CONTINUITY OF CARE WITH A NON-PARTICIPATING PROVIDER FOR NEW MEMBERS

Under certain circumstances, new Members of ValueOptions of California may be able to temporarily continue receiving covered services from a Non-Participating Provider.

Group Changed Health Plans: Transition assistance is available for Members of a new Group who are receiving treatment for an Acute, Serious or Chronic mental health condition from a Non-Participating Provider when the Group changes health plans to ValueOptions of California. Typically, such conditions require continued care with a Non-Participating Provider for a limited period of time. ValueOptions of California will cover a reasonable transition period to continue a Member’s course of treatment with the Non-Participating Provider prior to transferring to a Participating Provider. The length of the transition period shall take into account on a case-by-case basis, the severity of the Member’s condition and the amount of time reasonably necessary to effectuate a safe transfer. Reasonable consideration shall be given to the potential clinical effect a change of provider would have on the Member’s treatment for the condition.

In order for a new Member to receive the Covered Services described in this Section from a Non-Participating Provider, the Non-Participating Provider must agree to accept the same contractual terms and conditions, including rates, as the ValueOptions of California Participating Providers. ValueOptions of California is not required to cover services or provide benefits that are not otherwise covered under the ValueOptions of California Benefit Plan Subscriber Group Agreement.

This section does not apply to new Members who have an out-of-network option or had the option to continue with the previous health plan or mental health provider and instead voluntarily chose to change health plans.

If you’re a new Member and believe you qualify for continuity of care, please call the ValueOptions of California Member Services Department or your employer and request the form “Request for Continuity of Care Benefits - New Enrollees”. Complete the form and have the Non-Participating Provider complete his/her part of the form and return the form to ValueOptions of California as soon as possible. Upon receiving the form, a review will be completed and you will be notified of the decision in writing within five (5) calendar days of receipt of the form.

**Please note:** You should not continue care with a Non-Participating Provider without the formal approval of ValueOptions of California. If you do not receive pre-authorization by ValueOptions of California, payment for services performed by a Non-Participating Provider will be your responsibility.