



## PROVIDER ALERT

May 17, 2010

*The following message will be distributed to PMHS consumers.*

### Message to Consumers of the Maryland Public Mental Health System (PMHS)

Dear Consumer:

ValueOptions® Maryland, the Administrative Services Organization (ASO) for the Department of Health and Mental Hygiene/Mental Hygiene Administration (DHMH/MHA) is required to send explanation of benefits (EOBs) to PMHS consumers every six months. Explanation of benefits will be mailed out the week of May 17<sup>th</sup>, 2010 and every six months thereafter.

Your EOB will provide a listing of all services where ValueOptions® Maryland paid a PMHS provider or practitioner for services within the last 6 months. The EOB will provide 1) the date of service; 2) name of provider or practitioner; and 3) a description of the service provided. **If you did not receive a service listed on your EOB, please contact ValueOptions® Maryland Customer Service at 1-800-888-1965.**

In addition, as a consumer of the PMHS you can access your benefit, authorization and claims payment information **anytime** through ValueOptions® MemberConnect. To access your information through MemberConnect, login to <https://www.valueoptions.com/mc/eMember/memberLogin.do>.

ValueOptions® Maryland is committed to promoting the principles of self-determination, recovery and resiliency. ***People with mental illness can and do recover.***

ValueOptions® Maryland