



PROVIDER ALERT

PROVIDERCONNECT SUPPORT CONTACT INFORMATION

May 13, 2011

For assistance with any technical issues encountered while attempting to access or utilize ProviderConnect please call our e-Support Help Line at 888-247-9311 during business hours (Monday through Friday 8AM - 6PM ET). If you are unable to contact the e-Support Help Line at the time the issue occurs, you may email an Applications Support Specialist at e-SupportServices@valueoptions.com. To help us provide a quicker response, please be sure to note the following information, where applicable:

- Date and time when the issue occurred
- Browser and version in use when the issue occurred
- A brief explanation of what you were attempting to do and what occurred with all relevant information (e.g. – Provider Number, Vendor Number, etc...)
- A screen shot, if possible, of the issue as it appears on your computer

** Please note that the transmission of any PHI requires e-mail encryption. **