



Users Guide for Searching for Authorization letters on ProviderConnect

Three methods for Searching for Authorization letters on ProviderConnect

- View My Recent Authorization Letters
- Authorization listing
- Specific Member Search

Log on to ProviderConnect, Click the Log In button

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Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID
123456

If you do not remember your User ID, please contact our e-Support Help Line.

*Password
●●●●●● [Forgot Your Password?](#)

Log In

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It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in format or other visible differences.

Select "I Agree" on the ProviderConnect User Agreement page as shown

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Assignment & Governing Law. You may assign this Agreement only with the prior written consent of ValueOptions. This Agreement and all disputes and claims relating to this Agreement shall be governed by the laws of the Commonwealth of Virginia, excluding its conflicts of law rules.

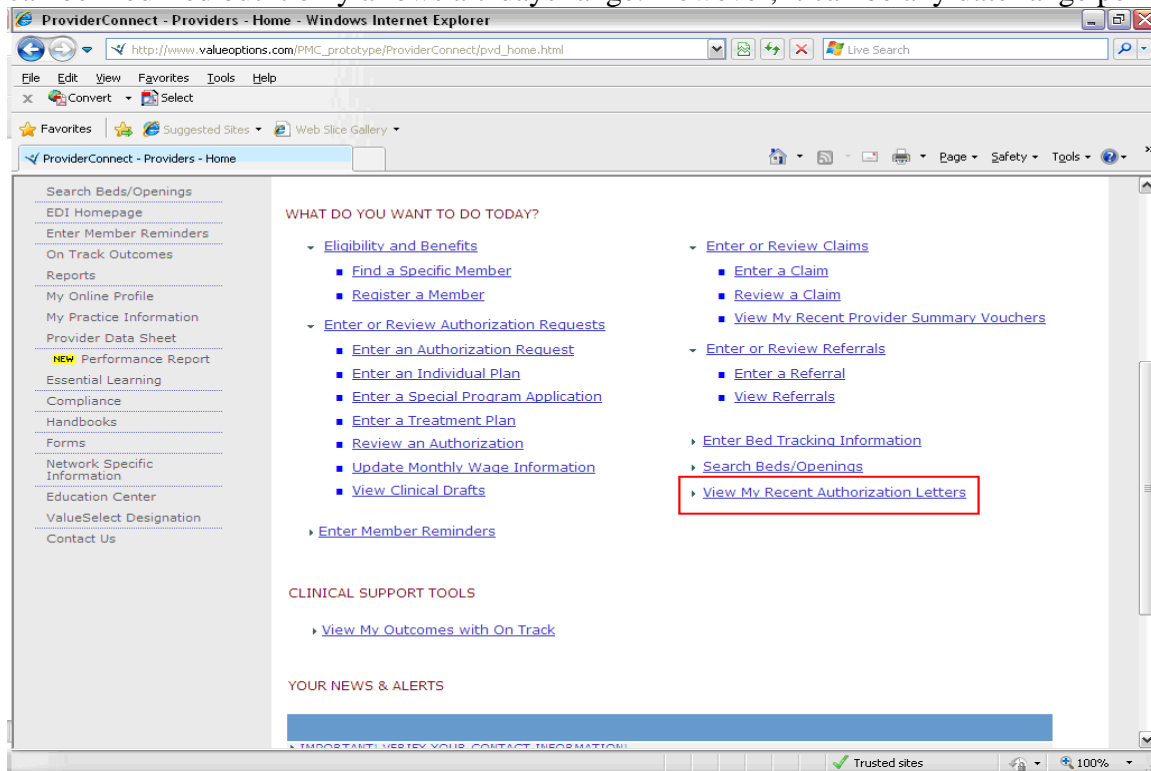
Termination. You may terminate this Agreement by providing written notice to ValueOptions and discontinuing your use of ProviderConnect. ValueOptions may terminate this Agreement and your right to access or use ProviderConnect at any time, with or without cause.

