

Mohegan Sun Plan Termination

Effective Date: 1/1/07

Frequently Asked Questions

1. When will Mohegan Sun terminate with ValueOptions?

As of 01/01/07, 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 Anthem Behavioral Health.

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 Anthem Behavioral Health at 888-604-7533.

4. What is the timely filing deadline for Providers to receive payment for Mohegan Sun plan members' claims?

In order for providers to receive payment for Mohegan Sun Plan members for dates of service prior to 01/01/07, 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. Whoshould the provider/member contact for Outpatient and npatient authorization after 12/31/06?

If you are currently treating a Mohegan Sun member and the treatment will continue beyond 12/31/06, you will need to contact Anthem Behavioral Health at 888-604-7533.

6. How will the transition of Inpatient cases be handled?

ValueOptions will continue to manage inpatient care for members admitted prior to 12/31/06 until discharge or step down to a lower level of care.

7. What is the # 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 (800-441-6613). Contact Anthem Behavioral Health for questions regarding claims for dates of service **after 12/31/06**.

Anthem Blue Cross and Blue Shield
P.O. Box 533
North Haven, CT 06473

8. Who will pay claims?

Claims submitted for dates of services or admissions prior to 12/31/06 will continue to be paid by ValueOptions. Claims for dates of service after 12/31/06 will be paid by Anthem Behavioral Health.

9. What is the mailing address for claims?

For **dates of service prior to 01/01/07**, the claims address is:

ValueOptions
P.O Box 1347
Latham, NY 12110-8847

Questions regarding dates of service after 12/31/06 should be directed to Anthem Behavioral Health at 888-604-7533.

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

Provider should call their Anthem Behavioral Health Provider Relations Representative or the Customer Service department number at 888-604-7533.