



PROVIDER ALERT

INTELLIGENCECONNECT SYSTEM ENHANCEMENTS

SEPTEMBER 13, 2013

In order to meet the ever-growing reporting and analytic needs of our users, the ValueOptions Maryland IntelligenceConnect system will undergo a system upgrade in late September. The new platform will provide an updated user interface, new functionality and improved performance to all users in addition to improvements in the underlying hardware/servers.

The size of our current IntelligenceConnect platform is very large and will require an extended 3-day upgrade process. **This means that the IntelligenceConnect production environment will not be available during the 3-day upgrade, which begins on the evening of Thursday, September 19, 2013.** The timeline is detailed below:

IntelligenceConnect will not be available at the following times:

Thursday, 9/19 @ starting at 10PM - IntelligenceConnect system is taken offline for all users and processing.

Friday, 9/20 – IntelligenceConnect system offline.

Saturday, 9/21 – IntelligenceConnect system offline.

Sunday, 9/22 – IntelligenceConnect system offline.

Monday, 9/23 @ 7AM – New IC platform is brought online for all users and processing.



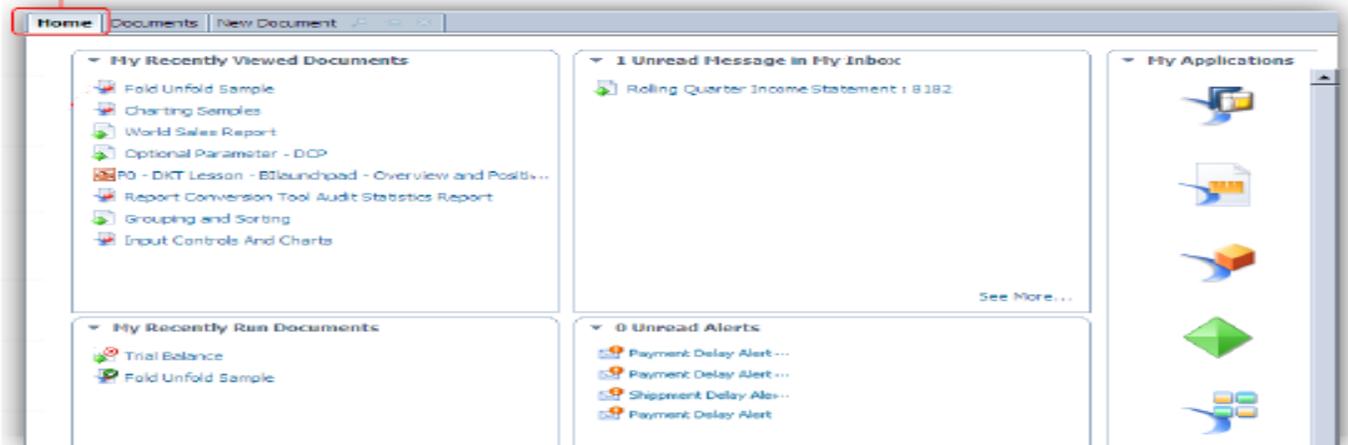
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In preparation for the upgrade, Maryland report history, older than three months will be removed from the IntelligenceConnect system beginning on Monday, September 16, 2013. Business users should make sure to save any needed report history beyond this timeframe elsewhere before that time.

ValueOptions Maryland will be holding two webinars for providers to review these changes. Please watch for another Provider Alert as we get closer to the IntelligenceConnect changes.

Included in the updated user interface will be new functionality and improved performance:

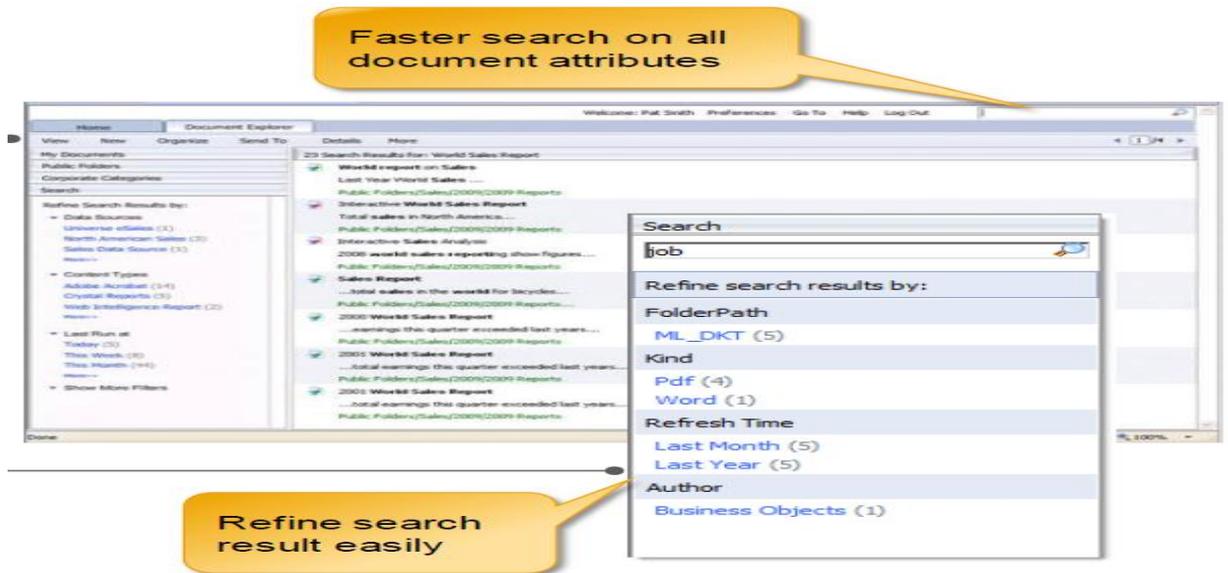
- 1) **Layout** – There will be a new layout for easier navigation and session management which puts important information and features up front, and allows



for enhanced customization.

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- 2) **Enhanced Searching** – Faster report searches with categorized results allows user to quickly pinpoint useful reports.



- 3) **Alerts** – Ability to set report-specific conditions to trigger a notification when met.

