization.

6. How will the transition of inpatient cases be handled?

ValueOptions will continue to manage inpatient care for members admitted prior to 12/31/07 until discharge or step down to a lower level of care.

7. What is the # for Claims Inquiries?

After 12/31/07, if members or providers have specific claims questions for dates of service or admissions **prior to 1/1/08**, they can call the toll free number for Wellpoint (800-441-6613) and there will be an option to reach a ValueOptions representative. Contact Wellpoint at 800-441-6613 for questions regarding claims for dates of service after **12/31/07**.

8. Who will pay claims?

Claims submitted for dates of service or admissions prior to 1/1/08 will continue to be paid by ValueOptions. Claims for dates of service after 12/31/07 will be paid by Wellpoint.

9. What is the mailing address for claims?

For **dates of service prior to 01/01/08**, the claims address is:

ValueOptions
P.O Box 1347
Latham, NY 12110-8847

For **dates of service after 12/31/07**, the claims address is:

Anthem Behavioral Health
P.O. Box 533
North Haven, CT 06473-0533

| Questions regarding dates of service after 12/31/07 should be directed to Wellpoint at 800-441-6613.

10. Who should providers contact for Provider Relations Inquiries after 12/31/07?

Provider should call their Wellpoint Provider Relations Representative or the Customer Service department number at 800-441-6613.