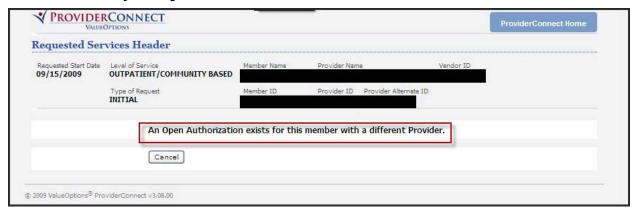
ValueOptions® Maryland

ProviderConnect FAQ

Working in ProviderConnect

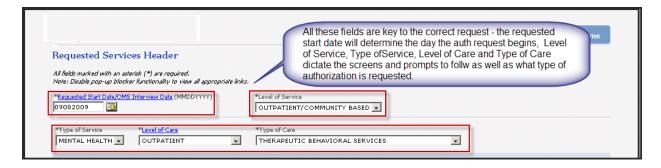
September 2009

#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 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"?



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	(No spaces or dashes)
First Name	
*Date of Birth	(ммррүүүү)
As of Date	09172009 (ммррүүүү)
	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.