



PROVIDER ALERT

RETROSPECTIVE REVIEW NOTIFICATION PROCESS UPDATE

MAY 6, 2013

ValueOptions will begin posting in the consumer's record authorization letters for all fully approved retrospective review requests received on **June 10, 2013** and after. Providers can access these letters through ProviderConnect just like the real time authorization letters. Copies of these letters will no longer be printed and mailed.

For any retrospective review request that is partially or fully denied there will be no change in the current process. Specifically, ValueOptions will continue to mail a hardcopy notification of the denial along with the appeal rights on all retrospective review requests that are partially or fully denied. This is consistent with the real time denial notification letters.

If you have any questions regarding the retrospective review notification process you may contact Ramon Rolle, Grievance & Appeal Coordinator, at 410-691-4049 or Ramon.Rolle@valueoptions.com.