

ValueOptions® Maryland Update

September 3, 2009

Corrected Contact Phone Number for 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 214015.

MAPS-MD Authorization: The open MAPS-MD authorizations are downloaded in our data warehouse and can be viewed by ValueOptions® Maryland staff. Providers will be able to view MAPS-MD authorization history (as well as ValueOptions® Maryland authorizations) when the authorization download into ProviderConnect is complete. Completion is expected by mid-September.

Consumer Identification Numbers: Uninsured Eligibility Identification numbers were downloaded into ProviderConnect by September 1. The download of Consumer Medicaid Identification numbers was completed at approximately 10:30 p.m., September 1.

ProviderConnect “timeout”: To prevent inadvertent HIPAA disclosures, ProviderConnect will “timeout” after 30 minutes of inactivity and the information entered will be lost. We have tested and confirmed that “activity” includes data entry and/or moving through the tabs in ProviderConnect. When the “save” function is available, providers will be able to save an incomplete request and return to it at a future time.

Error Message: Several providers have received the following error message when requesting an authorization: “Our records indicate that you are not active for any of the funding streams for which the member is eligible on the requested start date of service. You are unable to proceed until this issue is resolved. Please contact provider relations or the customer service line to clarify.” ValueOptions® has identified the issue and expects resolution by September 3. Several providers have requested the definitions for the various funding streams. This is an internal, financial indicator. However, the definitions will be posted with the September 4 Update.

Provider Identification Numbers: Reminder – there is one ValueOptions® Maryland provider number for each provider agency, based on Tax Identification Number (TIN)/Federal Employer Identification Number (FEIN), not a separate number for each type of service and/or location. ValueOptions® Maryland will develop provider reports based on the various programs and locations.

ValueOptions® Maryland Authorization start dates: To ensure continuity of care for our consumers, all authorization requests will be honored and backdated, as necessary, as a result of the start-up system issues.

Claims Reminders:

- Electronic claims for dates of service prior to 9/1/09 should continue to be sent to ACS.
- Paper claims for dates of service prior to 9/1/2009 should continue to be sent to: ACS, PO Box 7061, Silver Spring, Maryland 20907-7061.
- Paper claims for dates of service on and after 9/1/09 should be sent to ValueOptions® Maryland MHA Claims, PO Box 1950, Latham, NY 12110.
- Claims for all dates of service covered by the MAPS-MD authorizations may be submitted for processing without obtaining an authorization from ValueOptions® Maryland
- Authorization numbers are not required on claims submitted to ACS.

Call Wait Times: Due to the extremely high volume of calls received by ValueOptions® Maryland during the first two days of the transition, providers may have experienced long wait times. Please accept our apologies for any inconvenience you may experience as we continue to work towards responding to provider inquiries quickly and accurately.

Statistics to Date:

- 453 unique providers, i.e. providers at the Tax Identification Number (TIN)/Federal Employer Identification Number (FEIN), have been registered in ProviderConnect.
- More than 1000 requests for service have been authorized.
- Between September 1 and 3:45 p.m., September 2, more than 1500 calls were answered by ValueOptions® Maryland.