

MEMBER CHOICE OF PROVIDERS

ValueOptions has developed a large provider network that is capable of providing the types of services needed by Members and in convenient locations. Members and families can choose any ValueOptions Colorado Medicaid Network provider. A Member may request that a provider be added to the network. In cases of a member already in treatment with a provider at the time the member obtains Medicaid eligibility, for the purpose of continuity of care, the member's provider will be offered a Single Case Agreement and treatment may be continued. In cases involving special needs, ValueOptions will offer a Single Case Agreement to any other provider meeting the specialty requirement and meeting our credentialing and quality criteria.

Under certain circumstances members in rural areas may request an out of network provider. These circumstances may include:

- 1) the service or type of provider member needs is not available in our network;
- 2) The network provider refuses to provide the treatment requested by the member on moral or religious grounds;
- 3) The member's primary provider determines that going to a network provider would pose a risk to the member;
- 4) The member has personal or social contact with the available network provider(s) that would make it inappropriate to pursue a treatment relationship; and
- 5) The State determines that other circumstances warrant out-of-network treatment.