



## PROVIDER ALERT

### AUTHORIZATION LETTER RE-GENERATION

**July 7, 2011**

In response to concerns from some providers who have been having difficulties viewing their authorization letters on specific consumers, ValueOptions has regenerated all letters for all authorizations that may have been part of the original conversion authorizations when the contract went live (9-1-09). This is to ensure that providers have copies of letters for their files. This will result in a one-time only update to ProviderConnect in the “View My Recent Authorization Letters” as well in the authorization download feature on the Search Authorization screen in ProviderConnect. The decision was to do this update across the board to ensure all providers who may be having difficulties in viewing letters were assisted. We recognize this may cause an inconvenience to some providers who use these functions for tracking recent updates to authorizations. The system processes will start this evening, but due to the volume of letters to be generated, please allow five days (until Wednesday, July 13, 2011) before you inquire if a letter is not available.

This correction process should fix the majority of the authorization letters. There is one additional step that may be needed to generate the letter and that is to have the **Authorization Detail Line** changed from a “No” status to a “Yes” status. This is done by the approving party either here at ValueOptions, the care managers, or by the appropriate CSA. If you do not find your authorization letter, please feel free to contact the authorizing individual to make sure this **Authorization Detail Line** is correct (i.e.: changed to “Yes”).

If you have contacted the CSA and/or a ValueOptions Care Manager to update the **Authorization Detail Line** and are continuing to have problems accessing the authorization letters, please contact the EDI Helpdesk at 1- 888-247-9311 during business hours (Monday through Friday 8AM - 6PM ET).