

HealthAmerica Health Plan Termination
Effective Date: 9/1/06
Frequently Asked Questions

1. When will HealthAmerica Health Plan terminate with ValueOptions?

As of 09/01/06, ValueOptions will no longer manage the mental health and substance abuse benefits.

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

Effective 9/1/06, the Mental Health/Substance Abuse benefit will be managed by another vendor. Information about the new vendor will be provided in future updates to this FAQ. Please refer back to this document at www.valueoptions.com for more information at a later date.

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

The 800# will be identified by HealthAmerica. At this time, any questions related to the transition or new vendor should be directed to HealthAmerica and HealthAssurance Provider Relations Representative or the main department number at (800) 788-5448.

4. What is the timely filing deadline for Providers to receive payment for HealthAmerica health plan members' claims?

In order for providers to receive payment for HealthAmerica Health Plan members for dates of service prior to 09/01/06, 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 authorizations after 8/31/06?

If you are currently treating a HealthAmerica or HealthAssurance member and the treatment needs to continue beyond 8/31/06, you will need to contact the new vendor. At this time, any questions related to the transition or new vendor should be directed to HealthAmerica and HealthAssurance Provider Relations Representative or the main department number at (800) 788-5448. Information about the new vendor will be provided in future updates to this FAQ. Please refer back to this document at www.valueoptions.com for more information.

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

ValueOptions will continue to manage inpatient care for members admitted prior to 09/01/06 until discharge or step down to a lower level of care.

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7. What is the # for Claims Inquiries?

If members or providers have specific claims questions for dates of service or admissions **prior to 09/01/06**, they can reach ValueOptions through our toll free line (866-834-1717). Claims for dates of service **after 9/1/06**, will be provided at a later date. Please refer back to this document at www.valueoptions.com for more information.

8. Who will pay claims?

Claims submitted for dates of services or admissions prior to 09/01/06 will continue to be paid by ValueOptions. Questions regarding dates of service after 08/31/06 will be provided at a later date. Please refer back to this document at www.valueoptions.com for more information.

9. What is the mailing address for claims?

For **dates of service prior to 09/01/06**, the claims address is:

ValueOptions
P.O Box 1408
Latham, NY 12110

Questions regarding dates of service after 08/31/06 will be provided at a later date. Please refer back to this document at www.valueoptions.com for more information.

10. Who should providers contact for Provider Relations Inquiries after 8/31/06?

Providers should call their HealthAmerica and HealthAssurance Provider Relations Representative or the main department number at (800) 788-5448.