



## 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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**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.

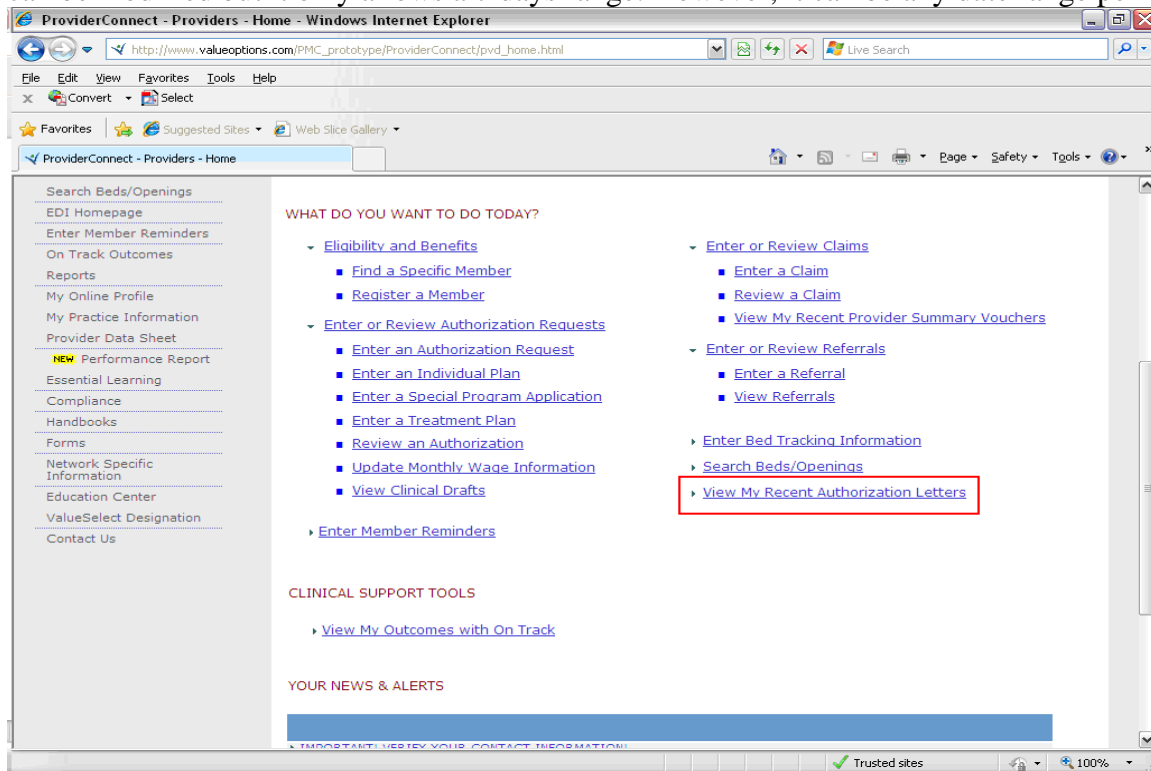
**Termination.** You may terminate this Agreement by providing written notice to ValueOptions and discontinuing your use of ProviderConnect. ValueOptions may terminate this Agreement and your right to access or use ProviderConnect at any time, with or without cause.

