



PROVIDER ALERT

SYSTEM SLOWNESS

DECEMBER 13, 2012

We realize ProviderConnect users are continuing to experience slow response times. Our National IT support team is working diligently to resolve the issue as quickly as possible. When response times have returned to a normal level, we will post another Provider Alert.

Until the problem is resolved, we ask that you please hold non-urgent requests for authorizations so that staff can continue to be available for calls from Emergency Rooms and consumers in crisis. ValueOptions Maryland will back-date authorizations as needed due to the current system issues and based on medical necessity.

We apologize for any resulting inconvenience and appreciate your cooperation.