



MEDSTAR FAMILY CHOICE – Frequently Asked Questions

Q: When will ValueOptions® begin managing MedStar Family Choice’s substance abuse benefit?

A: August 1, 2009 (Date of Service)

Q: How do I obtain a continued authorization under ValueOptions®, since I am seeing a MedStar Family Choice member under the current vendor, United Behavioral Health (UBH)?

A: ValueOptions® will receive a report from the current vendor and will honor those authorizations. You should receive an authorization letter with an effective date of 8/1/09 for those members currently in care. Please do not terminate the member’s care on July 31, 2009 without first calling ValueOptions®. The current UBH MedStar Family Choice dedicated Customer Service Line (800-496-5849) will be transferred to ValueOptions® effective 8/1/09.

Q: What are the hours of the ValueOptions® Clinical Department?

A: Licensed clinicians are available 24-hours a day, 7 days a week, and 365 days a year.

Q: How do I submit MedStar member claims prior to August 1, 2009 and after July 31, 2009?

A: Claims with **dates of service prior to August 1, 2009** should continue to be submitted to **United Behavioral Health**.

**SCS-UBH
P.O. Box 30757
Salt Lake City, UT. 84130-0757
1-888-291-2507**

For claims with **dates of service after July 31, 2009**, submit claims to:

**ValueOptions®
P.O. Box 383
Latham, NY 12110
1-800-496-5849**



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Q: What online services does ValueOptions® offer?

A: ValueOptions® has enhanced our on-line services to provide added convenience for our members and participating providers. The following online services available are:

ProviderConnect is an enhanced version of our online transaction services. It is a self-service tool available 24/7 that gives you access to the following features: authorization requests for all levels of care, concurrent review requests and discharge reporting, single and multiple electronic claims submission, claims status review (for both paper and online submitted claims), eligibility status, enter an outpatient authorization request, submit an inquiry to customer service, your provider practice profile, and correspondence (which includes authorizations letters and the ability to print provider summary vouchers) Find more information about ProviderConnect at www.valueoptions.com

Q: Can I submit my claims electronically to ValueOptions®?

A: Yes, if you are a participating **ValueOptions®** provider. CMS 1500 and UB04 (837P and 837I) electronic submissions are accepted according to guidelines contained in the ValueOptions® EDI materials found on www.valueoptions.com. If you are interested in electronic claim submission, please contact our ValueOptions® Electronic Claims Specialist at 888-247-9311. We strongly encourage providers to submit claims electronically for the efficiencies gained by both providers and in claims processing.

Q: Does the ValueOptions® electronic claims format work with other claims clearing houses?

A: Please contact our ValueOptions® Electronic Claims Specialist at 888-777-4742. Please note: ValueOptions® does not reimburse for provider expenses associated with electronic claims submission.

Q: Who do I contact with questions regarding credentialing, claims, billing, rates, etc.?

A: Please call Provider Services at **1-800-397-1630** between 8 AM and 5 PM Eastern Time, Monday through Friday. A Provider Network Representative will be available to assist you with any questions.