



## Questions and Answers (Q&A) from the “ValueOptions® End of Summer Event” Webinar

**Q: Has the prior authorization process changed? We have received feedback from VO that it takes 15 days to obtain authorization and no authorization approval letters are being sent out. Can you clarify the process and provide a supervisory contact for prior authorizations so that we may discuss our concerns in greater detail?**

**A: Since we have not assembled Subject Matter Experts today to respond to questions that are not related to the presentation, please contact your regional representative for assistance with this issue.**

**Q: How do we receive credit for attending? Is there a certificate?**

**A: We do not have certificates available but would recommend that you retrieve and file the presentation materials we have posted on ProviderConnect<sup>sm</sup> and work with your internal compliance contact to ensure you receive credit for participating.**

**Q: What is CMS and OIG?**

**A: CMS is for Centers for Medicare and Medicaid Services (formerly known as the Healthcare Financing Administration or HCFA) and OIG is for Office of Inspector General.**

**Q: When and where can we obtain a copy to this presentation?**

**A: The presentation can be found on the network-specific site for TennCare under Trainings and Webinars. Providers can access the site by clicking on the following link: <http://www.valueoptions.com/providers/Network/TennCare.htm>. If we are successful in recording the presentation, the audio version will be posted in the Education Center archive on ProviderConnect<sup>sm</sup>.**

**Q: Do you happen to have a contact name or number for someone at Medicaid, such as a provider rep type person?**

**A: No, but their website is cms.gov.**

**Q: When will you distribute the provider report cards and will these be shared with TennCare?**

**A: The first report cards will be distributed late September or early October. TennCare will have access to the information.**

**Q: Who are the report cards being sent to?**



**A: Community Mental Health Centers in the East and West regions.**

**Q: Are providers other than CMHC responsible for self reports?**

**A: No.**

**Q: Is there any way to speed up the credentialing process?**

**A: Since we have not assembled Subject Matter Experts today to respond to questions that are not related to the presentation, please contact your regional representative for assistance with this question.**