

ELECTRONIC PROVIDER SUMMARY VOUCHERS

ValueOptions® of California has electronic options for providers to access their Provider Summary Vouchers (PSV). A Provider Summary Voucher (PSV) is created each time a claim is processed. The PSV is an explanation of action taken by the ValueOptions® of California's Claims Department on submitted claims and encounters. The PSV tells the provider whether a claim has been paid, adjusted, or denied. When a claim is paid and a check is sent to the provider, the PSV will show payment information that reconciles to the amount of the check.

If you are already signed up with Payspan then you should already be receiving electronic PSVs.

If you are **not** signed up for Electronic Funds Transfer providers can access their PSVs. There are two methods that providers can use to access or to receive their PSVs.

PSV Online Options: Provider Summary Vouchers are available online at ProviderConnect www.valueoptions.com/pclogin. Providers can also access electronic PSVs and sign up for Electronic Funds Transfer (EFT) at Payspan Health¹ www.payspanhealth.com. Please visit one of the websites listed and sign-up in order to start receiving electronic PSVs.

If you have further questions please call the ValueOptions® National Network Provider Line at 1-800-397-1630, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Standard Time (EST).

¹ Note: At this time all MAC users should access ProviderConnect as a means of retrieving electronic Provider Summary Vouchers. Improvement coming to PaySpan soon.