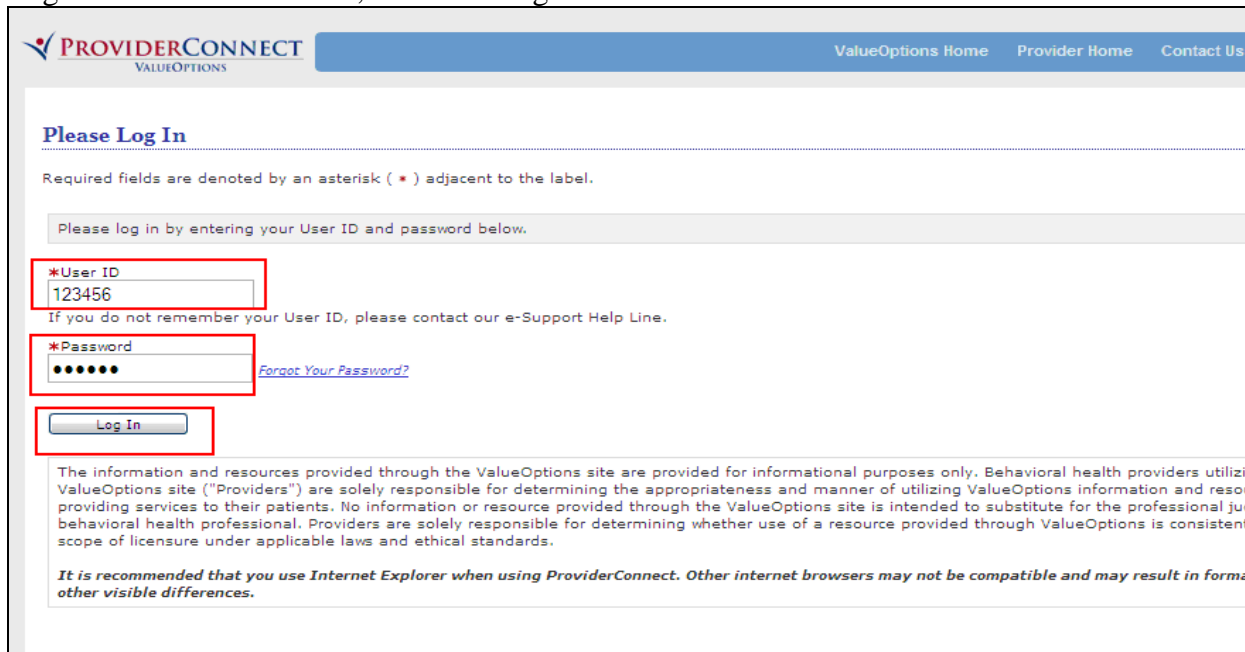


## Users Guide for Searching for Authorization letters on ProviderConnect

### 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?](#)

The information and resources provided through the ValueOptions site are provided for informational purposes only. Behavioral health providers utilizing ValueOptions site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing ValueOptions information and resources providing services to their patients. No information or resource provided through the ValueOptions site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through ValueOptions is consistent with the scope of licensure under applicable laws and ethical standards.

*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

Liability. NEITHER VALUEOPTIONS NOR ANY OF ITS OFFICERS, DIRECTORS, EMPLOYEES, LICENSORS, CONTRACTORS OR SUPPLIERS ARE RESPONSIBLE TO YOU OR ANY THIRD PARTY FOR DAMAGES (WHETHER, DIRECT, INDIRECT, COMPENSATORY, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE) SUFFERED AS A RESULT OF: (1) ACCESS TO, USE OR MISUSE OF OR DIFFICULTY OR INABILITY TO USE (AND/OR RELATED THERETO) PROVIDERCONNECT AND/OR ANY ONE OR MORE OF THE ONLINE TRANSACTIONS OR SERVICES AVAILABLE THEREUNDER WITHOUT LIMITATION COMPUTER VIRUSES, MALICIOUS CODE OR COMPATIBILITY ISSUES; (2) ANY INACCURACY OR INCOMPLETENESS OF INFORMATION OR DATA SUBMITTED OR TRANSMITTED BY YOU; (3) ANY INAPPROPRIATE OR ILLEGAL ACCESS OR USE OF PROVIDERCONNECT AND/OR INFORMATION OR DATA OR MATERIALS CONTAINED THEREIN; (4) UNAUTHORIZED ACCESS TO OR ALTERNATIVE OF YOUR TRANSMISSIONS OR DATA; (5) ANY INFORMATION RELATED TO OR ARISING FROM ACCESS OR USE OF PROVIDERCONNECT AND/OR ANY ONLINE TRANSACTIONS OR SERVICES THEREUNDER.

