

**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 screenshot shows the ProviderConnect interface. At the top left is the logo for PROVIDERCONNECT VALUEOPTIONS. At the top right is a button labeled 'ProviderConnect Home'. Below the logo is the section title 'Requested Services Header'. A table displays the following information:

Requested Start Date 09/15/2009	Level of Service OUTPATIENT/COMMUNITY BASED	Member Name [REDACTED]	Provider Name [REDACTED]	Vendor ID [REDACTED]
Type of Request INITIAL		Member ID [REDACTED]	Provider ID [REDACTED]	Provider Alternate ID [REDACTED]

Below the table, a red-bordered box contains the error message: "An Open Authorization exists for this member with a different Provider." Below this message is a "Cancel" button. At the bottom left of the interface, the copyright notice reads: "© 2009 ValueOptions® ProviderConnect v3.08.00".

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”?

The screenshot shows the 'Requested Services Header' form. A callout box points to several fields: '\*Requested Start Date (OMS Interview Date) (MMDDYYYY)' with the value '09082009', '\*Level of Service' with the value 'OUTPATIENT/COMMUNITY BASED', '\*Type of Service' with the value 'MENTAL HEALTH', '\*Level of Care' with the value 'OUTPATIENT', and '\*Type of Care' with the value 'THERAPEUTIC BEHAVIORAL SERVICES'. A note at the top states: 'All fields marked with an asterisk (\*) are required. Note: Disable pop-up blocker functionality to view all appropriate links.'

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?**

The screenshot shows the 'Search a Member' form. A red box highlights an error message: 'No Matching Records Found. Please contact ValueOptions' Customer Service.' Below the error message, the form fields are: '\*Member ID' (redacted), 'Last Name', 'First Name', '\*Date of Birth' (redacted), and 'As of Date' with the value '09172009'. A 'Search' button is at the bottom.

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.