

ValueOptions® Maryland Update

September 22, 2009

Claims for dates of service prior to September 1, 2009, sent in error to ValueOptions® Maryland rather than ACS will be rejected. ValueOptions® Maryland will not return the claims to the provider. The claims must be resubmitted to ACS.

Medicare beneficiaries identified as Qualified Medicare Beneficiaries (QMB) and Specified Low Income Beneficiaries (SLMB): Consumers in these coverage groups do not need to be granted Uninsured Eligibility spans in order to receive services not covered by Medicare (e.g. PRP). The ValueOptions® Maryland system has identified these consumers and authorizations can be obtain and claims billed without an Uninsured Eligibility request.

Claims Payment: In order to ensure continued cash flow to providers during the initial transition period, VO will be issuing two check runs the weeks of September 14 and September 21. ACS check runs will continue to be processed once a week on Mondays.

ECT, Psychological Testing and Occupational Therapy: These services cannot be requested on-line via ProviderConnect. Providers must call ValueOptions® Maryland Care Management to request an authorization.

Consumer Demographic Changes:

- To request a change in demographic information (i.e. address) for an Uninsured consumer, please submit an inquiry through ProviderConnect. Locate the consumer in ProviderConnect, go to the bottom of page and click "Send Inquiry", complete required fields and submit.
- To request a change in demographic information for a Medicaid consumer, the consumer must contact Medicaid directly to initiate the change.

OMS PROVIDER REMINDER: SEND IN YOUR SIGNED EULA!