

# INTRODUCTION

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Welcome to the *ValueOptions of California, Inc. (VOC)* network of providers. This Handbook is prepared as a guide to *VOC* policies and procedures for individual providers, affiliates, group practices, programs and facilities. It provides important information regarding the managed care features incorporated in the *VOC* provider contract. This Handbook reflects the policies that are applicable to our Knox-Keene product lines.

In addition to careful review of the information provided in the main sections of this Handbook, it is very important to make yourself familiar with the *VOC* contract specific requirements and guidelines provided on <http://www.valueoptions.com/providers/Network/California.htm>. Detailed information about a specific account's benefit plan requirements can also be obtained by calling the toll-free number on the member's ID card

*VOC* is a wholly owned Subsidiary of *ValueOptions, Inc.* and a health care service plan licensed under the Knox-Keene Health Care Service Plan Act to provide mental health/substance abuse (MHSA) and employee assistance program (EAP) services to commercial clients. As a Knox-Keene Plan, *VOC* is strictly regulated by the California Department of Managed Health Care (DMHC). Where there is conflict between *ValueOptions, Inc.* requirements and Knox-Keene regulations, this Handbook will reflect the Knox-Keene regulations for *VOC* business, if more stringent.

In addition, *VOC* provides administrative services to *ValueOptions, Inc.* administrative service only (ASO) clients. *ValueOptions, Inc.* maintains a separate handbook for requirements and information regarding your *ValueOptions, Inc.* contract

*ValueOptions, Inc.* has more than 20 offices throughout the country to serve our customers. Each of these offices has a staff dedicated to assisting providers in specific regions of the country. The locations email addresses, and toll-free numbers of these offices are conveniently located at [www.valueoptions.com](http://www.valueoptions.com).

Another convenient feature of the Handbook is the glossary of commonly used terms. *VOC* understands that our relationship with you is essential to meeting our commitment to help members receive medically necessary clinical care in an efficient, cost-effective and confidential manner. We look forward to a mutually cooperative and beneficial relationship.

*VOC* also maintains a web site at <http://www.valueoptions.com/providers/Network/California.htm>. This web site is a vehicle for communicating with you any changes to this Handbook, member educational materials, news and other online services.

## **Important Notice**

This handbook explains many important aspects of the *VOC* program. Together, the *VOC* provider contract, addenda, and the Handbook outline the requirements and procedures that providers must follow to be included in the network.

*VOC* may by notice amend or change any or all provisions of the Handbook by providing forty-five (45) business days' prior written notice to providers unless the amendment is material and not made in order to comply with a change in state or federal law or accreditation standards. Refer to your *VOC* participating agreement for information related to Handbook or contract amendments. To the extent that there is an inconsistency between the Handbook and the provider contract, *VOC* reserves the right to interpret such inconsistency. *VOC* interpretation shall be final and binding.