



Vālenz[®] MEC Solution
FAQs for Providers



Welcome to Valenz[®] MEC Solution

Welcome! We are pleased to welcome you to **Valenz[®] MEC Solution**, a new approach that encourages members to select high-quality providers and facilities of their choice.

As a new provider with Valenz MEC Solution, you are likely to have questions. This guide is designed to introduce you to our program and answer some of the most common questions we receive from our provider partners. In addition, for your convenience, you may directly access our **proVider navigators at 844-408-3101** to answer any of your questions.

What is Valenz MEC Solution?

The Valenz MEC Solution combines with your health benefits plan to extend favorable reimbursement for minimum essential coverage (MEC) under the Affordable Care Act (ACA). Unlike the traditional MEC network plan offerings, Valenz MEC Solution is an innovative approach that encourages members to choose high-quality medical providers and facilities to meet their precise health needs, while balancing the financial cost for the member, plan and provider.

Why Valenz MEC Solution?

We are offering this new contracting and reimbursement approach to guide members to higher-quality care for fair and reasonable costs. Valenz MEC Solution offers providers reimbursement based on fair, acceptable, market-recognized pricing and geography, while members experience lower out-of-pocket costs. It is a win-win for providers/facilities and members.

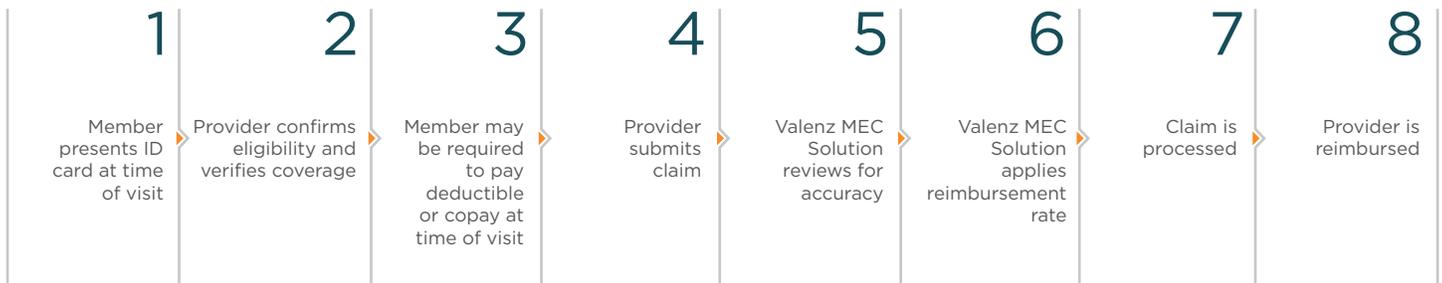
How Are My Reimbursement Rates Established?

Valenz MEC Solution offers a new level of transparency. To deliver fair, defensible, consistent pricing, we use reliable, algorithmic decision-making powered by a proprietary repricing methodology that blends payment costs and market-specific charge-based data sets. Leveraging the strength of the Valenz ecosystem, we drive high-value non-contracted network solutions, direction of care and high-quality provider utilization.



As a Valenz MEC Solution Provider or Facility, How Do I Get Reimbursed?

You simply submit your claim following the instructions on the member's ID card. You will collect the member's copay or deductible as defined by their plan at the time of visit. If you have a reimbursement agreement with Valenz MEC Solution, submit the claim per the terms of the agreement. If you would like to discuss specifics on your reimbursement for services, or enter into a contractual agreement, we encourage you to call **proVider** relations at 844-408-3101. Please see the claim flow diagram for more information about the Valenz MEC Solution claim management process.



Questions? Please access our proVider navigators at 844-408-3101.

Are our Providers or Facilities Considered “In-Network”?

Unlike health plans that offer a specific network (e.g., a PPO), Valenz MEC Solution allows members to seek care and treatment for covered services under the plan from any provider. While providers and facilities are not considered “in-network,” you receive favorable rates as a part of your reimbursement agreement.

How Does Valenz MEC Solution Manage Balance Billing?

As a part of our coverage model, we provide our members with comprehensive support for appeals and negotiations. We encourage you to discuss any questions you may have with **proVider** relations at 844-408-3101.



How Do I Appeal an Amount?

Should you wish to appeal a reimbursed amount, please email a cover letter request and documentation to claimsupport@valenzhealth.com.

How Do I Check the Status of My Claims?

You will have visibility into real-time transactions, including 270 (Eligibility) and 276 (Claim Status), and flexible search options via xxx.



More Questions?

Call our **proVider relations** at **844-408-3101**, Monday – Friday, 8:00 a.m. – 6:00 p.m. ET, or visit valenzhealth.com any time.

