



Provider Alert  
March 26, 2010

## ProviderConnect Enhancements

*The following ProviderConnect Enhancements are planned for the March 27, 2010 Release.*

### **1. Additional “Header” Information**

The Header in a request for services displays the Level of Service, Type of Service, Level of Care, and Type of Care.

### **2. Changes and Additions to Clinical Criteria for Outpatient Services**

Clinical Criteria is added for the following:

- Respite
- Enhanced Support
- Occupational Therapy

Clinical Criteria is changed for the following:

- Case Management
- RRP

### **3. Substance Abuse Tab Change**

On the Substance Abuse Tab, if “Unknown” or “None” is selected, the other SA fields are disabled and providers will not be able to enter additional information.

Conversely, if a SA field is selected, the “Unknown” and “None” fields are disabled.

### **4. Authorization Search Results Display Enhancement**

The Authorization Search Results screen displays the most detailed level of service as it relates to the authorization (e.g. Intensive Outpatient, Supported Employment, Outpatient Mental Health, OMS, Residential Crisis).

### **5. The Authorization Download Enhancement**

This enhancement will enable providers to download and sort authorization information by vendor and service type

The following fields are deleted:

- Add Code
- Status Date
- Prior Status
- Note to Provider
- Physician



- Reasons 1-10 columns
- Disclaimer

The following fields are available in the Download:

- Notification Organization ID (Provider VO Number)
- NPI Number (The NPI number will be available in the May Release) *New*
- Service (PRP, OMS, IOP, etc.) *New*
- Submitted (Date submitted)
- Requesting Agency
- Notification Organization Name
- Provider ID
- Consumer First Name
- Consumer Last Name
- Consumer SSN
- Consumer ID (ValueOptions Member Identification Number)
- Svc Code (Service Code) *New*
- Auth Start (Authorization start date)
- Auth End (Authorization end date)
- Auth Units (number of units authorized)
- Authorized Provider Name
- Vendor ID *New*
- Auth # (Authorization Number)
- New Status (of the authorization request)
- Birth Date (Consumer's)

The May release will include two additional fields:

- POS (Place of Service)
- Last Change Date of Auth (the last time someone modified the authorization or was in the authorization tab and clicked the 'save' button)

## 6. Addition of PRFT Type of Care for Outpatient Services

This enhancement adds PRFT Waiver services to the Outpatient Level of Care.

Types of Care:

- Art Therapy
- Crisis and Stabilization Services
- Dance Therapy
- Drama Therapy
- Equine Assisted Therapy
- Family and Youth Training
- Horticultural Therapy
- Music Therapy
- Peer to Peer Support
- Respite Care- In Home



- Respite Care – Out of Home

## 7. Modifications to Supported Employment

The appropriate service code is automatically assigned on the “Requested Services” tab, corresponding to the selection for Type of Service on the “Supported Employment” tab.  
Field updates:

- Text has been added for the questions: ‘Does the applicant have difficulty with remembering..’ and ‘Does the applicant have difficulty reading..’
- Only if the response to DORS Question - ‘If the applicant is currently in high school, what grade?’ has one of the 4 options selected, then the following question ‘Is the applicant currently under an IEP?’ is enabled.
- Text added under the section Employment Information to read ‘Work History – Please list full work history and start with most recent job first’.
- Delete button added in the Work History section.
- Supported Employment History subtitle removed.
- “Hourly Wages” and “Unavailable” are positioned closer together. These fields are now mutually exclusive.
- The question "Is the Ticket assigned to an Employment Network yet?" is required when "Does the applicant have a 'Ticket' through Social Security's Ticket to Work Program?" is “Yes”.
- The question "To what agency is the applicant's Ticket assigned" is required when the answer to “Is the Ticket assigned to an Employment Network yet?” is “Yes”.
- The question “What is the applicant's primary source of support?” is required.
- The question “What is the applicant's highest level of education completed?” is required.
- The question “Has the applicant been told he/she has a learning disability?” is required.
- If one of the responses (9th grade, 10th grade, 11th grade, 12th grade) to the question “If the applicant is currently in high school, what grade?” is selected, the next question “Is the applicant currently under an IEP?” is mandatory.
- The wording for the question “Does this consumer have a signed DORS Consumer Consent form?” is changed to “Has the consumer signed an authorization for release of information, permitting the DORS Counselor to access health information contained in the ValueOptions Maryland system, pertaining to alcohol and substance abuse and HIV/AIDS?”
- The wording for the question “Are you requesting Supported Employment Extended Services or PRP to Individuals in SE?” is changed to “Are you requesting Supported Employment Extended Services?”
- At least one of the first, four questions on the SE tab must be answered ‘Yes’.
- In the Job History section:



