

ValueOptions® Maryland
Update
October 19, 2009

OMS Interview Guide: The OMS Interview Guide has been posted on the ValueOptions® Maryland website and may be viewed/downloaded at:

http://maryland.valueoptions.com/provider/forms/oms/OMS_Interview_Guide.pdf

ProviderConnect Update:

1. Visits/Units:
 - PRP – 6 visits equals 6 months of service
 - Case Management: (Please refer to the MHA memo titled “Case Management-Requests for Uninsured Eligibility” dated 10/14/2009. The memo can be viewed/downloaded at http://maryland.valueoptions.com/provider/alerts/101409_Case_Management_Requests_for_Uninsured_Eligibility.pdf)
 - Intensive – a minimum of 30 visits to be provided within 6 months, with a maximum of 5 visits per month. This level of care may only be provided to Medicaid consumers.
 - General – a minimum of 12 visits to be provided within 6 months, with a maximum of 2 visits per month.
2. All Outpatient authorizations created prior to 10/9/09, with an incorrect BCARS designation, were programmatically corrected on 10/10/09. Each week ValueOptions® Maryland will automatically correct the authorizations created that week. A permanent correction will occur with the November 13, 2009 release.
3. Providers entering the first *concurrent* request for authorization of OMS services in ProviderConnect may see a comment on the results screen stating that this is an *initial* request for services. This will occur only if both the initial 2 units have been paid, via the claims process, prior to the submission of the request for concurrent authorization. The system will automatically display the correct concurrent screens and the correct number of units for a concurrent request.

If both the original 2 units have not been paid via the claims process, the standard concurrent authorization information will display on the provider screen.

If the OMS Data tab appears during the request, the system will assign the 150 visit bundle

The provider need not be concerned that the system indicates that this is an initial or a concurrent, and Customer Service does not need to be contacted to have this investigated. This is only a navigational element of the system. Authorization and claims payment will not be affected.

Provider Alerts: ValueOptions® Maryland is developing a system to automatically alert providers, via email, of new postings to the website and other important information. If you are registered in ProviderConnect and included your email address when registering, you are already on the distribution list. If you are not registered in ProviderConnect, and wish to receive automatic provider alerts, please send your name and email address to marylandproviderrelations@valueoptions.com, with “Provider Alert” in the subject line, and you will be added to the distribution list.

