



PROVIDER ALERT

October 1, 2010

ProviderConnect Print Functionality

ValueOptions is aware that several providers are experiencing difficulty with the various print buttons on the confirmation page of the request for service workflow in ProviderConnect.

If providers are experiencing printing issues, please use the 'Download Authorization Request' button and print with a PDF. Within the PDF document, providers can print the entire Authorization Request or chose to print specific pages.

After clicking on the 'Download Authorization Request' button, click on the PDF option, and click continue (see screenshot below).

Determination Status: ***** PENDED *****

The services requested require additional review. You will be contacted regarding the status of this request if further information is needed. An authorization decision will be made within the required timeframes and details of that decision may be found under the member's authorization history.

Member Name	Member ID	Member DOB	Subscriber Name	Subscriber ID
Pended Authorization #	Client Authorization #	Type of Request		
Date of Admission/ Start of Services	Requested From	Submission Date		
Level of Service	Type of Service	Level of Care	Type of Care	
Reason Code				
Provider Name & Address	Provider ID	Provider Alternate ID	NPI # for Authorization	

Message

Attached Documents There are no documents attached with this Authorization Request

Document Title	Document Description
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Authorization Printing & Downloading Options:

(For the best print results, please print in 'Landscape' format)

- [Print Authorization Result](#)
Print the Results page (this page)
- [Print Authorization Request](#)
Print the entire Authorization Request
- [Download Authorization Request](#)
Download the entire Authorization Request
- [Return to Provider Home](#)
Return to the ProviderConnect homepage

Download file in 'PDF' or 'XML' format.
Please select a file format.

PDF
 XML