123456
PETER TUMNUS
14 BEAVER TRAIL
NARNIA, VA 12345

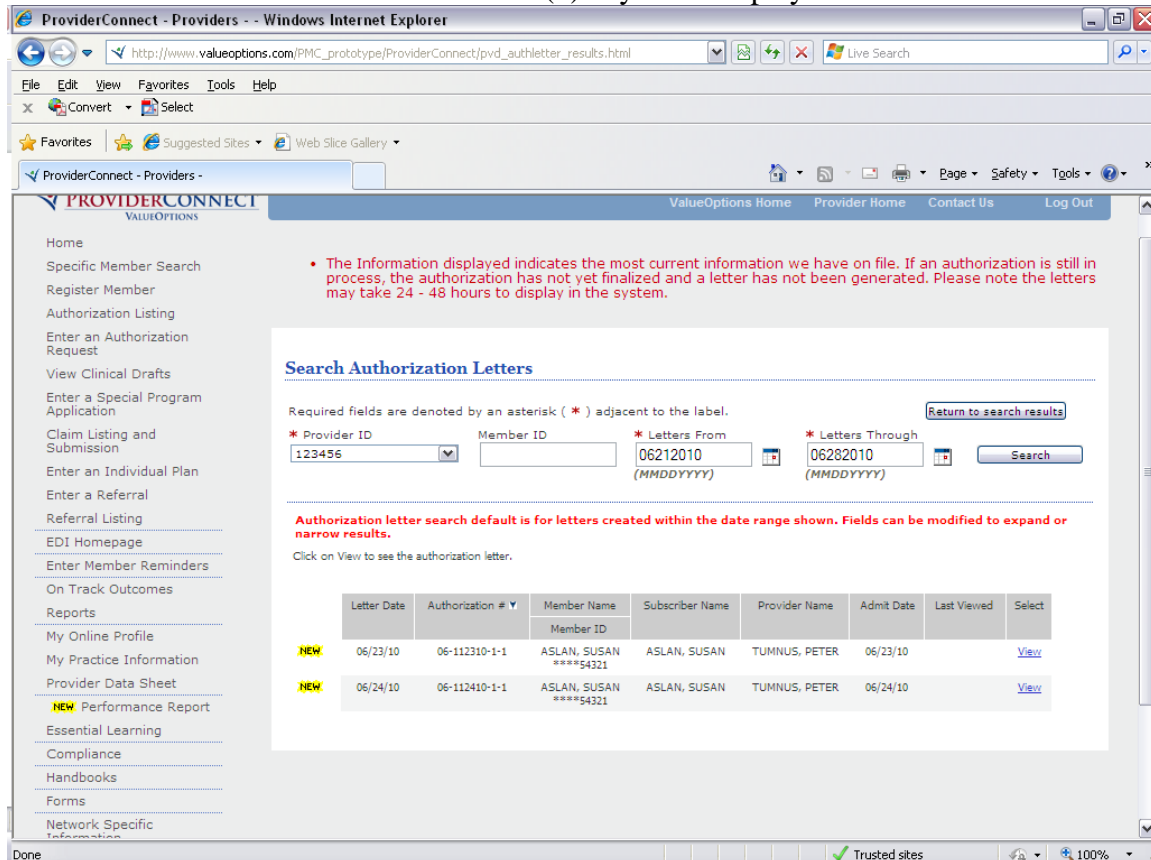
I Agree I Disagree

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at e-SupportServices@valueoptions.com

The search is to click on the hyperlink “[View My Recent Authorization Letters](#)”
 This displays the letters that were created in the last seven (7) days by default. The date range can be modified but it only allows a 7 days range. However, it can be any date range period.



Letters that were created in the last seven (7) days will displayed as shown below.



If the letter(s) you are searching for are older than 7 days they will not displayed and you will have to conduct another type of search. The second type of search is called the [Authorization listing](#) search which is explained below:

Authorization listing (Search), Enter **effective** and **expiration** dates. Click view all. This returns the authorizations created during the date ranges shown.

