

VALUEOPTIONS: New York Medicaid/HMO Accounts managed by the New York City Service Center

Medicaid, Child Health Plus, Family Health Plus, HMO and Special Needs Plan accounts:

ABC Health Plan*: Child Health Plus, Family Health Plus & Medicaid (800) 922-3626

Affinity Health Plan*: Child Health Plus, Family Health Plus, Medicaid & Unicare (800) 922-3626

Community Premier Plus*: Child Health Plus, Family Health Plus & Medicaid (800) 922-3626

Suffolk Health Plan: Child Health Plus & Medicaid (800) 922-3626

Please mail claims for this plan to: Suffolk Health Plan, Claims Dept, P.O. Box 6007, Hauppauge, NY 11788

VidaCare: Special Needs Plan (866) 752-5443

ValueOptions is responsible for Inpatient Utilization Review and outpatient referrals. For outpatient authorizations, members should contact their Primary Care Physician (PCP). All claims for this plan should be sent to: VidaCare, Claims Dept, P.O. Box 6022, Hauppauge, NY 11788. For claims inquiries, call (800) 556-0674

Atlantis Health Plan: HMO (866) 477-9740

Please mail claims for this plan to: Atlantis Health Plan, Bowling Green Station, P. O. Box 873, New York, NY 10274. For Electronic Claims Filing, please call 866-747-8422.

Please identify the HMO name as well as the coverage type.

Outpatient Treatment Reports:

ValueOptions
P.O. Box 1690
New York, NY 10116-1690

Claims:

ValueOptions
240 Corporate Blvd
Norfolk, VA 23502

Clinical and Claims Appeals:

ValueOptions
P. O. Box 1884
New York, NY 10116

- To use the Interactive Voice Response (IVR) system to check eligibility, please call (866) 752-5447
- For Electronic Billing, please call 888-247-9311

Waiver Process: For **new patients only**, initial case registration for the first 20 outpatient mental health sessions is not required. You do not need to request an authorization for the first 20 outpatient mental health session. You will only be required to submit claims for the initial outpatient mental health (OPMH) sessions. All contracted CPT codes would apply with the exception of psychological testing and ECT treatment, which continue to require pre-certification. You will be required to submit an Outpatient Treatment Report (OTR) if additional sessions beyond the waivers are required. Requests for additional OPMH visits are due no later than two weeks prior to the last session. As a contracted provider, it is your responsibility to ensure continued authorization is obtained before rendering additional sessions. Please note: Plans with an '*', are participating in this waiver process.

You can also locate valuable information on the ValueOptions website at **www.valueoptions.com**. Please notify us when there is a change in any of your demographics in writing via forms found at **www.valueoptions.com**. To speak with a Provider Relations representative, please call **866-477-9741**. In addition, you can email Provider Relations at **newyorkregion@valueoptions.com**.