**Indemnification.** In addition to your obligations under this Agreement and your provider agreement with ValueOptions, you agree to indemnify, hold harmless ValueOptions, its affiliates, subsidiaries, licensors, officers, directors, employees and contractors against any claims, losses, damages, penalties, judgments, expenses or costs (including without limitation reasonable attorneys fees and costs) arising from and/or incurred as a result of your breach of this Agreement and/or your use or misuse of ProviderConnect and/or any online transactions or services available through ProviderConnect contained within or transmitted through ProviderConnect by you or your authorized designee.

**Updates & Modifications.** ValueOptions, in its sole discretion, may update or modify this Agreement from time to time. ValueOptions will provide updates or modifications to this Agreement on this website. If you continue to use or access the ProviderConnect site following such notice, you have accepted the updated or modified Agreement and agreed to all of the terms and conditions contained therein. This Agreement is available on the ProviderConnect site. You agree to review this Agreement periodically.

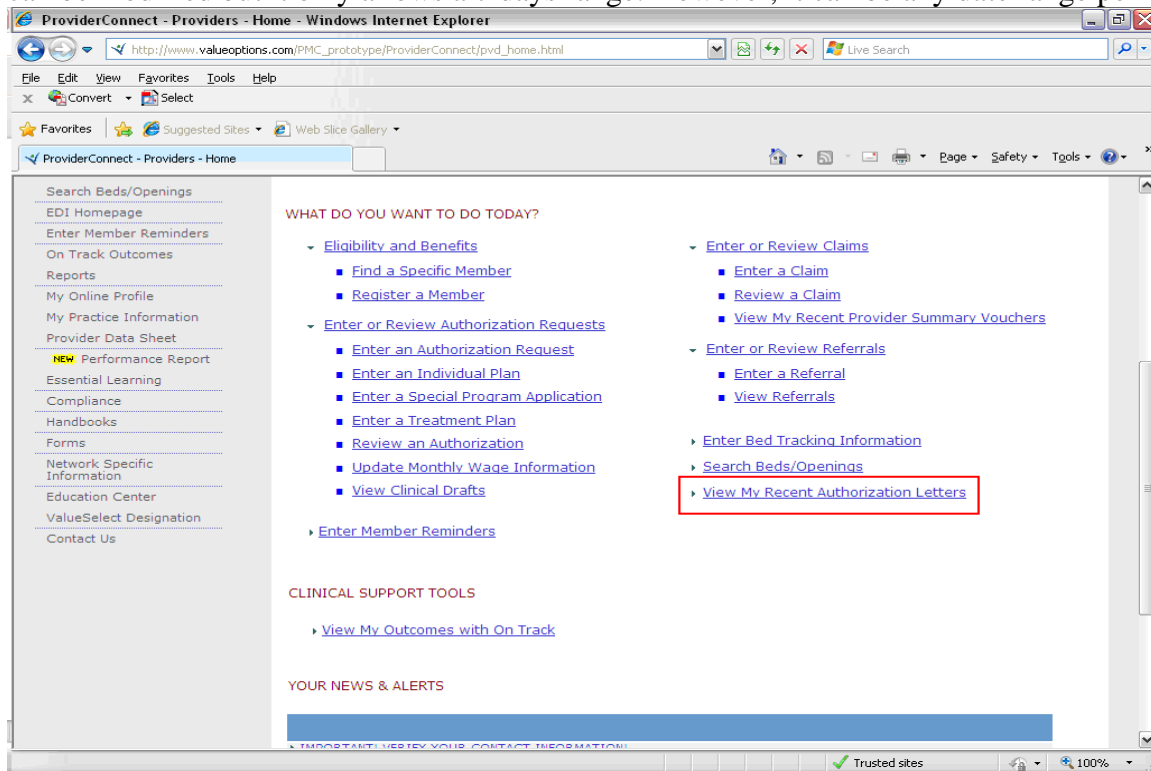
**Assignment & Governing Law.** You may assign this Agreement only with the prior written consent of ValueOptions. This Agreement and all disputes and claims relating to this Agreement shall be governed by the laws of the Commonwealth of Virginia, excluding its conflicts of law rules.

