

MIT Plan Termination
Effective Date: 1/1/08
Frequently Asked Questions

1. When will MIT terminate with ValueOptions?

As of 01/01/08, ValueOptions will no longer manage the mental health and substance abuse benefits.

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

Effective 1/1/08, the Mental Health/Substance Abuse benefit will be managed by Blue Cross Blue Shield of MA.

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

The Blue Cross Blue Shield of MA toll free number is (877)566-2583

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

In order for providers to receive payment for MIT Plan members for dates of service prior to 01/01/08, 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 authorization after 12/31/07?

If you are currently treating a MIT member and the treatment will continue beyond 12/31/07, you will need to contact Blue Cross Blue Shield of MA at (877) 566-2583.

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

ValueOptions will continue to manage inpatient care for members admitted prior to 12/31/07 until discharge or step down to a lower level of care.

7. What is the # for Claims Inquiries?

If members or providers have specific claims questions for dates of service or admissions **prior to 1/1/08**, they can reach ValueOptions through the toll free line

(866) 259-7190. Please contact Blue Cross Blue Shield of MA directly at (877) 566-2583 for questions regarding claims for dates of service **after 12/31/07**.

8. Who will pay claims?

Claims submitted for dates of services or admissions prior to 1/1/08 will continue to be paid by ValueOptions. Claims for dates of service after 12/31/07 will be paid by Blue Cross Blue Shield of MA.

9. What is the mailing address for claims?

For **dates of service prior to 01/01/08**, the claims address is:

ValueOptions
P.O Box 1740
Latham, NY 12110

For **dates of service after 12/31/07**, the claims address is:

Behavioral Health/Ancillary & Professional Claims:

BCBSMA
P.O. Box 986020
Boston, MA 02298

Institutional Claims:

BCBSMA
P.O. Box 986015
Boston, MA 02298

Questions regarding dates of service after 12/31/07 should be directed to Blue Cross Blue Shield of MA at (877) 566-2583.

10. Who should providers contact for Provider Relations Inquiries after 12/31/07?

Providers should call Blue Cross Blue Shield of MA at (877) 566-2583.