



## PROVIDER ALERT

### PROVIDERCONNECT ENHANCEMENTS

JUNE 27, 2011

On June 24<sup>th</sup> and 25<sup>th</sup>, ValueOptions upgraded the Connect suite of applications. This upgrade includes the following ProviderConnect Enhancements:

- **Saved Draft Email Reminders:** An automatic email reminder will be sent to each ProviderConnect user on the 26<sup>th</sup> day (after 25 days) after the initial save date on an existing Authorization (Request-For-Service) draft, to the ProviderConnect user who initially saved the draft.
- **Expansion of Draft Access for ProviderConnect Users:** This enhancement provides the user with the capability to authorize multiple users to any type of saved draft (i.e., all requests for service workflows and individual plan workflows).

More detailed summaries for each of the enhancements can be found on the following pages:

### Saved Draft Email Reminders

ProviderConnect users will receive an email notification to remind them that they have a saved draft which has not been submitted or completed. An automatic email reminder will be sent to each ProviderConnect user on the 26<sup>th</sup> day (after 25 days) after the initial save date on an existing Authorization (Request-For-Service) draft, to the ProviderConnect user who initially saved the draft.

- Draft Reminder Emails will not be sent if a user does not have an email address on file; on the user's ProviderConnect account/profile record.
- The system will only send reminder emails for those RFS drafts that are in 'Saved' status; and not in 'Expired' or 'Deleted'.
- A ProviderConnect user will only be sent one **Authorization Request Draft Reminder** email for each RFS draft found to be past the 25-Day check.
  - If a record is found showing that an email has already been sent for a specific RFS draft found, then the system will not send another email to the ProviderConnect user for that same 'overdue' draft.
- **SAMPLE EMAIL REMINDER:**

*Thank you for accessing ValueOptions ProviderConnect online services and partially completing your Authorization Request.*

*This email is to remind you that it has been more than 25 days since you saved an initial draft of your authorization request, with an Initial Save Date of [MM/DD/YYYY format]. Please click on the following link <http://www.valueoptions.com/providers/Providers.htm> to access ProviderConnect and finish completing your request. You may access your drafts via the View Clinical Drafts hyperlink. Be sure to click "submit" to complete the process after completing the authorization request. Draft authorization requests must be submitted within 30 days of the initial saving. After 30 days a draft will expire and no longer be available for viewing or submission.*

*For assistance with the navigation through ProviderConnect, click on the following link:*

*[http://www.valueoptions.com/providers/Provider\\_Connect.htm](http://www.valueoptions.com/providers/Provider_Connect.htm) to access the ProviderConnect Users Guide.*

- The reply-to Address & Contact on the email will be: **Customer Service-DO-NOT-REPLY [donotreply@valueoptions.com]**



### **Expansion of Draft Access for ProviderConnect Users**

This enhancement provides the user with the capability to authorize multiple users to any type of saved draft (i.e., all requests for service workflows and individual plan workflows).

1. Currently only one additional user can be authorized to a saved draft being created. With this enhancement request, the saved draft creator will now be able to authorize more than one user to access the draft.
2. Users who belong to a group will be able to authorize multiple users to a draft with this enhancement (A user is determined to be a in another user's group, if both users are tied to the same Provider ID).
3. The system will store a record for each authorized user of a saved draft. For example Original User A selects users X, Y and Z as authorized users and then submits the draft. Three Saved Request User records will be added, one for user X, one for user Y and one for user Z. It is only required that one person in this subset complete and submit the draft for authorization.

If you have any questions about this, please call Ms. Donna Shipp at 410-691-4016.