

## Immediate Attention Required for HealthAmerica Providers

ValueOptions has served as the mental health and substance abuse (MHSA) benefit manager and network provider for HealthAmerica members since September 1, 2001. **Beginning September 1, 2006, ValueOptions will no longer be managing these benefits for the HealthAmerica membership.**

HealthAmerica's existing contract with ValueOptions, and your current rates under your contract with ValueOptions to treat HealthAmerica members, will remain in effect until August 31, 2006. After August 31, 2006 HealthAmerica members will no longer be deemed members under your agreement with ValueOptions.

ValueOptions is committed to maintaining high service levels throughout the remainder of this contract with HealthAmerica. To facilitate a smooth transition for the HealthAmerica membership, please note the following:

- If you are currently treating a HealthAmerica or HealthAssurance member, information related to transition benefits effective 9/1/06 can be obtained by contacting the HealthAmerica and HealthAssurance Member Services Department at (800) 788-8445.
- If you have questions regarding the transition to the new MHSA benefit manager, please contact your HealthAmerica and HealthAssurance Provider Relations Representative or call the main department number at (800) 788-5448.

A transition Frequently Asked Question (FAQ) document is available. You may access the FAQ by clicking on the link located at the top of the page. Please make sure you continue to visit us on-line for up-to-date information about the transition of this account.

For all other member benefit or claims questions related to treatment prior to 09/01/06, please continue to contact ValueOptions at 866-834-1717. Please note that ValueOptions continues to provide behavioral health services for other commercial plans and employer groups in the Pennsylvania, Ohio and West Virginia areas.

Thank you again for your ongoing commitment to serving our covered members and collaborating with us to provide excellent care.