

ValueOptions® Maryland
ProviderConnect FAQ
Working in ProviderConnect
September 2009

#1 I am attempting to request OMS for a consumer, and the system indicates there is already an open OMS authorization for the consumer.

The screenshot shows the ProviderConnect interface. At the top left is the logo for PROVIDERCONNECT VALUEOPTIONS. At the top right is a button labeled 'ProviderConnect Home'. Below the logo is the section 'Requested Services Header' which contains a table with the following data:

Requested Start Date	Level of Service	Member Name	Provider Name	Vendor ID
09/15/2009	OUTPATIENT/COMMUNITY BASED	[REDACTED]	[REDACTED]	[REDACTED]
Type of Request	Member ID	Provider ID	Provider Alternate ID	
INITIAL	[REDACTED]	[REDACTED]	[REDACTED]	

Below the table, a red-bordered box contains the error message: "An Open Authorization exists for this member with a different Provider." Below this message is a "Cancel" button. At the bottom left of the page, there is a copyright notice: "© 2009 ValueOptions® ProviderConnect v3.08.00".

The consumer may have been in treatment with another OMS provider who has not completed the OMS services discharge. The previous OMS provider can be contacted to request that the consumer be discharged. Alternatively, ValueOptions customer service can be contacted by the consumer to request that the discharge date be entered into the system to allow the new OMS request to be processed. This is not a new process.

#2 I put in an authorization request on “Tuesday” for an admission on “Sunday” and it was only authorized from “Tuesday” onward. Why are you denying the services for “Sunday to Tuesday”?

Requested Services Header

All fields marked with an asterisk (*) are required.
Note: Disable pop-up blocker functionality to view all appropriate links.

*Requested Start Date/OMS Interview Date (MMDDYYYY) [09082009]

*Level of Service [OUTPATIENT/COMMUNITY BASED]

*Type of Service [MENTAL HEALTH] *Level of Care [OUTPATIENT] *Type of Care [THERAPEUTIC BEHAVIORAL SERVICES]

All these fields are key to the correct request - the requested start date will determine the day the auth request begins, Level of Service, Type of Service, Level of Care and Type of Care dictate the screens and prompts to follow as well as what type of authorization is requested.

During the transition period, Authorization requests may be backdated to August 30, 2009. When a request is made in ProviderConnect, the system automatically sets the requested start date to the current date. In order to prevent this “carve out” or “denial” it is important that the requested start date is checked and updated. Services are not being denied, but are reviewed from that requested start date entered by providers.

#3 I am attempting to pull up a consumer, and the consumer is not being found. I know I have the correct ID and date of birth. What is wrong?

• No Matching Records Found. Please contact ValueOptions' Customer Service.

Search a Member

Required fields are denoted by an asterisk (*) adjacent to the label.

Verify a patient's eligibility and benefits information by entering search criteria below.

*Member ID [REDACTED] (No spaces or dashes)

Last Name [REDACTED]

First Name [REDACTED]

*Date of Birth [REDACTED] (MMDDYYYY)

As of Date [09172009] (MMDDYYYY)

Search

This could be a result of several scenarios:

- The Consumer Identification Number may be incorrect – confirming the number with the consumer, or EVS, may correct the issue
- The date of birth (DOB) could be incorrect as a result of a data entry error.
- The DOB could be incorrect in the state’s eligibility system (MMIS II). Contacting Customer Service will allow this issue to be researched. If the DOB must be updated in the state’s system, this can be coordinated with the eligibility department.
- If the consumer is in MMIS II twice, ProviderConnect will not know which consumer to chose. Contacting Customer Service allows the duplicate entry to be investigated and merged into one consumer ID.

- If a consumer presents with an Identification number that does not match the identification received by ValueOptions® Maryland from MMIS II or MAPS-MD, Customer Service can be contacted for assistance.