



**VALUEOPTIONS®**

**Presents:**

**An Administrative  
Orientation for  
MedStar Providers**

**July & August 2009  
Forum Series**



# Agenda

- Welcome and Panel of Speakers
- Overview of MedStar and ValueOptions® Partnership
- Clinical Operations and Quality Management
- Claims Overview
- Overview of Network Services
  - Provider Relations
  - Contracting and Credentialing
  - Network Operations
- Customer Service – Clinical and Claims
- [www.ValueOptions.com](http://www.ValueOptions.com) & Overview of ProviderConnect
- Electronic Funds Transfer (EFT) & PaySpan Health
- Questions and Answers



# Welcome & Panel of Speakers

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# Panel of Speakers

- **Gayle Neill**, Director, Provider Relations Atlantic States
- **Jennifer Miller**, Senior Account Executive
- **Brian Esterling**, Clinical Director
- **Cathy Doran**, Manager, Claims Operations



# Overview of MedStar and ValueOptions® Partnership

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# ValueOptions<sup>®</sup> Organizational Background

- Corporate headquarters in Norfolk, Virginia
- 23 million members
- Serving 11% of the Fortune 500
- Commercial, public sector, federal divisions
- Six commercial service centers nationwide
- Managing behavioral health since 1985
- Largest independently held behavioral health and wellness company

# MedStar Family Choice

- MedStar Family Choice is a provider sponsored Managed Care Organization participating in the HealthChoice Program and the Maryland Children's Health Program operated by Maryland's Department of Health and Mental Hygiene.
- The first Maryland Medicaid Managed Care Organization Accredited by NCQA.
- Approximately 23,000 members in the Baltimore Metropolitan area.

# The MedStar/ValueOptions® Partnership

- Effective 8/1/2009
- Members can use the ValueOptions® provider network to get behavioral health treatment or other related services. Members may also self refer to any qualified substance abuse provider.
- ValueOptions® will perform utilization management duties to ensure medically necessary treatment plans are approved for coverage.
- ValueOptions® will be processing claims for coverage.





# Clinical Operations & Quality Management

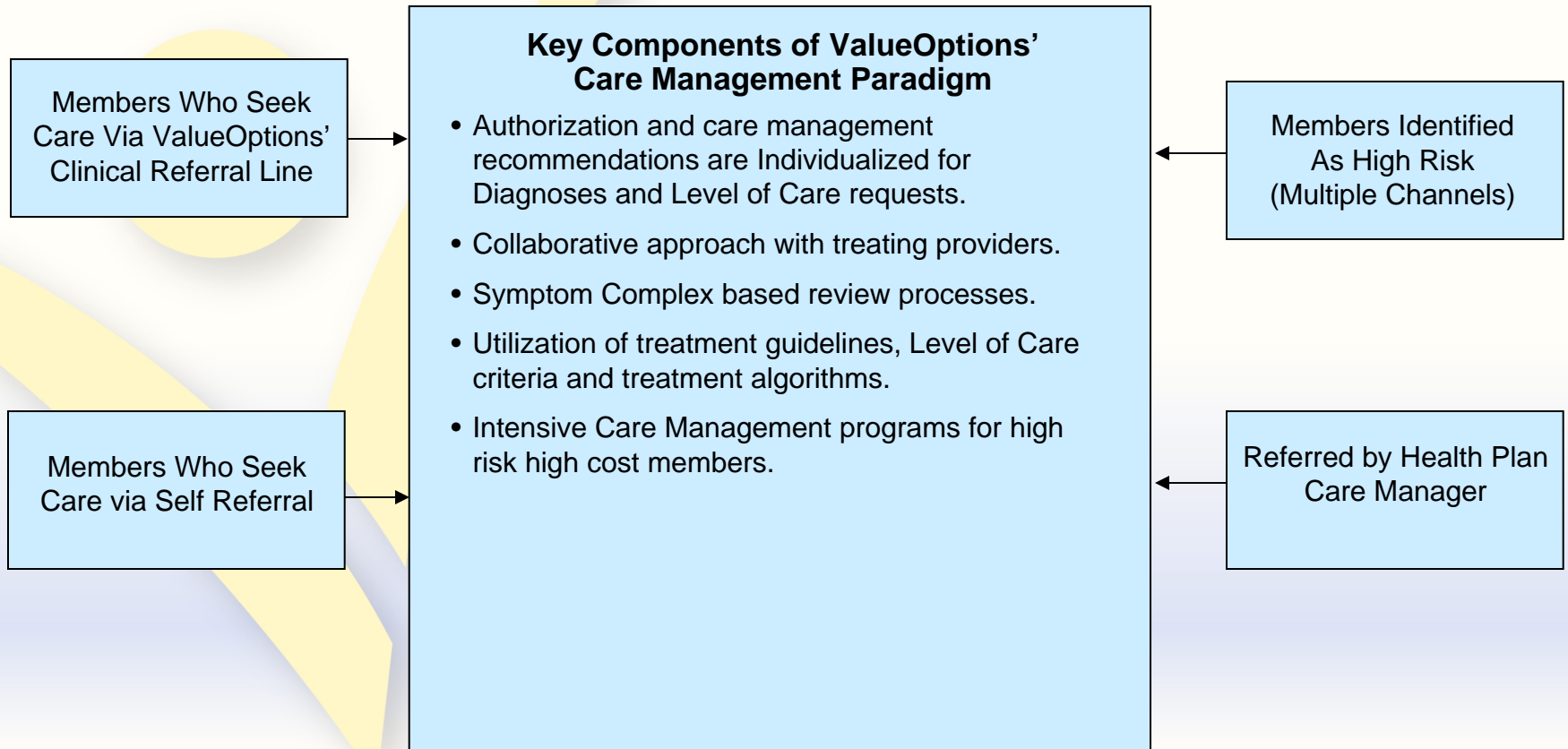
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# Clinical Operations

