

# ASO Quality/Compliance Newsletter

## Fall 2015

### Contact Information

- Quality Director (Jarrell Pipkin): 410-691-4012
- Complaints (Carrie Kelley): 410-691-4035
- Grievances (Ramon Rolle): 410-691-4049
- Retros (Dee Thornburg): 410-691-4046
- Quality Analyst(Quinn Chance) 410-691-4084
- Program Integrity (Guy Reese): 410-691-4036
- Beacon Customer Service: 1-800-888-1965
- Quality Fax number: 1-877-381-5571

### ASO Complaint Process

Complaints can be submitted by fax, email, correspondence, or telephone. Beacon investigates complaints against the ASO. Designees of the Behavioral Health Administration (BHA) investigate complaints against providers.

### Grievances

When a request for authorization is denied for a lack of medical necessity the provider and/or consumer may choose to request a grievance. In order to request a grievance please call 410-691-4049 and give the pertinent information such as the consumer, provider, level of service, number of units and date span being grieved.

### Compliance Presents

Maryland Register Online!

This is an official publication of the State of Maryland and is published every two weeks. The Register serves as the temporary supplement to the Code of Maryland Regulations (COMAR). Any change to the text of regulations published in COMAR, whether by adoption, amendment, repeal, or emergency action, must first be published in the Register.

<http://www.dsd.state.md.us/MDR/mdregister.html>

### Resources

Provider Training Calendar:

<http://maryland.valueoptions.com/provider/home.html>  
[http://maryland.valueoptions.com/provider/prv\\_info.htm](http://maryland.valueoptions.com/provider/prv_info.htm)

- Outcome Measurement System (OMS)
- Quality Incentive Program
- Consumer Perception of Care Survey
- Provider Survey
- Provider Manual

### Managing Beacon's Maryland Contract

Beacon Health Options welcomes Stephanie Clark to the Maryland Engagement Center. A Maryland native who attended St. Mary's College of Maryland and received a Bachelor's of Arts in English and Psychology then continued her studies at the University of Baltimore, earning her Masters of Science degree in Applied Psychology with a focus in Clinical Counseling. Stephanie spent 5 years overseeing University of Maryland Medical Center outpatient community psych programs before moving on to Maxim Healthcare, to become the Compliance Manager managing a team of 13 fraud, waste and abuse investigators. October 2014 Stephanie accepted her position here with Beacon as the new Contract Manager. Outside of the office Stephanie enjoys first and foremost spending time with her family. She is a part of the Junior League Baltimore Chapter as well as the Adopt-a-soldier program. Stephanie is a collector of shoes which can be found standing around her office. Stephanie is an asset to Beacon Health Options.

