



## **PROVIDER ALERT**

### **PROVIDERCONNECT ISSUES**

**SEPTEMBER 12, 2011**

The ValueOptions ProviderConnect system is experiencing some technical difficulties today. Some Providers may be having issues with authorization entry. Our Information Technology Department is working on addressing the situation.

Due to the current call volume, we are not able to respond to all requests by phone. If you are unable to enter a request for authorization today, you will be allowed to put it in tomorrow and ValueOptions® Maryland will backdate any request meeting the Medical Necessity Criteria to today's date.

For pre-certifications of Urgent levels of care and for any request where you have questions about the Medical Necessity Criteria, you may call (888) 800-1965 to speak with a Care Manager.

We regret any inconvenience you may have or maybe experiencing.