



## **PROVIDER ALERT**

### **VALUEOPTIONS 2015 HOLIDAY CLOSURES AND YEAR END CLAIMS PAYMENT SCHEDULE**

**NOVEMBER 23, 2015**

The ValueOptions administrative offices will be closed on the following days:

Thursday, November 26, 2015 (Thanksgiving)  
Friday, November 27, 2015 (Day after Thanksgiving)  
Thursday, December 24, 2015 (Christmas Eve, offices close at Noon)  
Friday, December 25, 2015 (Christmas)  
Friday, January 1, 2016 (New Year's Day)

Claims may be continued to be submitted during these times; however, we will not be processing claims on these days, so please plan accordingly.

Clinical services will be available for consumer crisis calls and urgent provider pre-certifications via the ValueOptions Maryland toll-free number, 1-800-888-1965. ProviderConnect is available for on-line authorization requests.

ValueOptions will have a check run the last week of December, but the claims will be cut-off a day earlier than normal. Claims will be run on Monday, December 28, 2015 and payment, pending appropriate funding, will occur at the normal time during this week.

ValueOptions has 14 days to pay clean claims and 30 days to process all claims.

Please plan accordingly.