ValueOptions® Maryland
Update
November 24, 2009

Claims Payment Delay:
- Some providers may have experienced a brief delay in receipt of checks scheduled for release on November 3, 2009 due to bank closings for Veteran's Day.
- The check release scheduled for November 10, 2009, was delayed by one day due to technical reasons

We regret any convenience providers may have experienced.

Combination of Service Rules:
- An MHA clarification of the Combination of Services rules has been posted at: http://maryland.valueoptions.com/provider/prv_info.htm , "Clinical/Utilization Management"

Uninsured Eligibility:

- **Co-payment Clarification:** An MHA clarification regarding Uninsured Eligibility co-payment requirements has been posted at http://maryland.valueoptions.com/provider/prv_alerts.htm.

- **Provider Form**: In response to provider requests, MHA has developed a Documentation for Uninsured Eligibility Benefit form. This form must be maintained in new Uninsured Eligible consumers' records, and is subject to audit. The form can be viewed and download at http://maryland.valueoptions.com/provider/prv_forms.htm, "Administrative Forms".

Funding Stream Errors: If you receive a "Funding Stream Error" when entering an authorization request in ProviderConnect, please try the following troubleshooting steps:

1) Return to the main page, click on "Specific Member Search", enter the consumer's Identification Number and Date of Birth.
2) When the consumer demographics display, click the button below to enter an authorization request.

If you still get the "Funding Stream Error", please re-start your Internet Explorer, and clear out your temporary internet files and cookies before logging back into ValueOptions.com

If neither of these steps correct the problem, please contact the ValueOptions e-Support Services Help Line at 888-247-9311 (8am-6pm, M-F) or e-supportservices@valueoptions.com.