



## PROVIDER ALERT

October 27, 2010

### RESEARCHING CONSUMER ELIGIBILITY IN PROVIDERCONNECT

ValueOptions® Maryland receives daily downloads from the Maryland Department of Health and Mental Hygiene (DHMH) consumer eligibility system. As a result, consumer eligibility information can be accessed in ValueOptions® ProviderConnect.

To research consumer eligibility, providers can use the state issued Medicaid number or the unique identifier issued by ValueOptions, i.e. the “M” number. Providers may also be able to search using a consumer’s social security number. However you **cannot** enter authorization requests using the social security number. If a search by consumer social security number yields results, the provider must record and use the “M” number to enter or review authorization requests. The same rules apply to claims submission.

#### Accessing a consumer’s file:

A screenshot of the ValueOptions ProviderConnect website. The left sidebar contains a navigation menu with items like Home, Specific Member Search, Register Member, Authorization Listing, Enter an Authorization Request, View Clinical Drafts, Claim Listing and Submission, Enter an Individual Plan, EDI Homepage, Enter Member Reminders, On Track Outcomes, and Reports. The main content area shows a welcome message, a message center with an empty inbox, and a section titled "WHAT DO YOU WANT TO DO TODAY?" with two columns of links: "Eligibility and Benefits" (Find a Specific Member, Register a Member) and "Enter or Review Claims" (Enter a Claim, Review a Claim).



Enter either the state issued Medicaid number or the ValueOptions® “M” number, and the consumer’s date of birth. The identification number and the date of birth are the only two **required** fields for searching. Required fields are marked by an asterisk (\*).

**Eligibility & Benefits Search**

Required fields are denoted by an asterisk ( \* ) adjacent to the label.

Verify a patient's eligibility and benefits information by entering search criteria below.

*Member ID	<input type="text" value="m000011326"/>	(No spaces or dashes)
Last Name	<input type="text"/>	
First Name	<input type="text"/>	
*Date of Birth	<input type="text" value="01011980"/>	(MMDDYYYY)
As of Date	<input type="text" value="10152010"/>	(MMDDYYYY)

**NOTE:** This search will display consumer eligibility *for the date entered in the “As of Date” field*. If a consumer’s eligibility is terminated, you will receive an error message indicating “No Matching Records.”. If you remove the “As of Date”, and click search again, the fields **may** populate to display the historic eligibility information. If some other variable do not match, you will continue to experience difficulty reviewing the consumer’s information. If this occurs, please contact customer service for assistance at 1-800-888-1965.

Clicking search will yield the following results:

- 1 = Member Demographics
- 2 = Member’s Eligibility. Please note, the member’s effective and expiration dates can be viewed here.
- 3 = Options available to you once eligibility has been established.



Member eligibility does not guarantee payment. Eligibility is as of today's date and is provided by our clients.

<b>Member?</b>	
Member ID	M000011326A
Alternate ID	
Member Name	TOES, TWINKLE
Date of Birth	01/01/1980
Address	123 MY WAY CLINTON, MD 20735
Alternate Address	
Marital Status	-
Home Phone	
Work Phone	
Relationship	1
Gender	F - Female

<b>Eligibility</b>	
Effective Date	08/30/2009
Expiration Date	
COB Effective Date?	
<a href="#">View Funding Source Enrollment Details</a>	
<b>Subscriber</b>	
Subscriber ID	M000011326A
Subscriber Name	TOES, TWINKLE

View Member Auths	View Member Claims	View Empire Claims	View GHI-BMP Claims	Enter Member Reminders	View Member Registrations
Enter Auth Request	Enter Claim	Send Inquiry	View Clinical Drafts	Enter an Individual Plan	
				Update Monthly Wage Info	

You can also view the source of the consumer's benefits by clicking on "View Funding Source Enrollment Details."

<b>Eligibility</b>
Effective Date
Expiration Date
COB Effective Date?
<a href="#">View Funding Source Enrollment Details</a>
<b>Subscriber</b>
Subscriber ID
Subscriber Name



Demographics Enrollment History COB Benefits Additional Information

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Subscriber ID	Member ID	Member Name	Group #	Group Name	Account #	Fund	Benefit Package	Effective Date	Expiration Date	Date Changed
M000011326A	M000011326A	TOES, TWINKLE	MRLD01	STATE OF MARYLAND	MRLD01	FMCD	FMC1	08/30/2009		08/30/2010

View Member Auths View Member Claims View Empire Claims View GHI-BMP Claims

Enter Auth Request Enter Claim Send Inquiry

**UNINSURED ELIGIBILITY:**

If a consumer does not have Maryland Medicaid benefits, and they may be eligible for uninsured eligibility coverage, providers can request uninsured eligibility on-line. If the consumer meets uninsured eligibility criteria, you will receive an “M” number at the end of the registration process. The “M” number can be used to request an authorization

If you register a consumer and you receive a temporary number, i.e. TEMP\_\_\_\_\_, it means that the consumer did not meet uninsured eligibility criteria. Your request will be pended to the ValueOptions® Eligibility Department for review. If uninsured eligibility is validated, an “M” number will be assigned. If uninsured eligibility cannot be validated, you will receive an electronic message in your Provider Connect in-box informing you that eligibility cannot be established.

**SPECIAL NOTE:** If an authorization is entered using a temporary identification number and it is determined that the consumer is not eligible for benefits, the authorization will be voided.