

General Motors UAW Hourly CDR Frequently Asked Questions/General Information

General Information

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

A: The change to the CDR process is occurring **7/1/10**.

Q: What telephone number do I call to contact ValueOptions®?

A: For your clinical and customer service needs, the contact numbers will not change. Please use the same phone number on the General Motors member's identification card and follow the prompts and you will be connected to ValueOptions®. For future reference that number is **1-800-235-2302**.

For provider contracting and credentialing questions, please contact ValueOptions® Provider Relations department at **1-800-247- 6070**.

Q: How can I join the network for General Motors?

A: If you are a ValueOptions® participating EAP provider, your current contract with ValueOptions® for EAP services applies to the General Motors CDR services. If you are not a current ValueOptions® EAP provider, you may request an application by calling the Great Lakes Provider Line at **1-800-247-6070**

Provider Network – Contracting and Credentialing

Q: I currently participate with ValueOptions®, but not as an EAP. What do I have to do?

A: You will need to be credentialed and contracted for EAP services. Contact ValueOptions® at 1-800-247-6070 to request a contract addition and application for the EAP panel.

Q: I am not a provider in the ValueOptions® network. What do I do to join the network?

A: If you are not a current ValueOptions® provider, you may request an application by calling the National Provider Line at **1-800-247-2060**

What Do I Do Next?

ValueOptions® will continue to update this Frequently Asked Questions' (FAQ) document when more information is available. These updates will be available at www.valueoptions.com. If you have questions please call the ValueOptions® Provider Line at **1-800-397-1630**.

Q: What fee schedule will be used if I intend on becoming a ValueOptions® EAP provider?

A: Effective **July 1, 2010**, the ValueOptions® Fee Schedule you receive in your packet details the payment that you will receive for providing covered services to the General Motors

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membership. For CDR services, refer to rates attached to your silent amendment.

Please be advised that the CDR function only applies to GM hourly UAW members and does not apply to other GM members or other ValueOptions® covered members.

Q: Do I have to be credentialed by ValueOptions®?

A: Yes, all providers, including CDRs, must be credentialed by ValueOptions® to be included within the General Motors/ValueOptions® provider networks.

Q: I just completed my credentialing/recredentialing with ValueOptions® for the GM CareLine and I do not participate with ValueOptions®; do I need to credential again?

A: No, ValueOptions® will send you a ValueOptions® Provider Agreement upon request for participation with ValueOptions®. Please call the ValueOptions® Provider Line at **1-800-397-1630**. Your credentialing for the GM CareLine will apply for the ValueOptions® network. You will be notified by ValueOptions® when you are due for recredentialing based on the date you were last credentialed. Recredentialing is required every three (3) years.

Online Services

Q: What online services does ValueOptions® offer?

A: ValueOptions® has enhanced our on-line services to provide added convenience for our members and providers. The following services are available:

ProviderConnect is an enhanced version of our online transaction services. It is a self-service tool available 24/7 that gives you, as a CDR, access to the following features: claims status reviews, eligibility status, submit an inquiry to customer service, your provider practice profile, and correspondence (which includes authorizations letters and the ability to print provider summary vouchers (PSV). Find more information about ProviderConnect on www.valueoptions.com

Claims

**PO Box 930829
Wixom, MI 48393-0829**

Any questions regarding claims for dates of service on or after January 1, 2010, should be directed to ValueOptions® by calling **1-800-235-2302**.

Q: What forms can be used for claims submission for dates of service on or after January 1, 2010?

A: Effective 7/1/10 Please use the Case Management Form available on

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www.valueoptions.com in the forms section. Between 1/1/10 – 6/30/10 use the CAF2 Form included with your authorization letter.

Q: When ValueOptions® 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.

Clinical, Authorization and Quality Services

Q: What are the hours of 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 at www.valueoptions.com.

Q: Who will contact me regarding a member's need for my services?

A: A ValueOptions® and/or a Work/Family Representative will contact you. A member or provider/facility may also contact a CDR directly.

Q: Am I required to see a member on-site?

A: Yes. You are expected to see members admitted into inpatient levels of care within 24 hours of being notified.

Q: Am I able to complete a telephonic assessment or conduct telephonic counseling?

A: No. However, if there is a need for a waiver, it must be authorized by the CDR Coordinator.

Q: How many visits will be authorized?

A: The following services are billable:

- Initial Face to Face Assessment
- Second Assessment
- Detox Extension
- Face to Face Mid-treatment Review
- Telephone Mid-treatment Review
- Face to Face Discharge Review
- Telephone Discharge Review
- Employee Adjustment Counseling

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Q: What is Adjustment Counseling?

A: Adjustment Counseling is treatment that is not related to Substance Abuse or Level of Care follow-up.

Q: Who is eligible for Adjustment Counseling?

A: Only GM employees are eligible. Spouses and other dependents are not eligible for Adjustment Counseling.

Q: Who is eligible for CDR services?

A: All UAW-GM active employees and their identified dependents who are covered by a traditional BCBS Traditional Care Plan (TCN).

Q: How do I get paid for Adjustment Counseling?

A: CDR will submit claims for services rendered on the CMF. Adjustment counseling services require prior authorization.

Q: Do I need a Release of Information (ROI) to discuss the member's case with ValueOptions® and/or the facility and/or Work-Family Representative?

A: Yes, an ROI is required and should be signed by the patient for information to be shared with the Work-Family Representative and any other treating provider (facility or practitioner).

Q: How will I be notified that a member has been admitted for SA treatment and CDR follow up?

A: CDRs will be notified of all inpatient admissions by ValueOptions®, CDR's may also receive a call from the Work Family Representative or the facility. If you do not receive a contact from ValueOptions®, please notify ValueOptions® of this request via **1-800-235-2302** following the CDR prompt.

Q. What forms do I need to complete?

A. The Continuing Care Treatment Plan form available at www.valueoptions.com should be completed and faxed to **877-755-0334**. The Case Management Form (CMF) should be completed for payment and faxed to **248-697-0908**. These forms can also be mailed to:

**PO Box 930829
Wixom, MI 48393-0829**