



PROVIDER ALERT

May 17, 2010

The following message will be distributed to PMHS consumers.

Message to Consumers of the Maryland Public Mental Health System (PMHS)

Dear Consumer:

ValueOptions® Maryland, the Administrative Services Organization (ASO) for the Department of Health and Mental Hygiene/Mental Hygiene Administration (DHMH/MHA) is required to send explanation of benefits (EOBs) to PMHS consumers every six months. Explanation of benefits will be mailed out the week of May 17th, 2010 and every six months thereafter.

Your EOB will provide a listing of all services where ValueOptions® Maryland paid a PMHS provider or practitioner for services within the last 6 months. The EOB will provide 1) the date of service; 2) name of provider or practitioner; and 3) a description of the service provided. **If you did not receive a service listed on your EOB, please contact ValueOptions® Maryland Customer Service at 1-800-888-1965.**

In addition, as a consumer of the PMHS you can access your benefit, authorization and claims payment information **anytime** through ValueOptions® MemberConnect. To access your information through MemberConnect, login to <https://www.valueoptions.com/mc/eMember/memberLogin.do>.

ValueOptions® Maryland is committed to promoting the principles of self-determination, recovery and resiliency. ***People with mental illness can and do recover.***

ValueOptions® Maryland