

## **ELECTRONIC PROVIDER AUTHORIZATION LETTERS**

ValueOptions® Green<sup>SM</sup> efforts continue into 2010. Beginning February 1, 2010, ValueOptions® will begin to phase out the mailing of paper authorization letters. Notices of new authorizations, and the letters themselves, will be available on the ValueOptions® online provider portal, ProviderConnect. The phase out will reach VBH-PA providers in March 2010.

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:

- Verify member eligibility
- Request and view authorizations
- Submit claims and view status
- Access Provider Summary Voucher
- Submit customer service inquiries
- Submit updates to provider demographic information

*Educational Webinar trainings will be scheduled in 2010 to inform providers more about Electronic Authorization Letters. Please keep a look out for the Webinar registration information as we approach 2010.*

If you have additional questions please call the National Provider line at 800-397-1630.