



PROVIDER ALERT

PROVIDER TYPE 50 SUBSTANCE USE DISORDER PROGRAMS PROVIDING IOP AND PHP

JANUARY 13, 2015

Early last week ValueOptions learned that some providers (Provider Type 50) that maintain an OHCQ certified intensive outpatient program (IOP) or partial hospitalization program (PHP) were unable to enter authorizations into the ValueOptions ProviderConnect system for patients who entered treatment after January 1, 2015. The problem within the system has been fixed and providers are now able to enter authorizations for these services.

If you have already submitted the authorization request via paper or telephonically, you do not need to re-enter authorizations. If you have not already entered authorizations, ValueOptions will allow retroactive authorizations for those providers impacted by the system error. In this situation, providers should only enter authorizations for patients who entered service after January 1, 2015.

As a reminder, there are grace periods allowed for consumers that were admitted prior to January 1, 2015 as noted in the Provider Alert —see below:

For Intensive Outpatient Service (H0015), the grace period will be for two months. Providers will need to enter all consumers using IOP services within the two month window. Providers will not be paid for IOP services for dates of service after March 1, 2015 if there is not an authorization in the ValueOptions system.

For Partial Hospitalization (H2036), the grace period will be for two weeks. Providers will need to enter all consumers using PHP services within the two week window. Providers will not be paid for PHP services for dates of service after January 15, 2015 if there is not an authorization in the ValueOptions system.



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During these grace periods, claims will be paid without an authorization for those consumers that entered care prior to January 1, 2015. Please see the Provider Alert dated December 18, 2014 entitled: “Information for Level 1 Programs and OTPs” for additional information on authorization processes and grace periods for other levels of care.

If you have any questions, please email marylandproviderrelations@valueoptions.com