

## **Member Expansion Southern California – Kaiser Permanente Outpatient Mental Health Services 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.*

### **GENERAL QUESTIONS**

**Q. When did ValueOptions® become an alternative resource for Outpatient Mental Health Services for Kaiser Permanente members in the Southern California region?**

A. Effective February 1, 2015, ValueOptions entered into an agreement with Kaiser Permanente to provide outpatient mental health services for Kaiser Permanente members in the Southern California region. This agreement is intended to give Kaiser Permanente the capacity to provide temporary additional access for members in selected locations and who are referred to ValueOptions after triage by Kaiser Permanente of Southern California. You will receive notification when patient referral will actually begin.

### **MEMBER REFERRAL PROCESS**

**Q. How will I receive Kaiser Permanente member referrals for the Southern California Region?**

A. Kaiser Permanente will refer members in the Southern California region to ValueOptions after it completes its own triage. ValueOptions will then contact the referred member to advise him/her on participating ValueOptions providers who are available in his/her region. The member will then contact you to schedule an appointment.

**Q. Am I responsible for collecting a copay or coinsurance from the member at the time services are rendered?**

A. Yes. Benefit information, including any applicable copay or coinsurance, will be provided at the time of the referral and providers can also review member benefits and eligibility through our provider portal, [ProviderConnect<sup>SM</sup>](#).

### **AUTHORIZATIONS**

**Q. Are authorizations required prior to delivering care to Kaiser Permanente members?**

A. Yes, due to the nature of this agreement, all services delivered to Kaiser Permanente members require prior authorization from ValueOptions.

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**Q. Once a member contacts me to schedule an appointment, am I required to contact ValueOptions to obtain an authorization?**

- A.** Once a member contacts you, you should request the member's medical record number (MRN) and verify the member's eligibility through ProviderConnect®. If the member has already contacted ValueOptions, the authorization letter for that member will be in ProviderConnect.

If an authorization letter is **not** in ProviderConnect, you will need to request one.

Instructions on how to verify a member's eligibility and request an authorization through ProviderConnect is available at

<http://www.valueoptions.com/providers/How-To.htm#prov-connect>.

**Q. What should I do if the member contacts me to schedule an appointment without first contacting ValueOptions?**

- A.** All Kaiser South California member referrals must first be authorized by Kaiser Permanente before members are referred to ValueOptions. If a member reaches out to you directly looking for an appointment, please advise that they first need to contact the behavioral health department at their home medical center or Kaiser's Member Service Department at 800-464-4000.

**Q. How will I submit requests for additional outpatient authorizations?**

- A.** Additional requests for outpatient authorizations should be submitted through ProviderConnect.

### **CLAIMS**

**Q. What is the process to submit claims for services provided to Kaiser Permanente members?**

- A.** As a participating provider, you should submit claims electronically through ProviderConnect either through direct claims submission or batch claim submission. CMS 1500 and UB04 (837P and 837I) electronic submissions are accepted according to guidelines contained in the ValueOptions EDI materials found on [www.valueoptions.com](http://www.valueoptions.com).



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If you are unable to electronically submit claims, paper claims for services with dates of service on or after February 1, 2015 can be mailed to ValueOptions at:

**ValueOptions  
P.O Box 930321  
Wixom, MI 48393**

Please note, effective January 1, 2015, providers in the ValueOptions network will be expected to electronically conduct all routine transactions, including submission of claims. **We strongly encourage all providers to submit claims electronically.**

### **Q. Who can I contact with claims-related questions?**

**A.** Please visit us online via [ProviderConnect](#) or contact us at **855.207.9314** with any claims-related questions.

### **Q. Will my ValueOptions fee schedule apply for Kaiser Permanente members?**

**A.** Yes.

## **PROVIDERCONNECT**

### **Q. What is ProviderConnect?**

**A.** ProviderConnect is a ValueOptions' secure, HIPAA-compliant website that enables participating ValueOptions network providers to conduct online claims and authorization transactions accurately and efficiently, while also providing them the opportunity to spend more time with who matters most – their patients.

