

# ValueOptions® Maryland Update

September 2, 2009

**Claims Payment Reminder:** Claims must be submitted using Provider Tax Identification Number (TIN) or Employer Identification Number (EIN) and the National Provider Identification Number (NPI) should be submitted. The Provider's Legacy (i.e. Medicaid Provider Number) should not be submitted on the 837. Claims payment reports by service type and location will be made available shortly.

**Checking for authorizations in ProviderConnect:** All authorizations entered into the ValueOptions® system regardless of how the authorization was received, will be viewable within ProviderConnect. To view individual authorization, when you logon to ProviderConnect, select "Authorization Listing" from the left hand menu. When you enter the consumer's Medicaid/Uninsured Eligibility Identification Number, all the authorizations requested by the inquiring provider will appear. You can click on an authorization to obtain summary, detail and associated claim information.

Authorizations approved by MAPS-MD are in the process of being downloaded into ProviderConnect. When the download is complete you will be able to view the authorizations.

In addition, all the authorizations associated with a provider may be viewed and downloaded from ProviderConnect. After clicking on "Review an Authorization", the ability to search and download your batch authorizations will be at the bottom of the screen.

**Open MAPS-MD Authorizations:** Claims submitted for dates of service authorized by MAPS-MD prior to and after 9/1/2009 will be processed. A separate, ValueOptions® Maryland authorization for dates of service after 9/1/2009 is not required.

When the MAPS-MD authorization expires, you must enter an initial authorization in Provider Connect for continued services.

**Requesting Authorizations:** We recognize that providers are experiencing problems with obtaining authorizations. ValueOptions® Maryland is working to resolve the start-up authorization issues. Please contact Customer Service at 1-800-888-1965, option 5 for providers and then option 4 to request an authorization for assistance in obtaining an authorization if you are unable to enter the authorization request online.

**Billing Codes:** The CPT, HCPS and Revenue Codes have not changed. A listing of the billing codes reimbursable by the Public Mental Health System (PMHS) is attached to this update.

**Consumer Enrollment:** The download of both the Medicaid and Uninsured enrollment files into ProviderConnect has been completed. Providers will now be able request authorizations for all Maryland Medicaid and Uninsured Eligible consumers.

**ProviderConnect Logons:** If providers have not yet received all requested logons, please contact ValueOptions® Maryland Provider Relations at 1 -800-888-1965, Option 3, extension 214105.