



## **VNSNY CHOICE SelectHealth Provider Frequently Asked Questions**

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

### **General Implementation Transition Questions**

**Q: When will ValueOptions® begin to manage the VNSNY CHOICE SelectHealth Benefit?**

**A.** Effective May 1, 2013, ValueOptions will begin to manage the VNSNY CHOICE SelectHealth Mental Health and Substance Abuse benefit. ValueOptions will provide Mental Health, Higher Level of Care, and Substance Abuse services to Medicaid eligible population enrolled in VNSNY CHOICE SelectHealth in the following New York counties:

- **Bronx**
- **Kings**
- **New York**
- **Queens**

### **Provider Network Participation, Contracting and Credentialing**

**Q: Do I have to be credentialed by ValueOptions?**

**A.** Yes, please contact Provider Services at **(800) 397-1630** between 8 AM and 5 PM Eastern Time, Monday through Friday. A Provider Network Representative will be available to assist you with any questions.

**Q: I just completed my credentialing/re-credentialing with another agency; can you accept their credentialing/re-credentialing materials instead of me completing the ValueOptions application?**

**A.** No, you must complete a ValueOptions application.

**Q: If I have general Provider Relations questions related to the VNSNY CHOICE SelectHealth who can I e-mail?**

**A.** You can email [newyorkservicecenter@valueoptions.com](mailto:newyorkservicecenter@valueoptions.com)



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**Q: Where do I call if I have questions regarding credentialing, rates and contracting?**

**A.** Please call Provider Services at **(800) 397-1630** between 8 AM and 5 PM Eastern Time, Monday through Friday. A Provider Network Representative will be available to assist you with any questions.

### **Clinical, Authorization and Quality Services**

**Q: What are the hours of the ValueOptions Clinical Department?**

**A.** Licensed clinicians are available 24-hours a day, 7 days a week, 365 days a year.

**Q: What are the transition benefits?**

**A.** Members will be offered 90 days of transitional care with their existing mental health provider. Transition is to be used for termination with the Out of Network, non-participating provider and transition to a new In-Network, participating provider. There is no transitional care benefit for substance abuse.

**Q: On or after May 1, 2013, will providers be required to submit authorizations for continued authorization through ValueOptions?**

**A.** Inpatient care will remain covered through VNS CHOICE until discharge. All other levels of care will be authorized.



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### **Billing and Payment**

#### **Q: How do I submit VNSNY CHOICE SelectHealth claims?**

- A:** Claims for services rendered by participating providers with dates of service on or after May 1, 2013 should be submitted to ValueOptions at:

**VNS SelectHealth  
PO Box 1380  
Latham, New York 12110**

Any questions regarding claims on or after May 1, 2013 should be directed to ValueOptions at **(866) 317-7773** between 8 AM and 6 PM Eastern Time, Monday through Friday.

#### **Q: Does the ValueOptions electronic claims format work with other claims clearing houses?**

- A:** Please contact our ValueOptions EDI Help Desk at (888)247-9311 between 8 AM and 6 PM Eastern Time, Monday through Friday. Please note: ValueOptions does not reimburse for provider expenses associated with electronic claims submission.

#### **Q: Can I submit my claims electronically to ValueOptions?**

- A:** Yes. 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). If you are interested in electronic claim submission, please contact our EDI Help Desk at (888)247-9311 between 8 AM and 6 PM Eastern Time, Monday through Friday. We strongly encourage providers to submit claims electronically for the efficiencies gained by both providers and in claims processing.



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### Online Services

#### **Q: What online services does ValueOptions offer?**

- A. ValueOptions has online services to provide added convenience for our members and providers.

**ProviderConnect** is a self-service tool available 24/7 that gives you access to the following features: single and multiple electronic invoices submission, invoices status review, your provider practice profile, and correspondence (which includes authorizations). Find more information about **ProviderConnect** on [www.valueoptions.com](http://www.valueoptions.com).

#### **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. 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>



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

**A.** A bank account will not be required for obtaining electronic Provider Summary Vouchers (PSV).

If a provider wants to receive Electronic Payments or ACH information, they will need to provide bank account information.

**Q: Can I opt out of participation with PaySpan, Inc. and still receive paper PSVs?**

**A.** No. PSVs for network providers will not be mailed. While participation with PaySpan is not required, PSVs can only be retrieved through PaySpan or ValueOptions' ProviderConnect website.

**Q: Can I obtain PSVs on ProviderConnect?**

**A.** Yes. Printable versions of PSVs are available on ProviderConnect.

**Q: What is the difference between the "legacy code" and the "registration code"?**

**A.** The registration code is the code obtained from PaySpan. The legacy code is the provider's pay-to- vendor number from ValueOptions.

**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.**



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- A.** The Legacy number is the provider's ValueOptions pay-to-vendor number. The provider needs three things to register:
1. VO pay-to-vendor number (legacy/NPI number field on the PaySpan site)
  2. TIN
  3. Registration code

Once they have registered with these three 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: What is the unique registration code number that PaySpan Health requests and how do I obtain it?**

- 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.

**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, 8 AM – 8 PM Eastern Time, Monday through Friday.



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For additional information on PaySpan Health, please visit:

[www.valueoptions.com/providers/Files/pdfs/PaySpan\\_General\\_Training\\_Information.pdf](http://www.valueoptions.com/providers/Files/pdfs/PaySpan_General_Training_Information.pdf)

**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) and include your Pay-to-Vendor Number and TIN or SSN in the email.

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

**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.

**Q: I don't want to have to use multiple websites to obtain information. Can the information be available on one 1 site for both payments and PSVs?**

**A.** Yes. Both are available on [www.payspanhealth.com](http://www.payspanhealth.com)

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

**A.** Yes.

**Q: How do I contact ValueOptions for assistance?**

**A.** For questions relative to PSVs, you can reach ValueOptions by calling the toll-free number at **(866) 317-7773** between 8 AM and 6 PM Eastern Time, Monday through Friday. Or submit an inquiry via ProviderConnect. In order to obtain a faxed paper copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

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

**A.** No. We only have permission to deposit.