

## ■ ■ ■ ELECTRONIC PROVIDER AUTHORIZATION LETTERS

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On February 2010 ValueOptions® began the process of phasing out the mailing of Authorization letters. ValueOptions® has electronic options for providers to access authorization letters. An **authorization letter** shows approval for a specific covered service to be delivered to a covered member. Authorization is not a guarantee of payment. Payment is subject to member eligibility, provider licensure/certification and benefit limits at the time services are provided.

If you are a provider that is already signed up for **ProviderConnect** then you are able to submit and review authorizations online, plus, you can view electronic versions of **authorization letters**.

We urge providers to register now for ProviderConnect at [www.valueoptions.com/pclogin](http://www.valueoptions.com/pclogin) and become familiar with the online provider tool. With ProviderConnect you can view and print all of your authorization letters.

Electronic authorization letters provide several advantages over paper 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 download an electronic image of the letter instead of printing.

Additionally, you can gain several other immediate benefits by registering for ProviderConnect. *Please note that ProviderConnect may have different functionalities based on individual contract needs, therefore some functions may not be applicable to your specific contract.*

- Verify member eligibility
- Request and view authorizations
- Submit claims and view status
- Access Provider Summary Voucher
- Submit customer service inquiries

To view the educational PowerPoint presentation please go to:

[http://www.valueoptions.com/providers/Files/pdfs/Commercial\\_ValueOptions\\_Presents\\_auth\\_letters.pdf](http://www.valueoptions.com/providers/Files/pdfs/Commercial_ValueOptions_Presents_auth_letters.pdf)

**If you have further questions please call the National Provider line at 800-397-1630**