

ValueOptions® Maryland
Update
November 4, 2009

CONSUMER AUTHORIZATION INQUIRIES

There are several ways providers can clarify authorization information for a consumer. One method is to check authorizations for specific consumers using the “*Review an Authorization*” link:

Options on this link allow a provider to view the provider’s authorization history of current authorization requests or recent changes to existing authorizations. This link can also be used to view a specific consumer’s authorization, but requires the provider to enter the specific consumer Identification number:

- Home
- EDI Homepage
- Specific Member Search
- Register Member
- Authorization Listing
- Enter an Authorization Request
- Claim Listing and Submission
- Reports
- Enter a Care Plan
- My Online Profile
- My Practice Information
- Provider Data Sheet
- Compliance
- Handbooks
- Forms
- Network Specific Information
- Education Center
- ValueSelect Designation
- Contact Us

Search Authorizations

Required fields are denoted by an asterisk (*) adjacent to the label.
Please select a Provider ID below, to perform any one of the Authorization Search transactions below.

* Provider ID

Vendor ID

Member ID

Authorization # - (No spaces or dashes)

Client Authorization #

Effective Date 10262008 (MMDDYYYY)

Expiration Date 10262009 (MMDDYYYY)

This Member ID needs to be the M# provided by ValueOptions. The 11 digit alt ID that many providers have for the member will not work in this field.

Activity Date span cannot exceed seven (7) days.
Activity Date Range can only be entered without a value in the Effective or Expiration Date.

Activity Date From (MMDDYYYY)

Activity Date To (MMDDYYYY)

Delimiter Type Comma ',' Pipe '|'

If the provider only has the Alt ID, there is a way to obtain this authorization information on a specific consumer. The provider can initiate a “*Specific Member Search*”.

The screenshot shows the ValueOptions ProviderConnect website. At the top left is the logo for 'Staging PROVIDERCONNECT'. The top navigation bar includes links for 'ValueOptions Home', 'Provider Home', 'Contact Us', and 'Log Out'. A left sidebar contains a list of navigation options: Home, EDI Homepage, Specific Member Search, Register Member, Authorization Listing, Enter an Authorization Request, Claim Listing and Submission, Reports, Enter a Care Plan, My Online Profile, My Practice Information, Provider Data Sheet, Compliance, Handbooks, Forms, Network Specific Information, Education Center, ValueSelect Designation, and Contact Us. The main content area features a welcome message: 'Welcome [redacted] Thank you for using ValueOptions ProviderConnect.' Below this is a section titled 'WHAT DO YOU WANT TO DO TODAY?' with a list of links: 'Specific Member Search (eligibility, benefits, claims, authorizations)', 'Register Member', 'Review Claims', 'Enter a Claim', 'Review an Authorization', 'Enter an Authorization Request', 'View My Recent Provider Summary Vouchers', and 'Enter a Care Plan'. The 'Specific Member Search' link is highlighted with a red box. To the right is a 'YOUR MESSAGE CENTER' section with 'INBOX' and 'SENT' icons. Below these icons is a large grey box with the text 'Your Recent Inquiries box is empty'. At the bottom of the main content area is a 'NEWS & ALERTS' section with links: 'Important! Verify your contact information!', 'New to Direct Claim Submission? Download the guide', and 'Authorization Submission Guide'. A footer at the bottom contains the copyright notice '© 2009 ValueOptions® ProviderConnect v3.09.00' and a row of links: 'Return to ValueOptions Home', 'Return to Provider Home', 'Contact Us', 'Privacy Statement', and 'Terms and Conditions'.

The provider can then enter the Alt ID and Date of Birth to identify the consumer, and access the related authorizations for that consumer.

[ValueOptions Home](#) [Provider Home](#) [Contact Us](#) [Log Out](#)

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Eligibility & Benefits Search

Required fields are denoted by an asterisk (*) adjacent to the label.

Verify a patient's eligibility and benefits information by entering search criteria below.

*Member ID	<input type="text" value="[REDACTED]"/>	(No spaces or dashes)
Last Name	<input type="text"/>	
First Name	<input type="text"/>	
*Date of Birth	<input type="text" value="[REDACTED]"/>	(MMDDYYYY)
As of Date	<input type="text" value="10262009"/>	(MMDDYYYY)

The provider should confirm that the consumer being viewed is correct and then select “*View Member Auths*”, confirm the service dates, and then select “*Search*”. The authorization information will then be available.

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Demographics Enrollment History COB Benefits Additional Information

Member eligibility does not guarantee payment. Eligibility is as of today's date and is provided by our clients.

Member?

Member ID
Alternate ID
Member Name
Date of Birth
Address
Alternate Address
Marital Status
Home Phone
Work Phone
Relationship
Gender



Eligibility

Effective Date
Expiration Date
COB Effective Date?



[View Funding Source Enrollment Details](#)

Subscriber

Subscriber ID
Subscriber Name



View Member Auths

View Member Claims

View Empire Claims

View GHI-BMP Claims

View Member Registrations

Enter Auth Request

Enter Claim

Send Inquiry

Enter Care Plan

Provider ID

Auth #

Service From 10262008 (MMDDYYYY)

Service Through 10262009 (MMDDYYYY)

Search

Selecting this link expands out the section below to search for specific date ranges for that member.

Auth Search Results:



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Authorization Search Results

The information displayed indicates the most current information we have on file. It may not reflect claims or other information that has not been received by ValueOptions.

[Next >>](#)

Authorization	Member ID	Member Name	Member DOB	Provider ID	Alt. Provider ID
View Letter	Auth # ▼				
	[REDACTED]				

[Next >>](#)

