

ValueOptions® is Going Green: FAQ's/General Questions

1. What is PaySpan/Payformance?

- A. Payformance is the name of the vendor that ValueOptions® has partnered with to deliver our EFT solution to our providers.
- B. PaySpan Health is the software that will be access via the web for registering for EFT. PaySpan Health is a multi-payer adjudicated claims settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control over bank accounts, file formats, and accounting processes.

2. Why are you implementing this now?

- A. In support of national initiatives - Our Company is going GREEN! Electronic billing can help to save the environment; it also can help to save a person money. Using direct payments can save one person about \$150 annually by reducing stamp costs, check costs, and late fees. It also can reduce and stop fraud.

3. Is EFT (Electronic Funds Transfer) required / available for all accounts?

- A. No – EFT is not required. Yes – it is available for all active accounts.

4. How do I access PaySpan/Payformance?

- A: www.payspanhealth.com

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

- A. No –after 7/1/2009 a bank account will not be required for obtaining PSVs only. .
- B. Yes if they want to receive Electronic Payment or ACH information will need to provide bank account information. If want PSVs electronically then no bank account information is needed

5. Can I obtain the same (i.e. PSVs) information on ProviderConnect?

A. YES –printable versions of PSVs are available on ProviderConnect.

6. Can I Opt out of participation with PaySpan/Payformance and still receive paper PSVs?

A. NO – As of 8/1/2009, Provider Summary Vouchers (PSVs) for public sector providers will no longer be mailed. As of 11/1/2009, PSVs will no longer be mailed for all commercial accounts. While participation with PaySpan/Payformance is not required, PSVs posted after the above dates can only be retrieved through PaySpan or ValueOptions' ProviderConnect website.

7. Is this available for accounts where ValueOptions[®] doesn't pay the claims?

A. NO, you will need to contact the claims payor for those accounts.

8. 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 we get from PaySpan. The legacy code is the provider's pay to vendor number.

9. 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 number is the provider's ValueOptions pay to vendor number. The provider needs three things to register:

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

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

10. What is the unique registration code number that PaySpan is requesting? How do I obtain my unique registration code?

A. Your unique registration code is the special registration number ValueOptions[®] has supplied to providers for enrolling into PaySpan Health. You should have received this registration code in a letter in Summer 2008. If you

do not have the letter with your unique registration code please Send an email to CorporateFinance@valueoptions.com supplying the following information:

yourValueOptions[®] (PIN) = pay to vendor number
your Tax Identification Number (TIN) or Social Security Number (SSN).

You will receive an email back with your register code letter within 3 business days.

B. Also if you recently received a payment from ValueOptions[®] your unique registration code will be located on the check stub after the marketing caption.

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

A. Contact – Corporate Finance Department: CorporateFinance@valueoptions.com Please supply the following information:

Pay to Vendor Number and TIN or SSN.

12. I don't have a computer, can I still received paper PSVs and checks?

You can receive paper checks but no paper PSV's. In order to obtain a faxed copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

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

A. YES – both are available on www.payspanhealth.com

14. When is the effective date for discontinuing paper PSVs?

A. 8/1/09 all PSD

B. 11/1/09 All Commercial and PSD

15. Can I still receive a paper check?

A. YES

- 16. Will you be providing training on how to use this new system?**
A. **YES Web-based trainings will be available In June, July, August, September and October.**
B. **An invitation will be sent with the specific dates and times.**
- 17. I would like to submit my claims electronically – but I use a clearing house. Do you participate with any clearing houses?**
A. **Yes please see Provider Handbook sections Provider Connect and Electronic Claims Submission to read more about clearing houses.**
- 18. I am an EAP provider. Can I use EFT and receive electronic PSVs?**
A. **Yes**
- 19. Can I submit EAP claims online?**
A. **Not at this time. This is in development and expected to be available in 2010**
- 20. I use a billing service. Will they be able to access my information through the system?**
A. **YES – but you will need to give them permission to access your account.**
Direct to form for ProviderConnect additional users; get Payspan instructions
- 21. I changed billing services. How can I disable their access to these websites (ProviderConnect and PaySpan)?**
A. **You will need to remove the permission you setup for the access. – for ProviderConnect contact EDI Helpdesk.**
B. **For PaySpan...please call customer service at PayFormance – 877-331-7154 their hours are 7am – 9pm EST – they are the experts and can assist the provider.**
- 22. How do I contact PaySpan for support?**
A. **1-877-331-7154 (Hrs – 7AM – 9PM EST – Monday thru Friday)**
- 23. How do I contact ValueOptions® for assistance?**

A. For questions relative to PSVs, you can reach ValueOptions® by calling the toll-free number at 866-441-8382 or submit your question via ProviderConnect at www.valueoptions.com. In order to obtain a faxed paper copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

24. Will ValueOptions®/PaySpan be able to deduct money from my bank account?

A. **NO – we only have permission to deposit.**

25. Are there other payers that use PaySpan? Who are they?

A. **Yes – see below**

Client

AMERIGROUP Corporation

Blue Cross Blue Shield of Massachusetts, Inc.

Centene Corporation

Excellus Health Plan, Inc.

HealthNow

Linkia, LLC Inc.

Oxford Health Plans (CT) Inc

Principal Life Insurance Company

Relay Health Prospective Health Services

ValueOptions, Inc.

WellCare Health Plans, Inc.

26. Is there a cost to use this service?

A. **FREE to Providers.**

27. Is the information secure? How can you confirm that my personal information won't be stolen?

A. **The PaySpan Health solution is built with multiple layers of network security and a diverse set of security capabilities within the application. The system utilizes logical and physical controls to ensure data segregation among customers and data integrity. Within the multiple layers of network security are advanced firewalls that inspect all traffic, intrusion prevention devices that block any malicious attempts against the information, network switching technology which segregates traffic into "security zones" and an advanced application architecture that**

ensures only authorized users can view their sensitive information. Access within the system is logged at all times. The entire application is tested routinely using vulnerability scanning tools to ensure the application is as secure as possible and on an annual basis PaySpan Health undergoes external third party testing for any vulnerabilities. All these measures are taken to develop the layered approach which helps ensure that personal information is as secure as possible.