



October 2006

## Immediate Attention Required of CDPHP Providers

Dear Behavioral Health Provider:

ValueOptions has served as the mental health and substance abuse (MHSA) benefit manager and network provider for Capital District Physicians' Health Plan, Inc. (CDPHP) members since 1998. **Beginning January 1, 2007, ValueOptions will no longer be managing the behavioral health benefits for the CDPHP membership.**

CDPHP's account management contract with ValueOptions, and your current rates under your contract with ValueOptions to treat CDPHP members, will remain in effect until December 31, 2006. After December 31, 2006 CDPHP members will no longer be deemed members under your existing agreement with ValueOptions. Please note that pursuant to the most recent amendment to your CDPHP Agreement, your CDPHP Agreement has been assigned to CHCS-IPA. As such, you will be afforded the opportunity to treat CHCS members under the newly-titled "CHCS-IPA Agreement (formerly known as the VBH-IPA or CDPHP-IPA Agreement)."

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

- If you are currently treating a CDPHP member, information related to transition benefits effective 1/1/07 can be obtained by contacting the CDPHP Member Services Department at the number identified on the member ID card.
- If you have questions regarding the transition to the new MHSA benefit manager, please call 1-800-250-6176 (prompt #1; extension 4809)

A transition Frequently Asked Question (FAQ) document will be added to our website at [www.valueoptions.com](http://www.valueoptions.com) in the near future. Please make sure you 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 1/1/07, please continue to contact ValueOptions at 800-700-4824. Please note that ValueOptions continues to provide behavioral health services for other commercial plans and employer groups in New York areas.

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

Sincerely,

National Network Operations  
ValueOptions, Inc.

# Capital District Physicians' Health Plan, Inc (CDPHP)

## Termination from ValueOptions

Effective Date: 1/1/07

### Frequently Asked Questions

#### **1. When will CDPHP Health Plan terminate with ValueOptions?**

As of 1/1/07, ValueOptions will no longer manage the mental health and substance abuse benefits.

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

Effective 1/1/07, 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](http://www.valueoptions.com) for more information at a later date.

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

At this time, any questions related to the transition or new vendor should be directed to 1-888-320-9584 (prompt #1; extension 4809)

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

In order for providers to receive payment for CDPHP members for dates of service prior to 1/1/07, 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 12/31/06?**

If you are currently treating a CDPHP member and the treatment needs to continue beyond 12/31/06, you will need to contact the new vendor. At this time, any questions related to the transition should be directed to the new MHSA benefit manager, at 1-888-320-9584 (prompt #1; extension 4809)

Information about the new vendor will be provided in future updates to this FAQ. Please refer back to this document at [www.valueoptions.com](http://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 1/1/07 until discharge or step down to a lower level of care.

#### **7. What is the number for Claims Inquiries?**

If members or providers have specific claims questions for dates of service or admissions **prior to 1/1/07**, they can reach ValueOptions through our toll free line at 800-700-4824.

Information regarding claims for dates of service **after 12/31/06** will be provided at a later date. Please refer back to this document at [www.valueoptions.com](http://www.valueoptions.com) for more information.

#### **8. Who will pay claims?**

**Capital District Physicians' Health Plan, Inc (CDPHP)**  
**Termination from ValueOptions**  
**Effective Date: 1/1/07**  
**Frequently Asked Questions**

Claims submitted for dates of services or admissions prior to 1/1/07 will continue to be paid by ValueOptions. Questions regarding dates of service after 12/31/06 will be provided at a later date. Please refer back to this document at [www.valueoptions.com](http://www.valueoptions.com) for more information.

**9. What is the mailing address for claims?**

For **dates of service *prior to 1/1/07***, the claims address is:

ValueOptions  
P.O Box 1347  
Latham, NY 12110

For questions regarding claims for **dates of service *after 12/31/06***, Providers should call the new MHSA benefit manager, at 1-888-320-9584 (prompt #1; extension 4809)

**10. Who should providers contact for Provider Relations Inquiries after 12/31/06?**

Provider should call the new MHSA benefit manager, at 1-888-320-9584 (prompt #1; extension 4809)

**11. What members are currently under the CHCS IPA contract?**

ValueOptions has additional business throughout New York State that is currently on the CHCS IPA contract.