



Questions and Answers (Q&A) from the “Getting Connected to ValueOptions®” CDR Webinar

Q: Will Suboxone be a covered benefit?

A: Suboxone, if approved will be covered under the pharmacy benefit. ValueOptions® may cover the med management and/or therapy sessions.

Q: Can CLTs see a CDR and attend outpatient services?

A: Yes.

Q: I have 2 plants that are several hours away and it is impossible to see people face to face. Will new CDRs be assigned?

A: Yes. ValueOptions® will identify new CDRs if you are unable to continue in your current role. All CDR's services will be face-to-face.

Q: When will CDRs be credentialed and contracted?

A: This is currently in process. If you are not currently contracted/credentialed with ValueOptions® and you have not received a credentialing application and Practitioner Agreement, please contact ValueOptions® Provider Services Line at 800-397-1630

Q: What are the expected rates?

A: These will be discussed individually with providers. However, in general, the ValueOptions® EAP rates apply.

Q: Are retired members covered?

A: No. Retired GM members will no longer have CDR services effective, January 01, 2010.

Q: Is there a new sanction form?

A: Yes. GM employees will now sign the Continuing Care Treatment Plan (CCTP) acknowledging there have been made aware of the sanctioning process.

Q: Who/when will take care of current claims?

A: For dates of service on and prior to 12/31/2009, claims will be paid by CIGNA.



Q: What if CDR doesn't have an office?

A: All CDR services must occur in the CDR's office. Telephonic assessments will no longer be allowed. It is expected that members will be seen face to face.

Q: If we are already credentialed thru EAP, we need not recredential again, correct?

A: Correct.

Q: How many CDRs will be involved in screening outpatient substance abuse treatment? Does the clinician then work with the CDR - not ValueOptions® - for reauthorization?

A: The clinician would work with ValueOptions® for authorization.

Q: Is HMSA still involved with Outpatient Substance abuse cases, and if so, what things are in place to speed up the timely manner in which they forward authorization information to ValueOptions®?

A: HMSA will be a CDR- but all authorizations will be directly with ValueOptions®.

Q: I am a CDR via ValueOptions® in Oklahoma. What company will coordinate benefits for the UAW retirees in 2010? The GM plant in Oklahoma City is closed so all we have here are retired people maybe a few employees whose families are here while the member works in another state.

A: ValueOptions® will provide Utilization Management for the UAW Retirees – but the CDR benefit only applies to active employees and their eligible dependents. Claims for the UAW retirees will be through Blue Cross.

Q: Once a claim is faxed, how long before it will be able to be viewed on ProviderConnect?

A: EAP claims are processed within 30 days of receipt.