The screenshot shows the 'Search Authorizations' page in Internet Explorer. The browser address bar shows the URL: http://www.valueoptions.com/PMC_prototype/ProviderConnect/pvd_srch_auths.ht. The page title is 'ProviderConnect - Providers - Auth Search'. The main content area is titled 'Search Authorizations' and contains the following fields and instructions:






- Required fields are denoted by an asterisk (*) adjacent to the label. Please select a Provider ID below, to perform any one of the Authorization Search transactions below.
- * Provider ID: 123456
- Vendor ID: [Empty field]
- Member ID: [Empty field]
- Authorization #: [Empty field] - [Empty field] - [Empty field] (No spaces or dashes)
- Client Authorization #: [Empty field]
- Effective Date: 09162009 (MMDDYYYY)
- Expiration Date: 09162009 (MMDDYYYY)
- Activity Date span cannot exceed seven (7) days. Activity Date Range can only be entered without a value in the Effective or Expiration Date fields above (or vice-versa).
- Activity Date From: [Empty field] (MMDDYYYY)
- Activity Date To: [Empty field] (MMDDYYYY)
- Delimiter Type: Comma ',' Pipe '|'

The 'View All' button is highlighted with a red box. The page also includes a sidebar with navigation links and a footer with a 'Trusted sites' indicator.

Another feature of the authorization listing is that a CSV (Comma Separated Value) file can be generated and downloaded by first removing the dates from the Effective Date and Expiration Date fields. Then enter dates in **Activity Date From**, and **Activity Date To** fields. **To generate the CSV file you must click the “Download” button.** The will result in CSV file that you can save to Excel, and sort as needed.

Click on the letter icon as shown.

The screenshot shows the 'Authorization Search Results' page on the ProviderConnect website. A table lists search results for member ASLAN, SUSAN. A red arrow points to the first row's 'View Letter' icon.

Auth #	Member ID	Member DOB	Provider ID	Vendor ID	Service
01-011410-48-43	987654321	12/02/1979	12345	A00001	MM
	ASLAN, SUSAN		712345		OutPatient
01-042210-1-10	987654321	12/02/1979	12345	A00001	Behavioral
	ASLAN, SUSAN		712345		Inpatient
01-123101-1-2	987654321	12/02/1979	12345	A00001	Med Management
	ASLAN, SUSAN		712345		Outpatient
04-111108-1-4	987654321	12/02/1979	12345	A00001	Behavioral
	ASLAN, SUSAN		712345		CST
01-02232011-1-3	987654321	12/02/1979	12345	A00001	MENTAL HEALTH
	ASLAN, SUSAN		712345		Outpatient

If the list above is too long and you wish to limit the search to a Specific Member. Follow the directions for the Specific Member search below.

The third type of Search is called a **Specific Member Search**
Enter Member ID and Date of Birth as shown below:

The screenshot shows the 'Eligibility & Benefits Search' form on the ProviderConnect website. The 'Specific Member Search' option is highlighted in the left sidebar. The search criteria are: Member ID 987654321, Date of Birth 12021979, and As of Date 08112005.

Specific Member Search

Eligibility & Benefits Search

Required fields are denoted by an asterisk (*) adjacent to the label.

Verify a patient's eligibility and benefits information by entering search criteria below.

*Member ID: 987654321 (No spaces or dashes)

Last Name: []

First Name: []

*Date of Birth: 12021979 (MMDDYYYY)

As of Date: 08112005 (MMDDYYYY)

Search

Click View Member Auths as shown below.
Then select the search button at the bottom of the page

The screenshot displays the ValueOptions ProviderConnect web application. The browser window title is "ValueOptions Online Services - Providers -". The left sidebar contains a navigation menu with items such as "Performance Report", "Essential Learning", "Compliance", "Handbooks", "Forms", "Network Specific Information", "Education Center", "ValueSelect Designation", and "Contact Us".

The main content area shows the profile for "123456 - JANE DOE BHT", with the role "Clinical Liaison". A blue banner indicates "Additional Information will appear for Arizona Members ONLY". Below this, there are several buttons for viewing claims and entering requests, including "View Member Claims", "View Empire Claims", "View GHI-BMP Claims", "View Member Auths" (highlighted with a red box), "Enter Auth Request", "Enter Claim", "Send Inquiry", "View Clinical Drafts", "Update Member", "View Referral", "Special Program Applications", "View At Risk Crisis Plans", "Enter an Individual Plan", and "Enter".