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# Care Management Paradigm



# Referral Assistance

- Licensed care management staff is available 24 hours a day/seven days a week for referral and utilization management.
  - Member referral process:
    - Emergencies are followed until disposition.
    - Urgent referrals are offered appointments within 48 hours and are called to ensure appointment is kept.
    - Providers can contact ValueOptions® for referral assistance if needed.
    - Providers should contact ValueOptions® 24 hours a day/seven days a week if members require higher level of care or increased visit frequency.
    - Care Management staff will assist with referral to inpatient or specialty programs.

# Resources for Providers

- Clinical information is available at ValueOptions.com
  - ASAM criteria utilized for Substance Abuse.
  - Treatment Practice guidelines.
  - PCP consult line 9 am to 5 pm – 877-241-5575.
  - Intensive Case Management Services
  - Achieve Solutions , a continuously updated and trusted behavioral health and wellness Web site that you can share with your patients. Designed with an intuitive, user-friendly interface, the site provides more than 6,000 articles on over 200 topics.
  - Provider Manual is found at <http://dhmh.state.md.us/mma/healthchoice/index.html>

# Utilization Management Process

- Inpatient and higher level of care requests are completed telephonically by calling 800-496-5849
- Authorization requests are required:
  - Within 2 hours of admission for inpatient detox, inpatient rehab, or RTC.
  - By the morning of the second day of admission for PHP
  - Within 72 hours for all other levels of care
- The account does not allow retro reviews, so any time between the admission and request that is outside of the above is not considered for payment.
- IP, RTC, and PHP requests are done telephonically
- Ambulatory detox, OP, IOP, and Meth Maintenance are done via submission of written treatment plan
- All written requests can be faxed to 919-379-9045

# Clinical Forms

- Providers must use standardized forms developed by providers and DHMH, which satisfy the requirement for a treatment plan for the Office of Health Care Quality. These forms can be found at:
  - <http://dhmh.state.md.us/mma/healthchoice/>
- Initial Treatment Plan for Ambulatory Detox, Intensive Outpatient Treatment, Methadone Maintenance, Traditional Outpatient Treatment
- Standard Information Required for Progress Report and Assessment of Continued Stay for Partial Hospitalization
- Standard Information Required for Telephonic Authorization for Intermediate Care Facility Treatment, Acute Inpatient Treatment
- Outpatient Concurrent Review Authorization of Care
- Discharge Summary



# Quality Management

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# Overview of Quality Management Program

- Quality Management Program Oversight is provided by Medical Director
- Key Quality Indicators include but are not limited to:
  - Satisfaction Survey measures
  - Access and Availability to Services – GEO access; phone statistics; appointment availability; etc.
  - Complaints and Grievances tracking and reporting
  - Patient Safety – (adverse incidents and quality of care)
  - Coordination of Care
  - Quality Improvement Activities/Projects
  - Compliance with URAC Standards
  - Compliance with NCQA Standards



