

VALUEOPTIONS® OF CALIFORNIA CONTACT INFORMATION

Web site	http://www.valueoptions.com/providers/Network/California.htm																																																						
Claims - General Information	If you have questions about claims in general, call (800) 888-3944.																																																						
Claims Submission/ Address	Please mail all claims to: ValueOptions®, Inc. P.O. Box 1290 Latham, NY 12110																																																						
Member Benefits, Eligibility, and Authorizations	If you have a question about authorization or benefits, call the toll-free number on the back of the member's identification card or one of the applicable toll-free numbers on the ValueOptions® of California Client List below.																																																						
Member Customer Service	To reach Member Customer Service, call the toll-free number on the back of the member's identification card or one of the applicable toll-free numbers on the ValueOptions® of California Client List below.																																																						
ValueOptions® of California Client List	<table border="1"> <thead> <tr> <th rowspan="2">VOC Client Name</th> <th colspan="2">Toll Free Number</th> </tr> <tr> <th>EAP</th> <th>MHSA</th> </tr> </thead> <tbody> <tr> <td>BNY Mellon</td> <td>(855) 552-2237</td> <td></td> </tr> <tr> <td>Baxter Health Care</td> <td>(877) 361-4658</td> <td></td> </tr> <tr> <td>California's Valued Trust</td> <td>(877) 397-1032</td> <td></td> </tr> <tr> <td>Century Link</td> <td>(800) 803-3737</td> <td></td> </tr> <tr> <td>City of Costa Mesa</td> <td>(800) 662-7241</td> <td></td> </tr> <tr> <td>City of Newport Beach</td> <td>(800) 662-7241</td> <td></td> </tr> <tr> <td>City of Santa Monica</td> <td>(866) 393-3951</td> <td>(866) 393-3951</td> </tr> <tr> <td>City of Westminster</td> <td>(800) 662-7241</td> <td></td> </tr> <tr> <td>Constellation Brands, Inc.</td> <td>(800) 638-2769</td> <td></td> </tr> <tr> <td>County of San Diego</td> <td>(866) 208-0436</td> <td></td> </tr> <tr> <td>Darden Restaurants</td> <td>(877) 764-5644</td> <td></td> </tr> <tr> <td>Dow Corning</td> <td>(855) 832-3237</td> <td></td> </tr> <tr> <td>Frontier Communications</td> <td>(877) 342-3389</td> <td></td> </tr> <tr> <td>GKN</td> <td>(866) 756-6255</td> <td></td> </tr> <tr> <td>HCA – PPO</td> <td>(800) 434-5100</td> <td></td> </tr> <tr> <td>Hollywood Presbyterian</td> <td>(800) 662-7241</td> <td></td> </tr> </tbody> </table>		VOC Client Name	Toll Free Number		EAP	MHSA	BNY Mellon	(855) 552-2237		Baxter Health Care	(877) 361-4658		California's Valued Trust	(877) 397-1032		Century Link	(800) 803-3737		City of Costa Mesa	(800) 662-7241		City of Newport Beach	(800) 662-7241		City of Santa Monica	(866) 393-3951	(866) 393-3951	City of Westminster	(800) 662-7241		Constellation Brands, Inc.	(800) 638-2769		County of San Diego	(866) 208-0436		Darden Restaurants	(877) 764-5644		Dow Corning	(855) 832-3237		Frontier Communications	(877) 342-3389		GKN	(866) 756-6255		HCA – PPO	(800) 434-5100		Hollywood Presbyterian	(800) 662-7241	
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	Medical Center		
	Huntington Ingalls Industries, Inc.	(855) 225-0759	
	JLT Holding, Inc.	(800) 622-7241	
	The J. Paul Getty Trust	(866) 393-3942	(866) 393-3942
	Lucasfilm, Ltd.	(800) 662-7241	
	Northrop Grumman	(800) 982-8161	
	PG&E Company	(888) 445-4436	
	Pitney Bowes	(800) 272-9435	
	Plantronics	(800) 662-7241	
	Providence Health & Services	(866) 419-4664	
	Quest Diagnostics	(855) 337-8378	
	Rockwell Collins	(800) 892-1415	
	RR Donnelley	(877) 883-0396	
	SABIC Innovative Plastics	(877) 339-6152	
	Screen Actors Guild – Producers Health Plan	(866) 703-8278	
	Sherwin Williams	(877) 612-4207	
	SRI International	(800) 662-7241	
	Stanford Hospital and Clinic	(855) 281-1601	
	TBI US, Inc.	(800) 662-7241	
	Tenneco	(800) 315-4649	
	Tetra Tech, Inc.	(800) 662-7241	
	Teva	(877) 450-3230	
	The Boeing Company	(866) 719-5788	
	The Home Depot U.S.A. Inc.	(800) 553-3504	
	The McGraw-Hill Companies	(800) 544-8320	
	Torrance Unified School District	(800) 662-7241	
	UPS	(800) 336-9117	
	Vaden Health Center		(800) 667-7374
	Westinghouse	(877) 866-4911	
Electronic Claims Submission (EDI)	<p>If you have a technical question about ProviderConnect (website) or our EDI Claims Link software, please contact the EDI Help Desk at (888) 247-9311 from 8 am – 6 pm Eastern Standard Time.</p> <p>Fax: (866) 698-6032</p>		

	<p>E-mail: e-supportservices@valueoptions.com</p> <p>Mailing Address: ValueOptions[®] Attn: EDI Helpdesk PO Box 1287 Latham , NY 12110</p>
Credentialing Status	To obtain information pertaining to your network status, contact the ValueOptions [®] National Provider Line at (800) 397-1630 from 8 am – 5 pm Eastern Standard Time Monday through Friday.
Fraud and Abuse	<p>Reports of fraud and abuse, or suspicions thereof, can be made in writing to:</p> <p>Mailing Address: ValueOptions[®], Inc. Corporate Headquarters ATTN: Special Investigations Unit 240 Corporate Boulevard Norfolk, VA 23502</p>
Clinical Appeals	To request a clinical appeal on a member’s behalf, call the toll-free number included in the adverse determination letter you received.
Administrative Appeal	To request an administrative appeal, call the toll-free number included in the administrative denial letter you received.
Complaints/Grievances	To file a complaint/grievance, call the toll-free number on the back of the member’s identification card to speak to Customer Service.
Adverse Incident	Report all adverse incidents to the Clinical Care Manager with whom you conduct reviews.
Duty to Warn	Report all potential situations to the Clinical Care Manager with whom you conduct reviews.
Provider Coverage During Absences	Contact the Clinical Care Manager with whom you conduct reviews during absences (i.e. coverage while on vacation). Or call the number on the member’s card to provide coverage information.
Changing your	“Change of Address” forms can be found at www.valueoptions.com

<p>Provider Profile (e.g. Name, address)</p>	<p>and may be submitted by using one of the following options:</p> <p>Fax : 866-612-7795</p> <p>Mail Address: ValueOptions[®] c/o Practitioner Maintenance P.O. Box 41055 Norfolk, VA 23541</p> <p><u>NOTE:</u> A change of address requires an accompanying W-9 form, a copy of which is available at www.valueoptions.com.</p>
<p>All Other Questions</p>	<p>Please contact the ValueOptions[®] of California Provider Relations office listed below for general questions via email. Please do not include member information in the email:</p> <p style="text-align: center;">westcoast@valueoptions.com</p>