



Frequently Asked Questions

ValueOptions would like to extend our thanks to all the Merck Providers who attended the 2007 Merck Provider Forum held in Kulpsville PA. For those who were unable to attend the forum we have placed some of the questions and answers which were discussed at the conference below. We hope you will find the information helpful and look forward to working with our entire Merck Provider network in 2008.

Q. What is the timeframe to submit EAP claims to ValueOptions?

Participating EAP affiliates are required to file invoices within ninety (90) days from the date the service was provided. No payment will be made for services billed later than ninety (90) days. Participating EAP affiliates are prohibited from billing EAP participants for such services. Payment is facilitated by the accurate completion and return of the Case Activity and Billing Form (located on www.ValueOptions.com)

Q. Can ValueOptions share medical co morbidity information with ValueOptions providers, if so what medical conditions can we share?

Per our Clinical Director, ValueOptions relies on our providers to share co-morbidity medical information. The initial assessment provided by ValueOptions does not normally contain this type of information.

Q. Is it required for Providers working with EAP members to call ValueOptions back within 30 days?

Providers are not required to contact ValueOptions within 30 days of a member receiving EAP services. If you are advised to do so, please ask to speak with a supervisor.

Q. Will there be a change in Merck claims submission and payment in 2008?

Effective January 1, 2008, you will send your claims to ValueOptions and no longer to Aetna. All claims should be submitted to ValueOptions at the address below:

**ValueOptions
PO Box 1347
Latham, NY 12110**

ValueOptions will pre-price the claim based on your fee schedule, then send to Horizon via a secure HIPAA compliant electronic transaction, so that the Merck plan deductible and or out of pocket maximum can be applied.



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Claims will be submitted to ValueOptions; payment will be received from Horizon. All questions regarding authorization or clinical issues should be directed to ValueOptions by calling 1-877-44-MERCK or you may visit our website at www.valueoptions.com. All questions regarding the payment amount, application of the deductible, the out of pocket maximum or concerns about payment should be directed to Horizon Blue Cross Blue Shield 1-877-663-7258.

Q. As a provider, what can I do to increase referrals?

Referrals are made in a random manner, based on the member's location zip code and the specialization of the provider according to the members specific needs. Providers who elect to participate in the ValueSelect Program will receive additional referrals.

Q. Is ValueOptions Electronic Data Exchange compatible with the MAC system?

No

Q. Can ValueOptions suggest to the client that the member's primary care's fax number be listed on the back of the members' id card to send information to the PCP.

ValueOptions Account Management can make recommendations to the client, but the client makes the final decision.