**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.

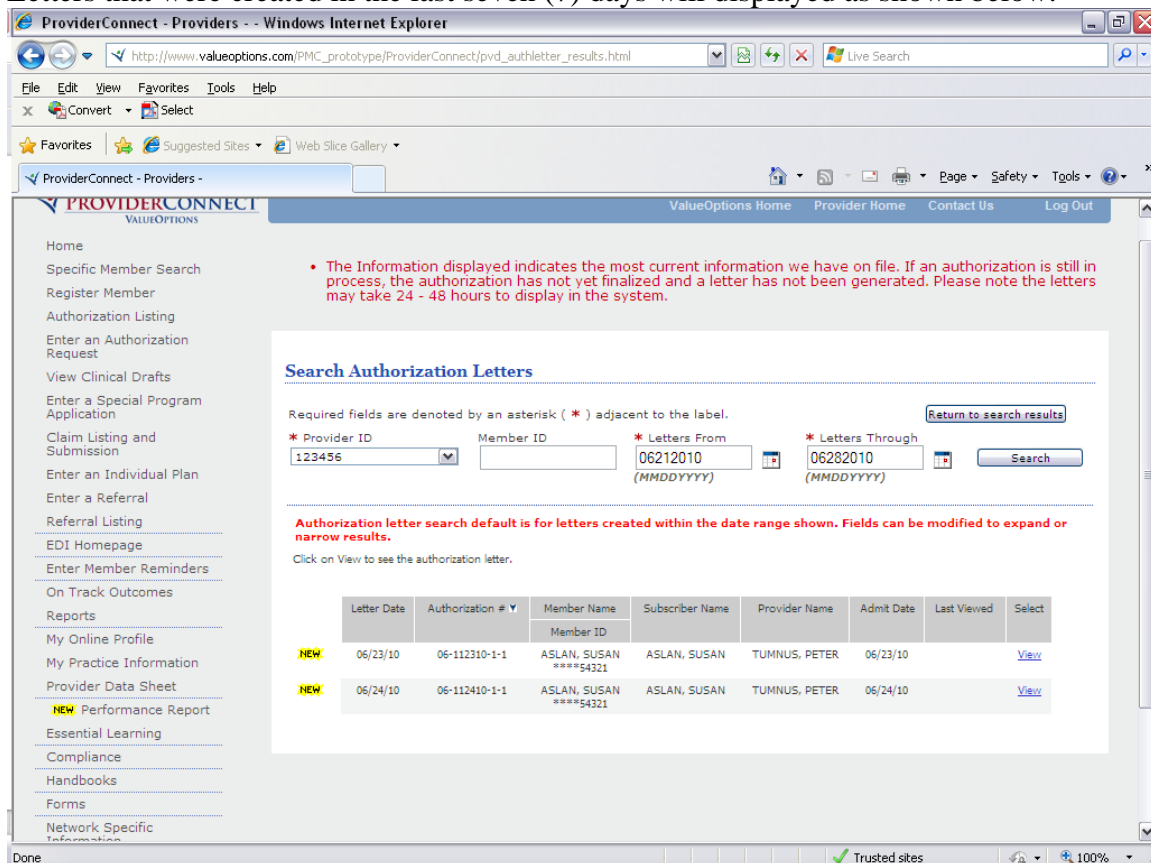
123456  
PETER TUMNUS  
14 BEAVER TRAIL  
NARNIA, VA 12345

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 a web browser window titled "ProviderConnect - Providers - Auth Search - Windows Internet Explorer". The address bar shows the URL: [http://www.valueoptions.com/PMC\\_prototype/ProviderConnect/pvd\\_srch\\_auths.ht](http://www.valueoptions.com/PMC_prototype/ProviderConnect/pvd_srch_auths.ht). The page content is titled "Search Authorizations".

