



PROVIDER ALERT

CLAIMS PAYMENT ISSUE WITH SUD OMS SERVICES

June 5, 2015

ValueOptions has discovered a claims payment issue with SUD OMS services. Level 1 services provided by a PT 50 after the end of the grace period are being denied. We have fixed the issue internally. Any new SUD OMS authorization will follow the updated logic and will approve so that claims will not continue to deny. Existing authorizations will be updated via internal programming. Claims associated with the denied services will be reprocessed without intervention from the provider once all updates are complete. We anticipate this process being completed within the next seven business days.