

## PROVIDER ALERT

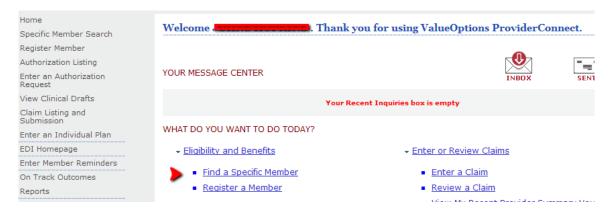
October 27, 2010

## RESEARCHING CONSUMER ELIGIBILITY IN PROVIDERCONNECT

ValueOptions® Maryland receives daily downloads from the Maryland Department of Health and Mental Hygiene (DHMH) consumer eligibility system. As a result, consumer eligibility information can be accessed in ValueOptions® ProviderConnect.

To research consumer eligibility, providers can use the state issued Medicaid number <u>or</u> the unique identifier issued by ValueOptions, i.e. the "M" number. Providers may also be able to search using a consumer's social security number. However you **cannot** enter authorization requests using the social security number. If a search by consumer social security number yields results, the provider must record and use the "M" number to enter or review authorization requests. The same rules apply to claims submission.

## Accessing a consumer's file:





Enter either the state issued Medicaid number or the ValueOptions® "M" number, and the consumer's date of birth. The identification number and the date of birth are the only two *required* fields for searching. Required fields are marked by an asterisk (\*).

Eligibility & Benefits Search	
Required fields are denoted by an asterisk ( $fst$ ) adjacent to the label.	
Verify a patient's eligibility and benefits information by entering search criteria below.	
*Member ID	m000011326 (No spaces or dashes)
Last Name	
First Name	
*Date of Birth	01011980 (MMDDYYYY)
As of Date	10152010 (MMDDYYYY)
	Search

**NOTE**: This search will display consumer eligibility <u>for the date entered in the "As of Date" field.</u> If a consumer's eligibility is terminated, you will receive an error message indicating "No Matching Records.". If you remove the "As of Date", and click search again, the fields **may** populate to display the historic eligibility information. If some other variable do not match, you will continue to experience difficulty reviewing the consumer's information. If this occurs, please contact customer service for assistance at 1-800-888-1965.

Clicking search will yield the following results:

- 1 = Member Demographics
- 2 = Member's Eligibility. Please note, the member's effective and expiration dates can be viewed here.
- 3 = Options available to you once eligibility has been established.

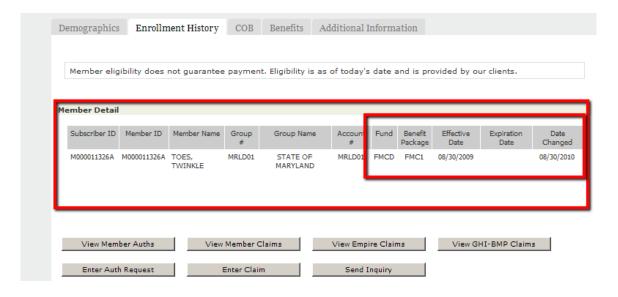




You can also view the source of the consumer's benefits by clicking on "View Funding Source Enrollment Details."







## UNINSURED ELIGIBILITY:

If a consumer does not have Maryland Medicaid benefits, and they may be eligible for uninsured eligibility coverage, providers can request uninsured eligibility on-line. If the consumer meets uninsured eligibility criteria, you will receive an "M" number at the end of the registration process. The "M" number can be used to request an authorization

If you register a consumer and you receive a temporary number, i.e. TEMP\_\_\_\_\_\_, it means that the consumer did not meet uninsured eligibility criteria. Your request will be pended to the ValueOptions® Eligibility Department for review. If uninsured eligibility is validated, an "M" number will be assigned. If uninsured eligibility cannot be validated, you will receive an electronic message in your Provider Connect in-box informing you that eligibility cannot be established.

**SPECIAL NOTE**: If an authorization is entered using a temporary identification number and it is determined that the consumer is not eligible for benefits, the authorization will be voided.