

ValueOptions® Maryland Update

September 9, 2009

HOURS OF OPERATION: ValueOptions® Maryland's normal business hours are 8 a.m. – 6 p.m., Monday – Friday. However, on-call staff is available for urgent and emergent authorizations at the 1-800-888-1965 ValueOptions® Maryland number.

UNINSURED ELIBILITY REMINDER FROM MHA: “Gray Zone” is not the correct designation for consumers who are, or become, eligible for some mental health benefits reimbursable through state general funds. The correct term is “Uninsured Eligibility”.

DIAGNOSIS DEFFERED: Reminder: Providers may use “diagnosis deferred” (799.9) when requesting an initial authorization.

PROVIDERCONNECT

MEDICATION SCREENS IN PROVIDER CONNECT: If you get an error message when entering a medication in ProviderConnect, select “other”. A free text box will allow you to enter the medication information and move to the next field.

BENEFIT ACRONYMS IN PROVIDER CONNECT: Although these are internal indicators, not necessary for providers requesting authorizations, the following definitions are provided per provider requests:

- SBA1 Baltimore Project, State Funded
- FMC1 Federally Funded Medicaid
- SPA1 Medicaid/Primary Adult Care (PAC)
- FDU1 Federally Funded Dual Eligibles
- FPR1 Psychiatric Residential Treatment Facility (PRTF) Waiver
- FTB1 Traumatic Brain Injury (TBI)
- UIN1 Uninsured
- SER1 Emergency Petition
- SMC1 State Funded Medicaid
- SDU1 State Funded Dual Eligibles
- INEL Maryland Ineligibles
- MACRCourtesy Reviews
- UNK Unknown

ATTACHMENTS IN PROVIDERCONNECT: Providers have reported that they cannot continue past the attachment option in ProviderConnect. When the user sees the pop-up requesting confirmation that an attachment has not been added, select “ok” to proceed to the next screen.

CONSUMER SEARCH: When searching for a consumer in ProviderConnect, please remember that the search fields are date sensitive. Not only the Member Identification number must be an exact match, the date of birth field must also be an exact match and the member must be active in the “as of date” field in order for the provider to be able to view the consumer.

SYSTEM COMPATABILITY: Several providers have reported system issues when accessing ProviderConnect (e.g. “bean” errors, inability to view a button, inability to attach a document, etc.) If you are using Internet Explorer 6 or 7, you should not experience any difficulties. If you are using Internet Explorer 8, please follow the following instructions:

- Click on the “tools” menu at the top of the browser
- Click on “Compatibility View Settings”
- Type in: Valueoptions.com, and click on the “Add” button
- Click the “Close” button

You can visit the following website for additional information:

<http://blogs.msdn.com/ie/archive/2008/08/27/introducing-compatibility-view.aspx>

PROVIDERCONNECT TIME-OUT FUNCTION UPDATE: The following update is pursuant to a previous posting regarding HIPAA compliance and the ProviderConnect time-out function. The system was originally programmed to “time-out” after 30 minutes of inactivity. Activity has been redefined as moving between tabs. In response to provider requests, the maximum time of inactivity has been changed from 30 minutes to 60 minutes.

DOWNLOADING AUTHORIZATIONS: Please refer to the attached document “Download Authorization Function from the Authorization Search Screen” for useful information and detailed instructions for downloading authorizations from ProviderConnect.

TIPS FOR SUBMITTING AUTHORIZATION REQUESTS THROUGH PROVIDERCONNECT: Please see the attached document for step-by-step instructions for submitting authorization requests through ProviderConnect.