

ValueOptions® is going green.

Thank you for your patience as we transition into our Go Green<sup>SM</sup> project. Below, you will find some frequently asked questions (FAQs) to assist you during this transition.

**1. What is PaySpan/Payformance?**

- a. **Payformance is the name of the vendor partnering with ValueOptions® to deliver an electronic funds transfer (EFT) solution to our providers.**
- b. **PaySpan Health is the software used for online registration 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 of 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 money. Using direct payments can save about \$150 annually per individual by reducing stamp costs, check costs and late fees. It also can reduce fraud.**

**3. Is EFT 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](http://www.payspanhealth.com)

- 5. 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 they will need to provide bank account information. If they want Provider Summary Vouchers (PSVs) electronically, then no bank account information is needed.**
  
- 6. Can I obtain the same (i.e. PSVs) information on ProviderConnect?**
  - a. Yes. Printable versions of PSVs are available on ProviderConnect.**
  
- 7. Can I opt out of participation with PaySpan/Payformance and still receive paper PSVs?**
  - a. No. As of 8/1/2009, 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.**
  
- 8. Is this available for accounts where ValueOptions® doesn't pay the claims?**
  - a. No. You will need to contact the claims payer for those accounts.**
  
- 9. 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.**

**10. 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 the eight (8) character/digit password that they set up during the registration process.**

**11. 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](mailto:CorporateFinance@valueoptions.com) supplying the following information:**
  - i. Your ValueOptions® (PIN) = pay to vendor number**
  - ii. Your Tax Identification Number (TIN) or your Social Security Number (SSN).**

- b. You will receive an email back with your register code letter within three (3) business days.
- c. Also, if you recently received a payment from ValueOptions®, your unique registration code will be located on the check stub after the marketing caption.

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

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

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

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

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

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

**15. When is the effective date for discontinuing paper PSVs?**

- a. 8/1/09 - all PSD
- b. 11/1/09 - all PSD *and* all Commercial

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

- a. Yes.

- 17. Will you be providing training on how to use this new system?**
- a. **Yes. Web-based trainings occurred in June, July, August, September and October 2009.**
  - b. **If you missed the Webinars in 2009 you can listen to a recording of the Webinar at the following location on our Web site:**  
[http://valueoptions.com/providers/Training/Training\\_Workshops\\_Archives\\_2009.htm](http://valueoptions.com/providers/Training/Training_Workshops_Archives_2009.htm)
- 18. I would like to submit my claims electronically but I use a clearinghouse. Do you participate with any clearinghouses?**
- a. **Yes. Please see Provider Handbook sections Provider Connect and Electronic Claims Submission to read more about clearing houses.**
- 19. I am an EAP provider. Can I use EFT and receive electronic PSVs?**
- a. **Yes.**
- 20. Can I submit EAP claims online?**
- a. **Not at this time. This is in development and expected to be available in 2010.**
- 21. I use a billing service. Will they be able to access my information through the system?**
- a. **Yes, you will need to give them permission to access your account.**
- 22. 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.**
    - i. **For ProviderConnect contact EDI Helpdesk.**

- ii. **For PaySpan, please call PayFormance customer service at 877-331-7154 Hours are 7 a.m. – 9 p.m. ET. They are the experts and can assist the provider.**

**23. How do I contact PaySpan for support?**

- a. **1-877-331-7154 (Hours are 7 a.m. – 9 p.m. ET – Monday – Friday)**

**24. 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](http://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.**

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

- a. **No. We only have permission to deposit.**

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

- a. **Yes. See below**

<b>1. Client</b>
2. AMERIGROUP Corporation
3. Blue Cross Blue Shield of Massachusetts, Inc.
4. Centene Corporation
5. Excellus Health Plan, Inc.
6. HealthNow
7. Linkia, LLC Inc.
8. Oxford Health Plans (CT) Inc
9. Principal Life Insurance Company
10. Relay Health Prospective Health Services
11. ValueOptions, Inc.

**27. Is there a cost to use this service?**

- a. It is FREE to Providers.

**28. 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. 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.**