GREAT LAKES  
SERVICE CENTER  
NORTH CAROLINA  
HEALTH CENTER



ACCREDITED  
HEALTH ORGANIZATION  
MANAGEMENT





# Claims Overview

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# Paper Claims Filing

- *Are you sending in paper claims?*
- *Paper Provider Summary Vouchers?*
- *Is your cash flow not flowing the way you would like?*
- *Are you buried in paper work or back billing that needs to be done?*



# Solution: Electronic Claims Submission

- Advantages:

**It's better, faster, and cheaper!**

- Reduced Paper Files
- Reduced Labor and Postage Expenses
- Reduced potential of error or mishandling
- Faster claims processing improves cash flow

# ValueOptions® EDI (Electronic Data Interchange)

- ValueOptions® will accept claims files from any Practice Management System that outputs HIPAA formatted 837P or 837I files, as well as from EDI claims submission vendors.
- ValueOptions® offers Direct Claims Submission on our website FREE to providers who do not have their own software, or who wish to submit certain claims outside their batch files.
  - These claims are processed immediately, and you are provided the claim number
  - You may submit batch claims files or Direct Claims interchangeably
- ValueOptions® has a dedicated Helpdesk **888-247-9311** (8am to 6pm EST) for EDI issues

# Submitting Paper Claims

***ValueOptions<sup>®</sup>***  
***P.O. Box 383***  
***Latham NY 12110***



**National Network Services:  
Provider Relations, Credentialing,  
Contracting, & Network Operations**

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# Provider Relations

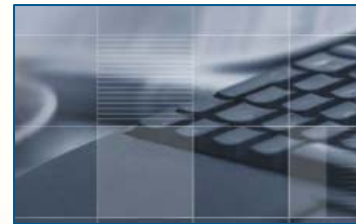
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# Provider Service Options

