

**ValueOptions® Maryland**  
**Update**  
**October 29, 2009**

**Courtesy Reviews:** Courtesy reviews may be requested for consumers whom the provider reasonably expects may become Medicaid eligible. This includes courtesy reviews for Inpatient services, Intensive Outpatient Services, Partial Hospitalization, and Case Management for consumers with benefits, such as Medicare, Uninsured Eligibility, or PAC, which do not provide coverage for those services.

Courtesy reviews must be requested telephonically from ValueOptions® Maryland (1-800-888-1965)

**Protected Health Information (PHI):** Providers are reminded not to send PHI via unsecured email. If you are unable to secure an email containing PHI, please fax the information to the following fax numbers:

General: 410-691-4001

Clinical: 877-502-1044

Quality Management: 877-381-5571

**ValueOptions® Maryland Mailing Addresses:**

When mailing medical records to ValueOptions® Maryland, for retrospective review or in response to a request for a medical record audit, please mail the record(s) to the following address:

ValueOptions® Maryland  
1099 Winterson Road  
Linthicum, MD 21090  
Attn: QI

All other mail should be addressed to:

ValueOptions® Maryland  
PO Box 618  
Hanover, MD 21076

**Provider Connect Update:**

- Please note, the “visits used” number for converted authorizations may be incorrect due to the calculated units logic used to convert the MAPS-MD authorizations. This will not affect claims payment.
- **System Enhancements:** New Enhancements for Supported Employment, OMS, and a save function will be available mid November.

**Provider Alerts:** (corrected email address) 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](mailto:marylandproviderrelations@valueoptions.com) with “Provider Alert” in the subject line, and you will be added to the distribution list.

**Reminder: Authorization is not a guarantee of payment.** Claims for services authorized by ValueOptions® Maryland may deny for reasons other than authorization, such as consumer eligibility, non-covered diagnosis, combination of service rules, etc. Providers are reminded to be aware of all the rules/conditions required for claims payment.