

REFERRAL

As a provider, you may receive member referrals from any of the following sources:

- Staff at ValueOptions® of California
- Self Referral
- Employee Assistance Program (EAP)

Providers who identify a need to refer a ValueOptions® of California member to another provider should call the ValueOptions® of California office to verify the referral procedure. This is important because many of the plans at ValueOptions® of California do not permit network providers to refer to one another without prior approval from ValueOptions® of California.

ValueOptions® of California Referral

Prior to the first visit or prior to beginning a course of treatment and before any admission to a facility or program, the provider's office must call ValueOptions® of California to determine eligibility.

Be prepared to provide ValueOptions® of California with the following information:

- Patient's name, date of birth, and social security number or patient's ID on card
- Employee's name, date of birth and social security number or employee's ID on card
- Additional insurance coverage, if applicable

ValueOptions® of California will provide you with the following information:

- Verification of member eligibility
- Benefits of the member's plan
- Deductible and/or co-payment schedule
- Certification procedures and requirements

Note:

(1) This information is based upon the most recent data provided by the employer or other benefit plan sponsor,

(2) ValueOptions® of California agrees to reimburse providers for covered services which were provided to an ineligible individual if the individual was identified by ValueOptions® of California as eligible and the services were certified by ValueOptions® of California. ValueOptions® of California will reimburse the provider at the rates specified in the

ValueOptions® of California Provider Agreement for those covered services rendered, but no greater than one hundred (100%) of the uncollected balance. If, subsequent to payment by ValueOptions® of California, the provider receives any payment from the individual or another source for such services, the provider must reimburse ValueOptions® of California up to the amount received from the other source, not to exceed the amount paid to the provider by ValueOptions® of California.