Below the buttons, there are five blue banners with text: "This button will appear for TXNS Members only", "This button will appear for ILL members only", "This button will appear for MBHP members only", "This button will appear for MD members only", and "This button will appear for SWP members only".

At the bottom of the main content area, there is a search form with the following fields:

- Provider ID: BFB0TEST0000001
- Auth #: []-[]-[] (X-digits, no spaces or dashes)
- Service From: 02102010 (MMDDYYYY)
- Service Through: 02102011 (MMDDYYYY)

A "Search" button is located below the search form and is also highlighted with a red box.

The footer contains the copyright information "© 2009 ValueOptions® ProviderConnect v3.18.00" and several links: "Return to ValueOptions Home", "Return to Provider Home", "Contact Us", "Privacy Statement", and "Terms and Conditions".

The search will produce only the letters for one member
 Click on "letter icon" to view letter

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Home
 Specific Member Search
 Register Member
 Authorization Listing
 Enter an Authorization Request
 View Clinical Drafts
 Enter a Special Program Application
 Claim Listing and Submission
 Enter an Individual Plan
 Enter a Referral
 Referral Listing
 Enter Bed Tracking Information
 EDI Homepage
 Enter Member Reminders
 On Track Outcomes
 Reports
 My Online Profile
 My Practice Information
 Provider Data Sheet
 NEW Performance Report
 Essential Learning
 Compliance

Authorization Search Results

The information displayed indicates the most current information we have on file. It may not reflect claims or other information that has not been received by ValueOptions.

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Auth #	Member ID	Member DOB	Provider ID	Vendor ID	Service
View Letter	Member Name		Provider Alt. ID	Alternate Provider	
01-011410-48-43	987654321 ASLAN, SUSAN	12/02/1979	12345 712345	A00001	MM OutPatient
01-042210-1-10	987654321 ASLAN, SUSAN	12/02/1979	12345 712345	A00001	Behavioral Inpatient
01-123101-1-2	987654321 ASLAN, SUSAN	12/02/1979	12345 712345	A00001	Med Management Outpatient
04-111108-1-4	987654321 ASLAN, SUSAN	12/02/1979	12345 712345	A00001	Behavioral CST
01-02232011-1-3	987654321 ASLAN, SUSAN	12/02/1979	12345 712345	A00001	MENTAL HEALTH Outpatient

[For BHK Members](#)

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Click "View icon" as shown below:

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Home
 Specific Member Search
 Register Member
 Authorization Listing
 Enter an Authorization Request
 View Clinical Drafts
 Enter a Special Program Application
 Claim Listing and Submission
 Enter an Individual Plan
 Enter a Referral
 Referral Listing
 EDI Homepage
 Enter Member Reminders
 On Track Outcomes
 Reports
 My Online Profile
 My Practice Information
 Provider Data Sheet
 NEW Performance Report
 Essential Learning
 Compliance
 Handbooks
 Forms

Search Authorization Letters

Required fields are denoted by an asterisk (*) adjacent to the label.

[Return to search results](#)

* Provider ID: 123456
 Member ID:
 * Letters From: 06212010 (MMDDYYYY)
 * Letters Through: 06282010 (MMDDYYYY)
 Search

Authorization letter search default is for letters created within the date range shown. Fields can be modified to expand or narrow results.

Click on View to see the authorization letter.

Letter Date	Authorization #	Member Name	Subscriber Name	Provider Name	Admit Date	Last Viewed	Select
NEW 06/23/10	06-112310-1-1	ASLAN, SUSAN ****54321	ASLAN, SUSAN	TUMNUS, PETER	06/23/10		View
NEW 06/24/10	06-112410-1-1	ASLAN, SUSAN ****54321	ASLAN, SUSAN	TUMNUS, PETER	06/24/10		View