ValueOptions® Maryland Update November 4, 2009

CONSUMER AUTHORIZATION INQUIRIES

There are several ways providers can clarify authorization information for a consumer. One method is to check authorizations for specific consumers using the "*Review an Authorization*" link:

Options on this link allow a provider to view the provider's authorization history of current authorization requests or recent changes to existing authorizations. This link can also be used to view a specific consumer's authorization, but requires the provider to enter the specific consumer Identification number:



Home

EDI Homepage

Specific Member Search

Register Member

Authorization Listing

Enter an Authorization Request

Claim Listing and Submission

Reports

Enter a Care Plan

My Online Profile

My Practice Information

Provider Data Sheet

Compliance

Handbooks

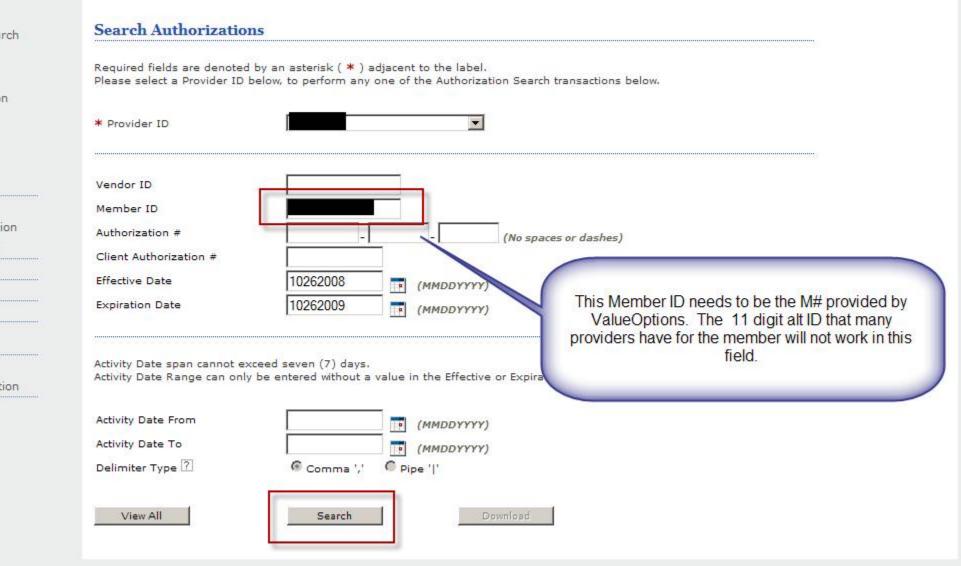
Forms

Network Specific Information

Education Center

ValueSelect Designation

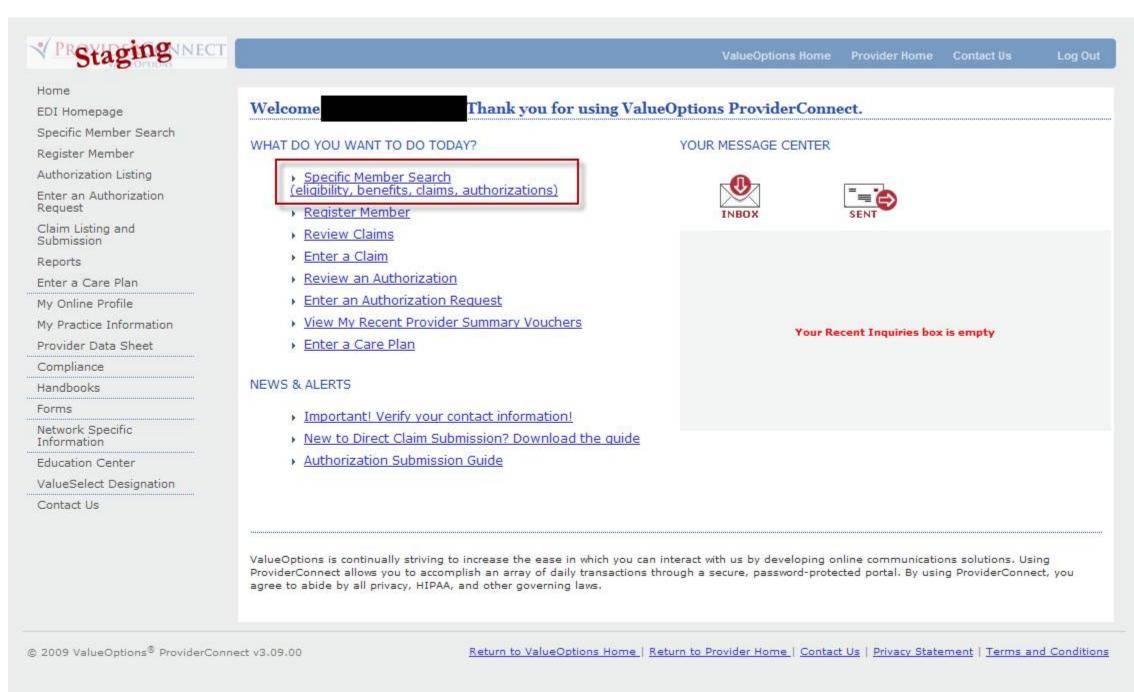
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If the provider only has the Alt ID, there is a way to obtain this authorization information on a specific consumer. The provider can initiate a "Specific Member Search".



