



ALAMANCE-CASWELL-ROCKINGHAM
LOCAL MANAGEMENT ENTITY

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David M. Carter
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To: Providers Serving Consumers in the Alamance/Caswell/Rockingham Catchment Area

From: Alicia Graham, LPC
UM Manager

Date: August 1, 2006

Re: Communication Bulletin #13
Medicaid Transition of CAP/Targeted Case Management and Concurrent Reviews for Adults to ValueOptions

Starting June 1, 2006 the authorization for Medicaid services began transitioning to ValueOptions. Still transitioning are Concurrent reviews for Adults, the Community Alternative Program (CAP) and Targeted Case Management services. All **concurrent reviews for adults** are to be authorized by ValueOptions starting **August 15th**. Please note if you have an authorization from the LME that goes past the August 15th date you are to still send in a request to ValueOptions so that they can authorize the service. **CAP and Targeted Case Management** services will be authorized by ValueOptions starting **September 1, 2006**. Questions on completing the CAP/DD/Targeted Case Management Request Form (CTCM Form) should be directed to ValueOptions Customer Service at 1-888-510-1150.

The LME will continue to screen all calls and make appropriate referrals, whether their benefit is Medicaid, IPRS, or Private insurance. If the client meets eligibility criteria they will be given a choice of providers, and assigned a client record number. We will continue to warm transfer clients to the provider that they have chosen. **Keep in mind if the client has Medicaid the authorization would have to be obtained by the provider from ValueOptions.** If the client needs emergent care they will be stabilized prior to making a referral to a provider.

We understand that this transition has been confusing and frustrating at times. If you have any questions, please feel free to call our Utilization Review/Screening Triage and Referral Unit (UR/STR) and a Utilization Management Coordinator will assist you. We can be reached at 336-513-4200. Press 3 for "a Provider" and then Press 1 for "Authorizations". This will get you to the UR/STR Unit.