### **Q. I am already a participating ValueOptions provider and registered on ProviderConnect. Do I need to re-register?**

**A.** No, if you are already a participating provider, you are not required to re-register and can login with your existing ProviderConnect credentials.

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### **Q. How do I register for ProviderConnect?**

A. To register for ProviderConnect, please visit  
<https://www.valueoptions.com/pc/eProvider/providerRegisterFromLogin.do>.

### **Q. Where can I find additional information about how to use ProviderConnect?**

A. Additional information on ProviderConnect can be located at  
[http://www.valueoptions.com/providers/Provider\\_Connect.htm](http://www.valueoptions.com/providers/Provider_Connect.htm).

### **ELECTRONIC FUND TRANSFER**

### **Q. Does ValueOptions offer electronic fund transfer?**

A. Yes, ValueOptions has partnered with **PaySpan, Inc.** 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. It is a multi-payer adjudicated invoices settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control of bank accounts, file formats, and accounting processes.

### **Q. Is EFT required/available for all accounts?**

A. No, EFT is not required and yes, it is available for all active accounts.

### **Q. How do I access PaySpan Health?**

A. <https://www.payspanhealth.com/nps/login.aspx>

### **Q. Do I have to provide my bank account information to use PaySpan?**

A. If you want to receive Electronic Payments or ACH information, you will need to provide bank account information.

### **Q. Will ValueOptions/PaySpan be able to deduct money from my bank account?**

A. No. We only have permission to deposit.

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### **Q. What is the difference between the “legacy code” and the “registration code”?**

**A.** The registration code is different than the legacy code. The registration code is the code ValueOptions obtains from PaySpan. ValueOptions supplies the registration code to providers after enrolling with PaySpan. The legacy code is the provider's ValueOptions pay to vendor number.

### **Q. According to PaySpan, the NPI number and TIN can be used without the "legacy code" when in the system. However this code needs to be entered to register. Please clarify.**

**A.** The NPI/legacy code is the provider's ValueOptions pay to vendor number. The provider needs three things to register:

- i. VO pay-to-vendor number (legacy/NPI number field on the PaySpan site)
- ii. Their TIN
- iii. Their registration code

Once they have registered with these three (3) elements, they will use their email address as their log-on and the eight (8) character/digit password that they set up during the registration process.

### **Q. How do I obtain my unique registration code number?**

**A.** Your unique registration code is the registration number that ValueOptions supplies to providers for enrolling in PaySpan Health. If you do not have the letter with your unique registration code, please send an e-mail to [CorporateFinance@valueoptions.com](mailto:CorporateFinance@valueoptions.com) and include the following information:

1. Your ValueOptions pay-to-vendor number (PIN)
2. Your Tax Identification Number (TIN) or your Social Security Number (SSN)

You will receive an e-mail with your registration code letter within three business days of your request.



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**Note:** If you recently received a payment from ValueOptions, your unique registration code will be located on the check stub after the marketing caption.

Additional questions about PaySpan can be addressed by calling PaySpan, Inc. Customer Service at **877.331.7154**, Monday-Friday 8 a.m. – 8 p.m. ET.

**Q. I signed up for PaySpan, but not all my payments are arriving electronically. How can I correct this?**

**A.** Please contact Corporate Finance at: [CorporateFinance@valueoptions.com](mailto:CorporateFinance@valueoptions.com) Please supply the following information: Pay-to-Vendor Number and TIN or SSN.

**Q. Can I still receive a paper check?**

**A.** Yes.

### **PROVIDER SUMMARY VOUCHERS**

**Q. How will I receive Provider Summary Vouchers (PSVs)?**

**A.** PSVs can be retrieved through PaySpan or ProviderConnect.

**Q. I don't have a computer. May I still receive paper PSVs?**

**A.** You can receive paper checks but not paper PSVs. In order to obtain a faxed copy of your PSV, you must utilize our automated faxback service by dialing **866.409.5958** and use the reference number found on the top portion of the check you received.