



PROVIDER ALERT

May 17, 2010

Requesting OMS Authorizations

INITIAL REVIEW

- Request an initial authorization via Provider Connect
- Two units will be approved for a three month period of time.
- If additional units are needed, authorization must be requested telephonically. A maximum of an additional two units can be approved.
- A provider can only request OMS authorization if there is no other open OMS request in the system. If there is an open OMS request in the system the provider will receive an error message saying “An open authorization exists for this member with a different provider.” If this error is received the provider, along with the consumer or parent/guardian, must call ValueOptions® Maryland Customer Service for assistance in resolving this issue.

FIRST CONCURRENT REVIEW

- On the “Requested Services Header” page enter the OMS Interview Date in the identified field.
 - The OMS Interview Date cannot be later than today’s date – that is, it cannot be a future date.
 - The OMS Interview Date cannot be earlier than the requested start date – that is, it cannot be before the requested start date.
- Provider Connect will create a concurrent review that will authorize 150 sessions for a six month period of time.
- The next OMS Interview will be due at the end of the authorization span. An OMS interview is due every six months while a consumer is in active treatment.
- **The Requested Start Date must exactly match the OMS Interview Date**

SUBSEQUENT CONCURRENT REVIEW

- A concurrent review can be requested as early as 30 days prior to the end date of the previous authorization.
 - The OMS Interview Date cannot be earlier than the previous OMS Interview Date.
 - The OMS Interview Date cannot be later than the Requested Start Date – that is, the OMS Interview Date cannot be in the future.



- The start date of the new authorization will be the day after the OMS Interview Date.
- The OMS Interview date must be equal to the Requested Start Date of Service.
- An OMS Interview can be entered up to 100 days after the end date of the most recent previous authorization.
 - The OMS Interview Date cannot be earlier than the previous OMS Interview Date.
 - The start date of the new authorization will be the day after the expiration date of the most recent previous authorization.
- If the authorization is expired but within 100 days, the requested start date must be equal to prior concurrent request expiration date plus 1 day.
- If a provider enters an OMS Interview and more than 100 days have lapsed since the expiration date of the most recent authorization, ProviderConnect will not accept the concurrent authorization request. The provider will be prompted to complete a new review request as if it is an initial.

Other

- Only two Family Therapy without Consumer Present visits (90846) are included in the OMS “Bundle”. Providers may request additional units, telephonically, if clinically indicated. Approved services will be added to the OMS authorization span.
- Currently, if a provider bills and is paid for the initial two – four visits, prior to requesting the concurrent authorization, the error message “Error 500: Filter” will appear and the provider will not be able to continue with the authorization request. This will be corrected with the May 26, 2010, system upgrade. Prior to this, the provider must call Customer Service (1-800-888-1965, option 6, option 5) for assistance.