

## **UAW Retiree Benefit Plan Trust**

### **Frequently Asked Questions/General Information**

**Q: What is the effective date that this transition will occur?**

**A:** ValueOptions<sup>®</sup> will become the Behavioral Health Care Manager for the UAW Trust on 1/1/2010.

**Q: What telephone number do I call to contact ValueOptions<sup>®</sup>?**

**A:** For your behavioral health clinical and customer service needs call ValueOptions<sup>®</sup> at 877-228-3912.

**Q: What is the transition of care plan for members whose providers are not participating in the Blue cross/Blue Shield network on January 1, 2010?**

**A:** Please review the *UAW Transition of Care* document located on our website.

### **Online Services**

**Q: What online services does ValueOptions<sup>®</sup> offer?**

**A:** For the UAW Retiree Medical Benefit Trust, ValueOptions<sup>®</sup> offers access to the member's eligibility, status of your authorizations, and the ability to request authorization if you are registered online with a UAW Provider ID. If you do not know your UAW ID, contact the ValueOptions<sup>®</sup> Customer Service at 877-228-3912.

### **Claims**

**Q: Who will process claims for the UAW Retiree Medical Benefit Trust?**

**A:** Claims will be processed by the local Blue Cross/Blue Shield or Medical Mutual plan. You can identify the claims customer service number on the back of the member's ID Card.

**Q: Do I need to provide the authorization number on my claim form?**

**A:** Yes. BC/BS will mail authorization letters based on the information passed from ValueOptions<sup>®</sup>.

**Q: When ValueOptions<sup>®</sup> authorizes care is the authorization an automatic guarantee of payment for services rendered?**

**A:** No, authorization of services is **not** a guarantee of payment. Payment depends on a number of factors including member eligibility, provider contract status, and benefit limits at the time care is rendered.

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#### **Clinical, Authorization and Quality Services**

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

**A:** Licensed clinicians are available 24-hours a day, 7 days a week, and 365 days a year. It is imperative that, in the event of emergent care, the provider contact ValueOptions® as soon as possible, but no later than 24-hours after the emergent contact/session/admission. Information can also be submitted online using ProviderConnect<sup>SM</sup> at [www.valueoptions.com](http://www.valueoptions.com), if the provider/facility is registered with a UAW Provider ID.

**Q: As an inpatient Provider, how soon after an admission do I have to authorize care?**

**A:** Pre-authorization is required for all non-emergent services; however, after completing the evaluation, the provider should contact ValueOptions®. Please call ValueOptions® by dialing the number on the back of the member's insurance card (877.228.3912) to review the emergency, what services are offered, and the clinical information. This includes nights, weekends, and holidays, as our phone lines are open 24 hours a day 7 days a week, 365 days a year.

**Q: Is an authorization required for all services?**

**A:** Yes. For higher levels of care submit clinical information on line if the provider/facility is registered with a UAW Provider ID or call ValueOptions® at 877.228.3912 for authorization of all behavioral health care services.,

**Q: Do I need to request authorization for services where Medicare is primary?**

**A:** No. However, ValueOptions® Clinical Care Managers will assist enrollees with locating Medicare participating providers. Members for whom Medicare is primary will receive the highest in-network benefit level only if they use a Medicare participating provider.

**Q: How do I become a network provider for the UAW Benefit Plan Trust?**

**A:** This plan uses the Blue Cross Blue Shield Network in each state. In Ohio, the Medical Mutual Network is also used. You need to be a participating provider with one of these plans.