



## **PROVIDER ALERT**

February 17, 2010

### Courtesy Reviews

The purpose of this alert is to provide direction and clarification regarding courtesy reviews created by MAPS-MD *prior* to 9/1/09 and created by ValueOptions® Maryland *after* 9/1/09. Please **DO NOT** send medical records to ValueOptions® if a Courtesy Review exists.

#### Courtesy Reviews created by MAPS-MD:

If you obtained a Courtesy Review from MAPS-MD:

- 1) Using ProviderConnect, verify that the consumer is Medicaid eligible for the dates of service *and* service covered by the MAPS-MD Courtesy Review. Do not rely on other sources of eligibility verification as this may impact your ability to obtain a ValueOptions®<sup>Maryland</sup> authorization.
- 2) If ProviderConnect shows the consumer as eligible for the dates of service *and* service covered by the MAPS-MD Courtesy Review, check the consumer's authorization history. The MAPS-MD Courtesy Review may have already been converted to a ValueOptions® Maryland authorization and a claim may be submitted.
- 3) If the consumer is now eligible and the MAPS-MD Courtesy Review has not been converted to a ValueOptions® Maryland authorization, please call the ValueOptions® Maryland Customer Service line at 1-800-888-1965. Inform the Customer Service Representative that you have a MAPS-MD Courtesy Review that requires a ValueOptions® Maryland authorization.
- 4) ValueOptions® Maryland Customer Service will ask you for consumer demographic information as well as specific information related to the MAPS-MD Courtesy Review (i.e. dates of service, provider, etc.)
- 5) If the ValueOptions® Maryland Customer Service Representative is able to verify the MAPS-MD Courtesy Review, it will immediately be converted into a ValueOptions® Maryland authorization.
- 6) Or, if your facility/program has multiple outstanding Courtesy Reviews, and the consumers are now eligible and the MAPS-MD Courtesy Review has not been converted to a ValueOptions® Maryland authorization, you may complete a spreadsheet and fax it to 1-877-502-1037. The spreadsheet must include the following
  - Consumer last name, first name, middle initial
  - Consumer ValueOptions assigned member number
  - Consumer Medicaid Number
  - Date(s) of Service



- Service provided (e.g. acute inpatient, PHP, etc.)
- 7) Once your ValueOptions® authorization has been created, you can submit your claim at anytime.
  - 8) If the MAPS-MD Courtesy Review does not cover the entire length of stay, or does not exist, ValueOptions® Customer Service will not be able to issue an authorization. If the consumer is Medicaid eligible for the dates of service, please submit the medical record for the non-covered days only for a retro-review.

Courtesy Reviews created by ValueOptions® Maryland:

If you need to request a Courtesy Review from ValueOptions® Maryland:

- 1) Please call ValueOptions® Maryland Customer Service line at 1-800-888-1965.
- 2) We will create the consumer record and conduct the initial review with you telephonically.
- 3) All **concurrent** Courtesy Reviews can now be requested on-line. Please request all concurrent Courtesy Reviews via ProviderConnect.
- 4) When the consumer has obtained Medicaid eligibility (verified via ProviderConnect) for the dates of service **and** service covered by the Courtesy Review, a claim can be submitted.