



## **PROVIDER ALERT**

### **SUPPORTED EMPLOYMENT AUTHORIZATIONS**

**JANUARY 2, 2013**

Shortly after our December release we experienced some system issues. All issues have been identified and resolved except for authorizations for the supported employment level of care. We have now identified that the supported employment issues appear to be related to authorizations for job placement, extended support or clinical coordination. We realize that this is the bulk of supported employment requests. We are currently in the process of dispatching a fix that we anticipate will be fully operational on January 7, 2013. In the interim, we are asking providers to NOT attempt to enter their authorizations for this level of care. We realize that it is very frustrating to attempt to get your authorization in place only to get to the last page and get the error message. Due to these system based issues providers will be able to request the authorizations they need for the requested start dates they need once the system is back up and functioning correctly. Thank you for your patience.

This information can be found at:

[http://maryland.valueoptions.com/provider/prv\\_alerts.htm](http://maryland.valueoptions.com/provider/prv_alerts.htm)