

## Frequently Asked Questions (FAQs) Go Green initiative Authorization Letters

### 1. What is the ValueOptions® Green<sup>SM</sup> Program?

An initiative to replace paper authorization letters sent via US Mail with convenient electronic images of authorization letters via the ValueOptions online provider portal ProviderConnect.

### 2. When do paperless authorizations go into effect?

Beginning January 2010, providers will be notified electronically when new authorization letters are available. We will be phasing out the mailing of authorization letters. Authorization letters will no longer be mailed according to the following timeline:

Timeline:

Pilot Public Sector Providers February 2010  
Tampa

Other Public Sector Providers: March 2010  
Texas  
Colorado  
Pennsylvania  
North Carolina

MBHP Providers: April 2010

Commercial Providers: May 2010

California Counties: July 2010

### 3. What are the benefits of electronic authorization letters?

- Natural resources are conserved.
- Providers will be able to access authorization letters anytime with a secure internet browser.
- Providers may access authorizations within 24-48 hours of a decision instead of waiting days for the mail.
- Electronic authorization letters are not lost in the mail or a busy office.
- Providers may save down the electronic image of the letter instead of printing.

### 4. How will I know when I have a new authorization letter?

An icon will appear on the ProviderConnect home page indicating that new authorization letters are available.

### 5. How do I access the letters?

Click on the link on the ProviderConnect home page to go to links to new authorization letters. Print the letters or save them to your computer.

6. Will I still be able to search and access authorizations <and submit requests> via ProviderConnect as I have in the past?

Yes, all of the many previous features of ProviderConnect will continue.

7. Will all of my review determination notifications be electronic?

No, only approval letters are electronic. Adverse determination letters and return of incomplete requests will continue to be sent to providers via US Mail.

8. Can I access authorization letters via another method?

Providers without a computer can request a fax-back copy of an authorization letter via touch tone telephone. Call 1-866-409-5958 and have available the provider NPI, fax number to receive the fax-back document, consumer ID number, authorization dates requested, and authorization number (if obtained previously).

9. Can I choose to receive authorization letters via the mail? Can I opt out of this program?

No. Authorization letters will be available online or via fax-back. Authorization letters will no longer be mailed.

10. What if I misplace my printed letter?

Providers may view and print their authorization letters via Provider Connect. To locate your letter please click on the icon located closest to the authorization you are reviewing. Providers without a computer can request a fax-back copy of an authorization letter via touch tone telephone as described in item #8 above.

11. What if I am an out of network provider?

If you are an out of network provider without a Single Case Agreement (SCA) you will continue to receive your Authorization letters via mail.

If you are an out of network provider with a Single Case Agreement (SCA) you must sign up for ProviderConnect to receive your Authorization letters electronically. Authorization letters will not be mailed to out of network providers with a Single Case Agreement.

*Single Case Agreement (SCA) Definition - an agreement between ValueOptions® and an out-of-network provider to provide a covered service or an in-network provider (who may provide covered service(s) that are not currently contracted) to a specific member and to accept ValueOptions® allowable fee schedule or a mutually agreeable negotiated fee schedule, and care management procedures.*

12. What if I am an EAP provider?

EAP authorization letters will continue to be sent via USPS mail.

**\*\*\*Please Bear With Us During Our ProviderConnect Maintenance!\*\*\***

As part of our ongoing process to make ProviderConnect an ever more useful and user friendly application we are adding a new function in February to allow you to search for your most recent authorization letters. Over the next few weeks you may not initially find all of your authorization letters when using this new ProviderConnect functionality. We are still doing some behind the scenes work on the site to have all the authorization letters that should be showing appear. The new function will be available but please remember that some letters may be missing. You can still access copies of your authorization letters through the previous functions of using the individual authorization look up and then clicking on the letter image icon.

Thank you,  
ValueOptions®