



PROVIDER ALERT

INTELLIGENCECONNECT SYSTEM ENHANCEMENTS- REVISED SCHEDULE

SEPTEMBER 26, 2013

This is a revisit of last week's rolled back implementation to assure a more complete and robust installation.

In order to meet the ever-growing reporting and analytic needs of our users, the ValueOptions Maryland IntelligenceConnect system will undergo a system upgrade in late September. The new platform will provide an updated user interface, new functionality and improved performance to all users in addition to improvements in the underlying hardware/servers.

The size of our current IntelligenceConnect platform is very large and will require an extended 3-day upgrade process. **This means that the IntelligenceConnect production environment will not be available during the 3-day upgrade, which begins on the evening of Thursday, September 26, 2013.** The timeline is detailed below:

IntelligenceConnect will not be available at the following times:

Thursday, 9/26 starting at 10PM - IntelligenceConnect system is taken offline for all users and processing.

Friday, 9/27 – IntelligenceConnect system offline.



PROVIDER ALERT

Saturday, 9/28 – IntelligenceConnect system offline.

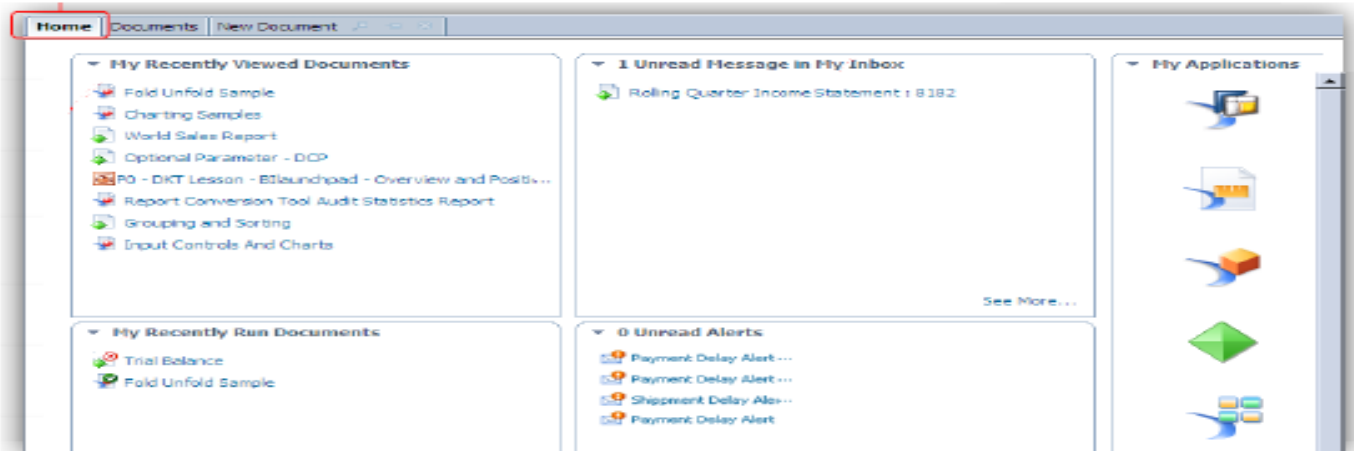
Sunday, 9/29– IntelligenceConnect system offline.

Monday, 9/30 ending at 7AM – New IC platform is brought online for all users and processing.

ValueOptions Maryland will be holding two webinars for providers to review these changes. Please watch for another Provider Alert as we get closer to the IntelligenceConnect changes.

Included in the updated user interface will be new functionality and improved performance:

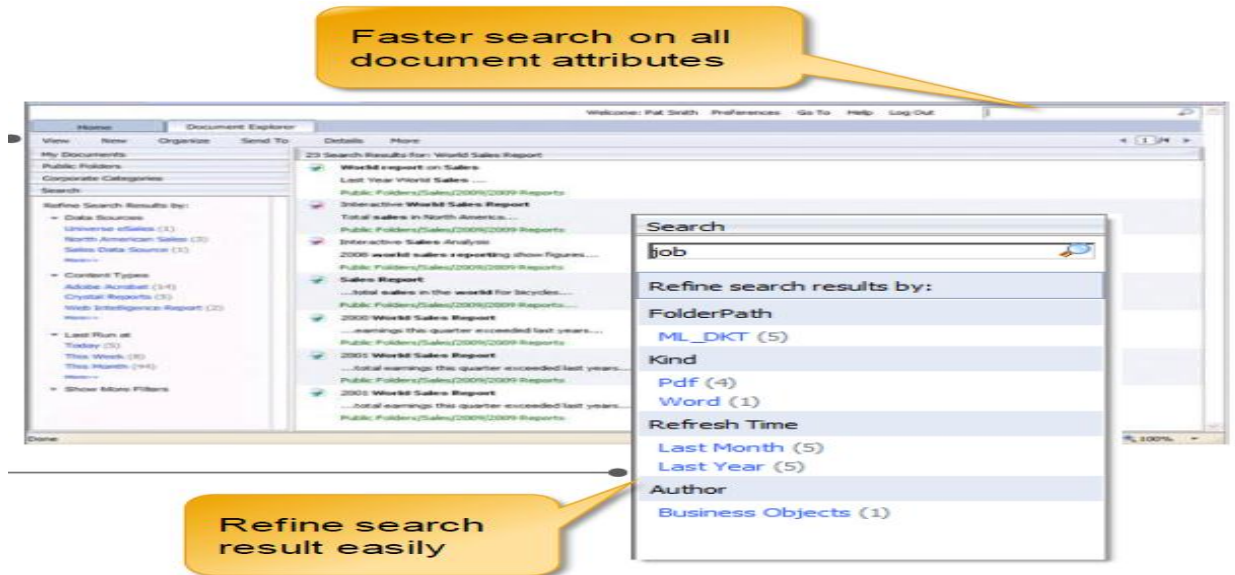
- 1) **Layout** – There will be a new layout for easier navigation and session management



which puts important information and features up front, and allows for enhanced customization.

PROVIDER ALERT

- 2) **Enhanced Searching** – Faster report searches with categorized results allows user to quickly pinpoint useful reports.



- 3) **Alerts** – Ability to set report-specific conditions to trigger a notification when met.

