

ValueOptions® E-Commerce Initiative Provider Frequently Asked Questions (FAQ)

This FAQ document will continue to be reviewed and updated frequently in order to provide the most current and pertinent information.

Q. I received written/verbal communication from ValueOptions® announcing the recommendation that providers will need to begin submitting their transactions electronically to ValueOptions? Can you give me more information?

A. In recent electronic communications distributed by email, provider newsletters and on the ValueOptions' website, ValueOptions has notified existing providers that by January 1, 2015, it will be strongly recommended that they electronically submit all claims and authorization transactions.

Q. The following message recently appeared on your website. Is it true that ValueOptions will limit our telephonic transactions?

"This is an important message from ValueOptions with information on completing routine transactions. Due to increased call volume, ValueOptions is only able to complete inquiries for 3 members during a telephonic contact for claims status. We strongly recommend utilizing ProviderConnect for routine transactions. Detailed information is available at www.valueoptions.com/providers/E-Commerce.htm. We will be offering additional training on our online services. Please share this information with your billing agent and office staff."

A. Yes, using our self-serve applications such as ProviderConnect® will provide you with 24/7 quick service to answer your claim related questions and even allow you to initiate your own claim adjustment!

Q. Does this new recommendation apply to all providers?

A. Yes, it is strongly recommended that all providers electronically submit their transactions to ValueOptions.

Q. What transactions does this new recommendation apply to?

A. This new recommendation applies to routine transactions available through ProviderConnect, including eligibility inquiries, authorization requests, claim submissions and re-credentialing applications.

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Q. What tools are available for me to electronically submit these types of transactions?

A. For eligibility and benefit verification, claims, authorizations and re-credentialing, ValueOptions recommends providers use our own platform, ProviderConnect. ProviderConnect is a secure, HIPAA-compliant website that enables participating ValueOptions network providers to conduct online claims and authorization transactions accurately and efficiently. The following resources will assist providers in learning more about ProviderConnect:

- [Online Demo](#)
- ["Getting Started with ProviderConnect" User Guide](#)
- [ProviderConnect Registration form](#)

We also accept claim submissions from clearinghouses (our payer ID is FHC & Affiliates).

Direct deposit of your payments is also available through PaySpan.

Q. I don't have a computer and/or Internet access from my office. Does the recommendation of submitting electronically still apply to me?

A. Due to the time savings associated with electronic submission and the decrease in time it will take for providers to be paid, ValueOptions highly recommends providers obtain access to a computer with Internet connectivity. If access to a computer or Internet is unavailable to you, we may be able to assist you in finding other options. Please contact our National Provider Services Line at (800)397-1630 for more information.

Q. My employee(s) prefers to process transactions manually. Will he/she now be forced to change his/her processes?

A. We understand it can sometimes be difficult to change the way processes are typically done; however, with the significant benefits associated with electronic submission, we highly recommend your employee(s) make the

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transition. The time savings they will experience will result in quicker payment to you and more time for them to work on other tasks in the office.

We offer a variety of resources to facilitate this transition, including face to face training, monthly webinars, video tutorials and online manuals.

Q. If I continue to submit my transactions manually, will ValueOptions reject these submissions? Are there penalties?

A. ValueOptions will not reject clean manual/paper claim submissions, but you will continue to receive communications reminding you to utilize electronic resources. Additionally, electronic submission of all routine transactions, including claims, authorization and demographic updates is strongly recommended for efficient processing of any request.

Q. What are the benefits of submitting my transactions electronically?

A. There are many benefits to submitting your transactions electronically, including:

1. Reducing paper files, phone calls, labor and postage expenses, potential errors
2. Improving cash flow due to faster claims processing
3. Completing multiple transactions in a single sitting

Q. Does ProviderConnect accept files from any system outputting 5010 HIPAA formatted 837P or 837I files (and from EDI claims submission vendors)?

A. Yes.

Q. Is training available on how to submit transactions electronically?

A. Yes, training on how to submit transactions electronically is available through a variety of resources including face to face training, monthly webinars, video tutorials and online manuals. These resources and a schedule of our webinars are available on the provider section of www.valueoptions.com.

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Q. What are PaySpan, Inc. and PaySpan Health?

A. PaySpan, Inc. is a vendor that partners with ValueOptions to deliver an electronic funds transfer (EFT) solution to our providers. PaySpan Health is the software that PaySpan, Inc. uses for online registration for EFT and is a multi-payer adjudicated invoices settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences.

Q. How do I access PaySpan Health?

A. You can access PaySpan directly from the ProviderConnect Home Page via the PaySpan link within the “What do you want to do today” section or directly here: <https://www.payspanhealth.com/nps/login.aspx>.

Q. I have concerns about this recommendation. Who can I contact to further discuss?

A. You can contact our Provider Services line at (800)397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday, or email your [regional provider relations representative](#).

Q. Who can I contact if I have questions when attempting to file electronically?

A. Please contact our EDI Help Desk at (888)247-9311 between 8 a.m. and 6 p.m. ET, Monday through Friday or email us at e-supportservices@valueoptions.com with questions pertaining to electronic claim submission and authorization transactions.