VALUEOPTIONS®
MARYLAND

PROVIDER ALERT
December 23, 2009

Claims Reports

SAVE THE DATE!

We are pleased to report that, <u>effective January 11, 2010</u>, providers will have the ability to create reports of your submitted claims that will allow providers to better apply payments and manage consumer accounts.

To introduce this new functionality, ValueOptions® Maryland will host six webinars. The webinars will be offered from 10 a.m. – 12 noon on the following dates: January 11, 13, 15, 18, 20 and 22.

If you are interested in learning about the reports, please plan to join us on the date that works best for you.

Webinar registration information will be posted shortly.

Instructions for creating a claims report:

<u>Beginning January 11, 2010</u>, you will have the ability to create a report by logging on to ProviderConnect and following these steps:

1) Click on "Reports" on the left hand side. A new window will open. Click "Yes" on any security warnings you may receive. The first time you access the new interface, you may be prompted to install a VeriSign certificate in order to proceed.

<u>If you are prompted for an ID or password, use the same ID and password you use for ProviderConnect.</u>

2) In the new window, click on "Document List" at the top.

3) Expand the folder on the left hand panel - "Public Folders"

4) Expand the folder "Maryland Service Center"

5) Expand the folder "External Users"

6) Expand the folder "MD Provider Connect"

7) RIGHT-CLICK on the name of the report you want to run.

8) Click on "Schedule"

9) Click "Parameters" on the left hand side.
10) Click on the "Edit" buttons to adjust the search parameters. Searching by specific dates is highly recommended. This will help reduce processing time, and avoid errors. Most parameters can be selected or entered with the wildcard * to indicate all values. However, any instances of an NPI number must be entered manually.

11) Click on the "Schedule" button on the lower right.

To view your results, follow the above instructions to find the name of the report. Right click on the report name, and then click on "History."

If you have difficulties accessing or interpreting the reports, we will be available to respond to your inquiries during the webinars.