COMMON QUESTIONS FROM PUBLIC MEETINGS

What is the credentialing process for July 1? After July 1?
ValueOptions (VO) will not require credentialing prior to July 1; providers will be asked to complete a registration process only. Credentialing will begin after that date, and information/assistance will be provided to providers to ensure the process is as “user friendly” as possible.

Will all providers have contracts before July 1? What happens when contracts run out?
VO is working now to ensure all providers with contracts as of June 30 have contracts for the upcoming year. Providers meetings are taking place all over the state to help orient people to the process and answer questions/provide assistance as needed.

- If you haven not received any material from VO or have not gotten information at a meeting please contact their CEO for VO, Pam Galbraith, at 505-603-2686.
- Above all, providers should continue to provide services to their customers without disruption — means of payment for legitimate services will be assured.

Will billing to VO start July 1? How will it be different?
Yes, billing for services delivered as of July 1 will be to VO; they are in the process of extensive training and technical assistance to help with this shift.

When and where are service definitions available?
The service definitions are on the Collaborative website, www.state.nm.us/hsd/bhdwg.

What happens to the RCCs?
The functions of the RCCs will be part of the contract with VO, so RCCs will not be required and will cease their operations/contracts with DOH as of June 30.

What exactly is the role of local collaboratives? What is their relationship to VO? How will they communicate with VO?
Local collaboratives in short are to provide a strong community voice for planning and assuring the responsiveness of services in behavioral health. This voice is to be considered along with that of the BHPC as a way to ensure consumers, families and a range of stakeholders as well as providers help guide the Collaborative’s work. They will provide important input to VO, as well as to the BH Collaborative, to shape plans and policies. VO staff will be at their local meetings and will be expected by contract to be supportive of their operations as well as responsive to feedback and input.

What are the profit margins for VO? Administrative costs?
The administrative cost restrictions for VO are laid out in the contract, as well as in the RFP (both on the website), and are specific to each major funding source. These admin costs are also slated to be reduced on an annual basis.