On the left sidebar, the "Authorization Listing" link is highlighted with a red box. Below it, the "Effective Date" and "Expiration Date" fields are also highlighted with red boxes. At the bottom of the sidebar, the "View All" button is highlighted with a red box.

The main content area contains the following form fields:

- \* Provider ID**: 123456
- Vendor ID**: [Empty]
- Member ID**: [Empty]
- Authorization #**: [Empty] - [Empty] - [Empty] (No spaces or dashes)
- Client Authorization #**: [Empty]
- Effective Date**: 09162009 (MMDDYYYY)
- Expiration Date**: 09162009 (MMDDYYYY)
- Activity Date From**: [Empty] (MMDDYYYY)
- Activity Date To**: [Empty] (MMDDYYYY)
- Delimiter Type**:  Comma ','  Pipe '|'

At the bottom of the form, there are three buttons: "View All", "Search", and "Download". The "View All" button is highlighted with a red box.

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. The page title is 'Authorization Search Results' and it includes a disclaimer: '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.' Below this is a table with columns: Auth #, Member ID, Member Name, Member DOB, Provider ID, Vendor ID, and Service. A red arrow points to the first row's 'Auth #' field, which contains a small letter icon. The table lists several entries for 'ASLAN, SUSAN' with various auth numbers and services like 'MM', 'OutPatient', 'Behavioral', 'Inpatient', 'Med Management', 'Outpatient', 'Behavioral', 'CST', and 'MENTAL HEALTH Outpatient'. A 'Next >>' link is visible at the bottom right of the table.

Auth #	Member ID	Member Name	Member DOB	Provider ID	Vendor ID	Service
01-011410-48-43	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	MM
01-042210-1-10	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	OutPatient
01-123101-1-2	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	Behavioral
04-111108-1-4	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	Inpatient
01-02232011-1-3	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	Med Management
						Outpatient
						Behavioral
						CST
						MENTAL HEALTH
						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 in the left sidebar is highlighted with a red box. The form includes a search criteria section with the following fields: '\*Member ID' (value: 987654321), 'Last Name', 'First Name', '\*Date of Birth' (value: 12021979), and 'As of Date' (value: 08112005). A 'Search' button is located at the bottom of the form. The date format is specified as (MMDDYYYY).

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", a Clinical Liaison. A red box highlights the "View Member Auths" button. Below this are several other buttons: "View Member Claims", "View Empire Claims", "View GHI-BMP Claims", "View Member...", "Enter Auth Request", "Enter Claim", "Send Inquiry", "View Clinical Drafts", "Update Me...", "View Referral", "Special Program Applications", "View At Risk Crisis Plans", "Enter an Individual Plan", and "Enter...". There are also several blue informational banners: "Additional Information will appear for Arizona Members ONLY", "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", "This button will appear for SWP...", "This button will appear for BHK members only", and "This button will appear for BHK members only". Below these are buttons for "View Treatment Plans" and "View Crisis Plans". A search form is located at the bottom, with a red box around the "Search" button. The form includes fields for "Provider ID" (BF80TEST0000001), "Auth #" (with a note "(X-digits, no spaces or dashes)"), "Service From" (02102010), and "Service Through" (02102011). The footer contains copyright information for ValueOptions ProviderConnect v3.18.00 and links to "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.

[Next >>](#)

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

[For BHK Members](#)

[Next >>](#)

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		<a href="#">View</a>
NEW 06/24/10	06-112410-1-1	ASLAN, SUSAN ****54321	ASLAN, SUSAN	TUMNUS, PETER	06/24/10		<a href="#">View</a>