Empire Plan Mental Health and Substance Abuse (MHSA) Program
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. What telephone number do I call to contact ValueOptions?

A. For your clinical and claims questions, continue to contact 1.877.7.NYSHIP (1.877.769.7447) Option 3 and you will be connected with ValueOptions.

For provider contracting and credentialing questions, please contact the ValueOptions Provider Services Line at 800.235.3149 between 8 a.m. and 8 p.m. ET, Monday through Friday.

Medication Management (E and M codes only) by an MD does not need authorization.

Some services may not require an authorization. Please review the enrollee’s benefits to confirm further or contact us at the above phone number.

PROVIDER NETWORK PARTICIPATION, CREDENTIALING AND CONTRACTING

Q. Are all ValueOptions in-network providers eligible to see Empire Plan enrollees?

A. Providers should confirm network participation status prior to seeing an Empire Plan enrollee. If you are concerned about your participation status, contact the Provider Services line at 800.235.3149 between 8 a.m. and 8 p.m. ET, Monday through Friday.

Q. Do I have to be credentialed by ValueOptions?

A. Yes. Providers must be credentialed by ValueOptions in order to participate in the ValueOptions network.

Q. I recently completed my credentialing/recredentialing with another carrier; can you accept their credentialing/recredentialing materials instead of me completing the ValueOptions application?

A. No. You must complete the ValueOptions credentialing application.
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Q. Who do I call if I have questions regarding provider credentialing, rates and contracting?

A. Please contact the ValueOptions Provider Services Line at 800.235.3149 between 8 a.m. and 8 p.m. ET, Monday through Friday. A Provider Network Representative will be able to assist you with any questions.

CLINICAL, AUTHORIZATION AND QUALITY SERVICES

Q. What are the ValueOptions Clinical Department’s hours of operation?

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

ONLINE SERVICES

Q. What online services does ValueOptions offer?

A. ValueOptions offers an online provider portal, called ProviderConnect, to our participating providers. ProviderConnect is a 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.

Capabilities and Benefits

- Verify member eligibility
- Submit claims, re-credentialing applications and provider updates
- View and submit authorization requests
- Print forms and authorization letters
- Communicate to ValueOptions via an online message center
- Access Provider Summary Vouchers
- Reduce paper files, phone calls, labor and postage expenses and potential errors
- Improve cash flow due to faster claims processing
- Submit claims files from any system outputting 5010 HIPAA formatted 837P or 837I files (and from EDI claims submission vendors
- Complete multiple transactions in a single sitting
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Getting Started with Provider Connect

Register
Try the Demo
Getting Started with ProviderConnect Guide

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. PaySpan Health 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?


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

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

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.
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Q. Can I obtain the same PSV information 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 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 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)
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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, 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. Please supply the following information: Pay-to-Vendor Number and TIN or SSN.

**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. Is the information available on one site for both payments and PSVs?

**A.** Yes. Both are available on www.payspanhealth.com

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

**A.** Yes.

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

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

**CLAIM SUBMISSION**

Claims for all dates of service prior to January 1, 2014 should be submitted to OptumHealth Behavioral Solutions. Any questions regarding claims for these dates of service should also be directed to Optum.
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Claims for services rendered with dates of service on or after January 1, 2014 should be submitted to ValueOptions at:

ValueOptions
P.O Box 1800
Latham, New York 12110

Any questions regarding claims with dates of service on or after January 1, 2014 should be directed to ValueOptions at 1.877.7.NYSHIP (1.877.769.7447) Option 3.

Q. Can I submit my claims electronically to ValueOptions?

A. Yes. Participating providers can 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.

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 to achieve the greatest efficiency in claims processing.