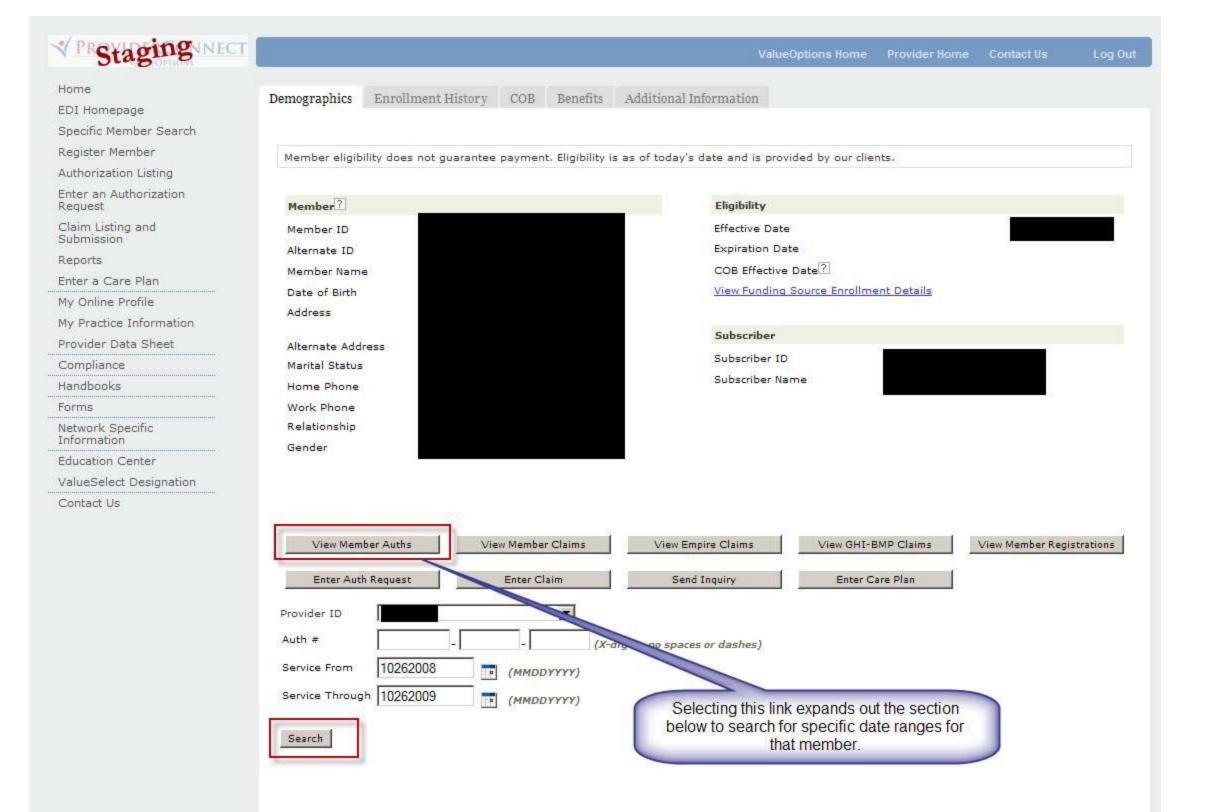
The provider can then enter the Alt ID and Date of Birth to identify the consumer, and access the related authorizations for that consumer.

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Request Claim Listing and Submission	*Member ID	eligibility and be	nefits information by	 a below.			
Reports Enter a Care Plan	Last Name						
My Online Profile My Practice Information Provider Data Sheet	First Name *Date of Birth As of Date	10262009	(MMDDYYYY) (MMDDYYYY)				
Compliance							
Handbooks		Search					
forms							
Network Specific Information							
Education Center ValueSelect Designation							
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The provider should confirm that the consumer being viewed is correct and then select "*View Member Auths*", confirm the service dates, and then select "*Search*". The authorization information will then be available.



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Home							
EDI Homepage							
Specific Member Search	Authorization	a Search Results	5				
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Submission		thorization	Member ID	Member Name	Member DOB	Provider ID	Alt. Provider ID
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