



## **PROVIDER ALERT**

**September 17, 2010**

### **ProviderConnect Enhancement – ProviderConnect User Agreement**

The ProviderConnect enhancement, scheduled for September 18, 2010, includes an updated ProviderConnect User Agreement. Please see the FAQ below for additional information.

**Q: What is the ProviderConnect User Agreement?**

**A:** The ProviderConnect User Agreement contains the terms and conditions regarding providers' and their designated billing agents' use of the ProviderConnect site and online services available on the site.

**Q: Why is the Provider User Agreement being implemented at this time?**

**A:** Terms of use or user agreements are standard practice in accessing password protected websites. The ValueOptions ProviderConnect user agreement was updated to incorporate terms of use in conjunction with updates to be made to user ID and password request applications.

**Q: Who is impacted by the changes associated with the ProviderConnect User Agreement?**

**A:** All users of ProviderConnect are impacted.

**Q: Does the ProviderConnect User Agreement apply to Out-of-Network providers and/or facilities?**

**A:** Yes, this applies to all users of ProviderConnect, including Out of Network providers.

**Q: Does the ProviderConnect User Agreement apply to providers or facilities that do not have a participation or facility agreement in effect with ValueOptions?**

**A:** Yes. While some providers may not hold a contract with ValueOptions, they are still held to the terms included within the ProviderConnect User Agreement.

**Q: What will happen if I click the "I disagree" button on the ProviderConnect User Agreement page?**



A: You will be automatically returned to the login screen. Agreement to the terms of use is required to access the site.

**The Agreement is posted on the ValueOptions® Maryland website,  
<http://maryland.valueoptions.com>, “For Providers”, “Provider Forms”.**