- On an initial review, Employer, job title, and job type are required.
- On a concurrent review, “Reason for leaving” and the end date are required.
- New fields to the Supported Employment tab called “DORS Counselor” and “On-site or Off-site PRP for Individuals?” are added.
- An edit on the Job Placement section disables the End Date field when the job being entered is the first Job Placement record.
- Two new signature (Legal Guardian and DORS Counselor) and date lines are added to the “Print DORS Application” option.

#### **8. Child OMS Wording Corrections**

- Above question 48, the instruction: (INTERVIEWER: Read the following answer options to the consumer) is deleted.
- In the interview instructions, prior to questions 40, 43, 46, and 47, the word “consumer” is changed to “respondent”.
- The formatting issue when the browser window is minimized is corrected.

#### **9. Adult OMS Discharge Review Options**

The question regarding the consumer’s participation (present or not present) will determine which OMS discharge questions display.

After selecting the consumer’s participation, the appropriate discharge questions will expand.

#### **10. OMS Concurrent Review Date Span Correction**

- The OMS Interview Date is added to the initial entry page of the Request for Services which will be separate from the Requested Start Date.
- The logic for calculating consumer age has been modified.
- The logic for determining if a consumer is a child or an adult for purposes of the OMS Interview is modified to use the OMS Interview Date keyed in on the initial entry page.
- The OMS Interview Date cannot be greater than the current date.
- The OMS Interview Date cannot be less than the previous OMS Interview Date.
- The OMS Interview Date cannot be less than the Requested Start Date of Service.
- If the current Request is the first OMS request for the specific provider (i.e. there is no OMS history for this provider and member), the following message will display: “This is the first OMS request for this consumer. You must proceed with the Initial Request and the OMS Interview Date that was entered will not be used.”
- If the most recent, prior, concurrent authorization is expired, the OMS Interview Date cannot be greater than the Requested Start Date of Service, plus 100 days.
  - If the OMS Interview Date is not greater than the Requested Start Date of Service plus 100 days, the provider will be able to continue the authorization request.
- If the most recent prior concurrent authorization is expired, the OMS Interview Date can be greater than the Requested Start Date of Service.



- If the most recent, prior, concurrent authorization is still effective, the OMS Interview Date cannot be greater than the Requested Start Date of Service.
- If a Requested Start Date is entered that is within 100 days of the most recent, prior, concurrent authorization that is expired, the Requested Start Date must be equal to the expiration of the most recent prior authorization + 1 day.
- If the Requested Start Date that is entered does not equal the prior Authorization Expiration Date + 1 day, the message “Prior OMS expired on xxxxxx. Please enter Requested Date equal to yyyyyy” will display
- If a Requested Start Date is entered that is greater than 100 days past the expiration date of the most recent prior authorization, the message “The previous OMS authorization for this Consumer expired more than 100 days ago. Select Continue to proceed with an Initial request or Cancel to correct the OMS Interview Date.” will display.

#### **11. OMS Change: Removal of 21-Day Rule**

Providers can now enter a date that is more than 21 days prior to the current date.

#### **12. Psychological Testing**

Psychological Testing can now be requested on-line via ProviderConnect.

#### **13. Addition of Contact Name & Phone Number to Outpatient Workflows**

On the Type of Services tab, contact name and phone number are required fields.

#### **14. ConciergeConnect**

This enhancement is related to the Inpatient Discharge Review. Providers have the ability to capture appointment reminder preferences, including:

- Member’s agreement to receive automated reminder messages
- Member’s contact phone number
- Member’s preferred time of day to receive reminder calls
- Member’s time zone

Providers also have the ability to capture appointment date and time for Medical Care Physician appointments.



P.O. Box 618  
Hanover, Maryland 21076  
<http://maryland.valueoptions.com>