



PROVIDER ALERT

CONNECT SYSTEM ISSUES

APRIL 30, 2014

We are aware that some ProviderConnect users are currently experiencing functionality issues including unresponsiveness. The ValueOptions Maryland web site may also not be functioning properly. Our National IT support team is working to resolve these issues as quickly as possible. Once the system is functioning normally again, ValueOptions Maryland will post another Provider Alert.

In the meantime we ask that you please hold non-urgent requests for authorization. ValueOptions Maryland will backdate requests for authorizations as needed and based on medical necessity.

In order to ensure that staff can continue to be available for calls from Emergency Rooms and consumers in crisis please do not call ValueOptions for non-urgent authorizations at this time.

We apologize for any resulting inconvenience and thank you for your understanding and cooperation.