



PROVIDER ALERT
April 5, 2010

**TEMPORARY WORKFLOW FOR
HOSPITAL DIVERSION AUTHORIZATION REQUESTS**

Effective March 29, 2010, as a result of the ProviderConnect enhancements, CSAs and providers are temporarily unable to select Hospital Diversion as level of care for **PAC eligible consumers**, and **consumers with an open Courtesy Review and Uninsured Eligible, span..**

ValueOptions® Maryland is aware of this issue is working to correct the problem as soon as possible.

In the interim, Providers and CSAs are instructed to do the following:

- Select “Inpatient Mental Health – Acute” as type of care.
- Document in the Current Risk section of the review, : “Please pend this case to (Anne Arundel, Baltimore City, Montgomery County) diversion team”.