

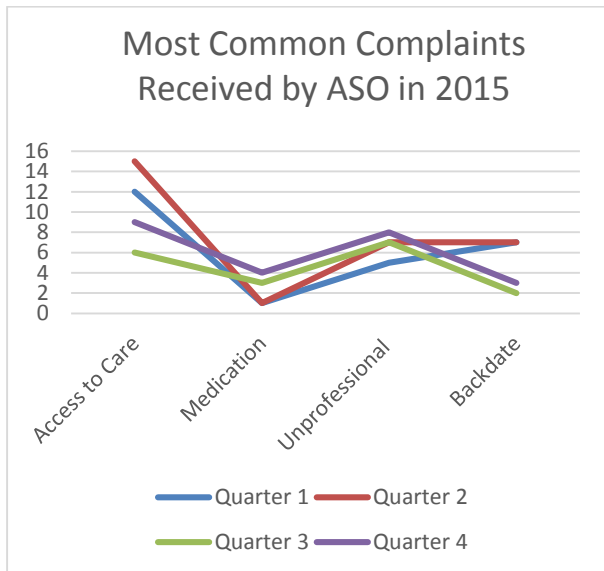
# ASO Quality/Compliance Newsletter 2016 Quarter 1

## 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
- ValueOptions 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 Health Options® investigates complaints against the ASO. Designees of the Behavioral Health Administration (BHA) investigate complaints against providers such as “Access to Care”, “Medication” and “Unprofessional Behavior”.



## 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/provider\\_home.html](http://maryland.valueoptions.com/provider/provider_home.html)  
[http://maryland.valueoptions.com/provider/prv\\_trn.html](http://maryland.valueoptions.com/provider/prv_trn.html)

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

## Welcome Quality's Newest Team Member

We welcome Quinn Chance to the Maryland Engagement Center as a new Quality Analyst. She is already supporting the Medical, Clinical and Quality departments by leading efforts to identify and address trends in data. Quinn has worked in the mental health/substance abuse industries for 15+ years. Before joining our team Quinn worked as a Special Units Investigator. This former position involved investigating a variety of allegations for Medicaid and other commercial insurance plans. Quinn has a B.S in Business Management, a M.S. in Human Resources Development as well as a certification in Management and Leadership from Towson State University. In her free time she enjoys reading, shopping and more shopping, outdoor activities, family time, and cooking.