123456  
PETER TUMNUS  
14 BEAVER TRAIL  
NARNIA, VA 12345

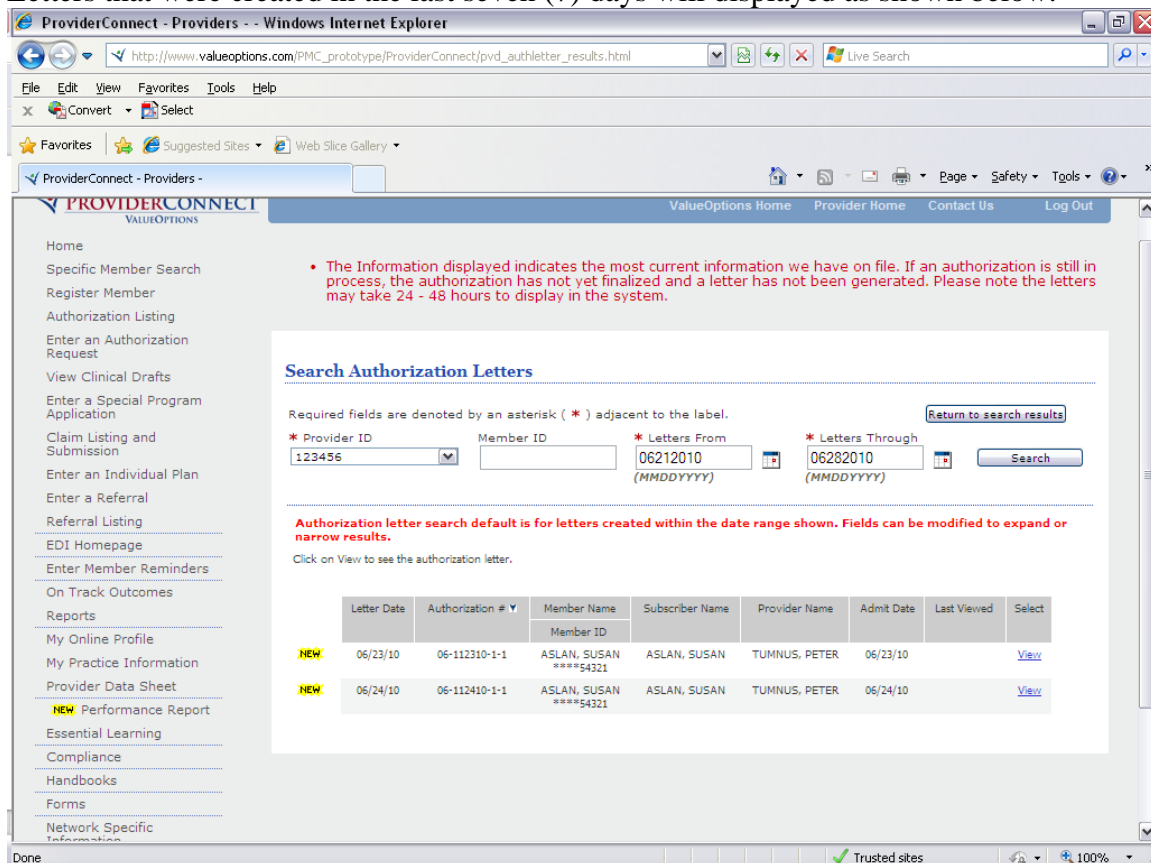
I Agree I Disagree

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 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 includes a sidebar with navigation links such as "Register Member", "Authorization Listing" (highlighted with a red box), "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", "Handbooks", and "Forms". 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 '|'
- Buttons: View All (highlighted with a red box), Search, Download

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.

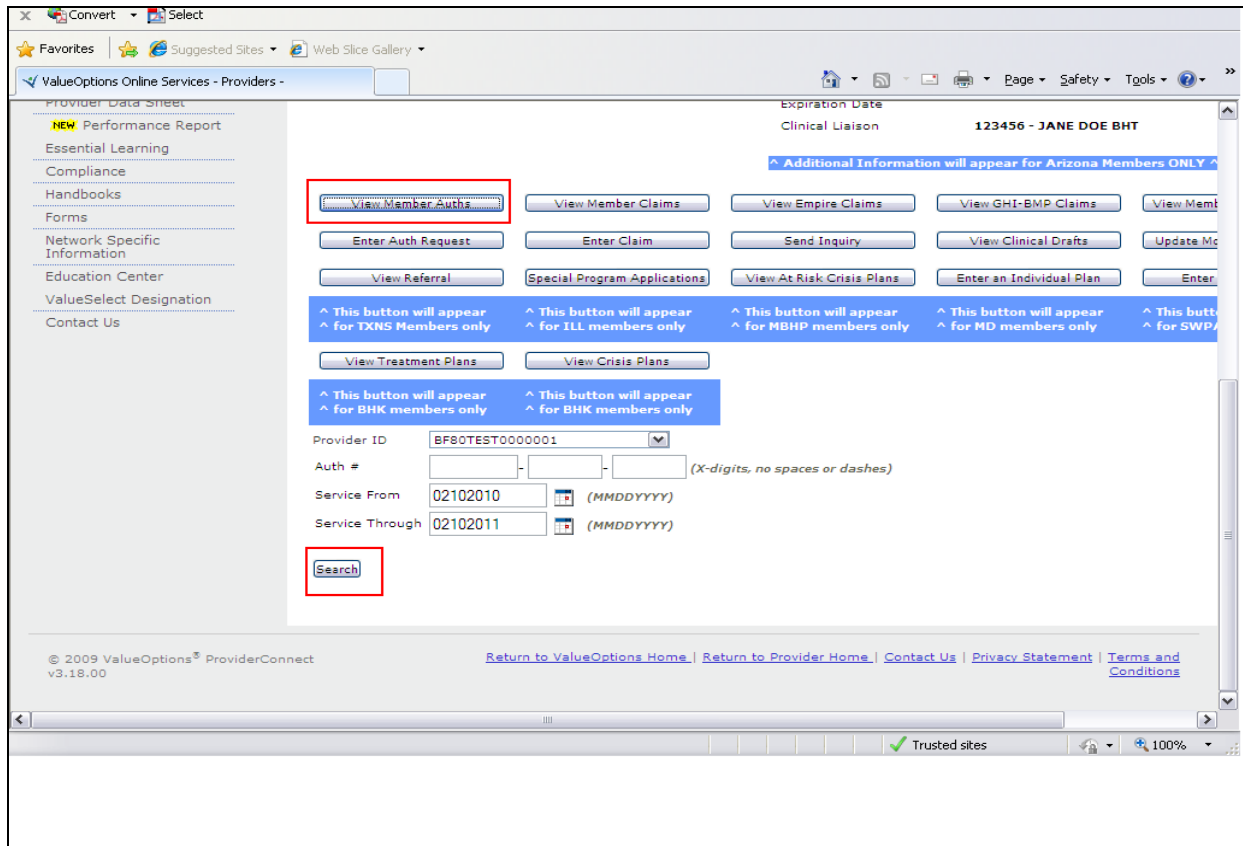
Auth #	Member ID	Member Name	Member DOB	Provider ID	Vendor ID	Service
01-011410-48-43	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	MM
01-042210-1-10	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	OutPatient
01-123101-1-2	987654321	ASLAN, SUSAN	12/02/1979	12345	A00001	Behavioral
04-111108-1-4	987654321	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 asterisk (\*) indicates required fields.

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



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>