 **TELECONNECT**  
VALUEOPTIONS



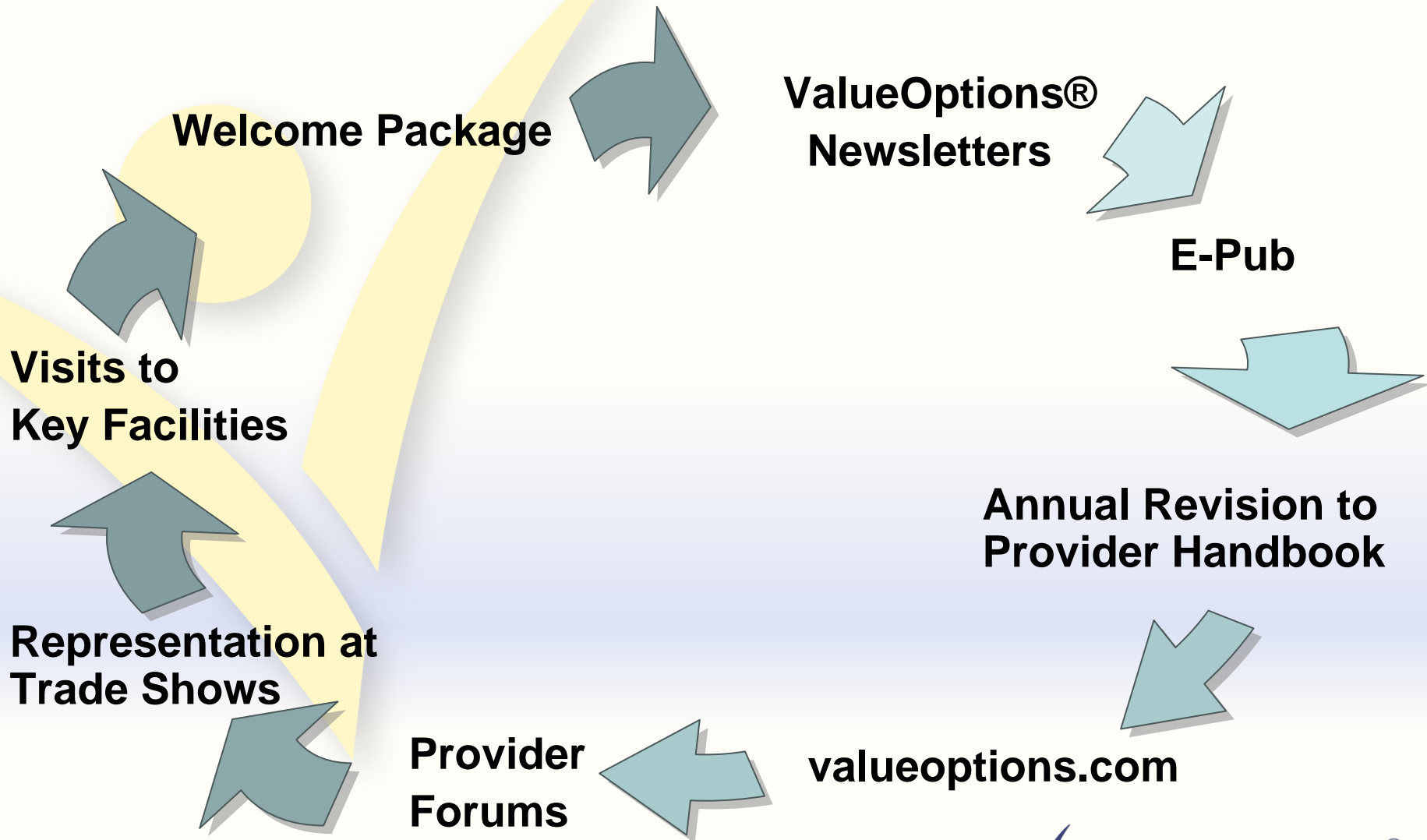
 **PROVIDERCONNECT**  
VALUEOPTIONS



 **SERVICECONNECT**  
VALUEOPTIONS

 **VALUEOPTIONS**<sup>®</sup>  
Improving Behavior to Improve Health

# Continuous Program of Provider Education



# National Provider Relations Web Site

- **Company News:** Read the most recent news about our company
- ***The Valued Provider:*** Access articles found in our provider newsletter. Read informative articles and learn about new initiatives underway at ValueOptions®
- **Educational Opportunities:** View educational articles and 2009 Provider Forum information online
- **Provider Forms:** Find administrative and clinical forms
- **2009 National Provider Handbook:** Read about ValueOptions® policies, provider responsibilities and much more



# Contracting and Credentialing

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# ValueOptions® Contracting & Credentialing

*Did you get your ValueOptions® provider mailing packet?*

- Provider Credentialing
  - Credentialing Applications
  - Facility Program Specific Addendum/s
  - FAQ (*Frequently Asked Questions*)
- Provider Contracting
  - ValueOptions® Provider Agreement
  - MedStar Family Choices Addendum
  - VO Fee Schedules

**Questions about your mailing packet? – Call 1-800-397-1630**  
*(8am – 5pm EST)*



# Network Operations

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# Provider Data Verification

- Annually, ValueOptions® sends provider data verification form to all providers verifying all demographic information
- All forms must be completed and signed
- Completed information ensures accurate referrals and claims payment.
- Quick Address Solutions
  - Validates addresses against official postal authority records
  - Improved overall address data quality
  - Increased productivity
  - Reduced waste caused by undeliverable mail.



# Customer Service: Claims and Clinical

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# ValueOptions<sup>®</sup> Customer Service Philosophy

- ValueOptions<sup>®</sup> Customer Service philosophy lies in our commitment to provide our members and providers with the most accurate and informed benefit, eligibility, claims, and certification information in the most effective, efficient, and compassionate manner.
- ValueOptions<sup>®</sup> puts our members' needs and concerns first and is committed to resolving inquiries promptly without the need to make a re-contact. We value our members' questions and concerns and place member satisfaction at the heart of our Customer Service philosophy.

# Clinical Customer Service

- **Clinical Customer Service – provides the following services to Consumers and Providers as the front end to the Clinical Department:**
  - Eligibility
  - Benefits
  - Authorizations
  - Referrals
  - Education assistance
- **Primary Contact Reasons to Clinical Customer Service**
  - Benefit and Eligibility Verification
  - Authorization Related Requests
  - Provider Referral Requests
  - Provider Participation Status

# Claims Customer Service

- Responds to routine claim, benefit & eligibility questions as well as facilitating the resolution & response to complex claim payment issues received via telephone, correspondence & the web
- Review & respond to administrative claim appeals and provider complaints
- Dedicated Liaisons to investigate & resolve complex client & provider issues received through account management & provider relations
- Claims Customer Service can be reached at 800-496-5849

# Contact Information

- Provider Line
  - Questions about Credentialing or Contracting
  - **(800) 397-1630**
- Clinical Authorization and Claims Customer Service
  - **1-800-496-5849** The current UBH MedStar Family Choice dedicated Customer Service Line will be transferred to ValueOptions® **effective 8/1/09**
- Provider Relations Email
  - [AtlanticStatesregion@valueoptions.com](mailto:AtlanticStatesregion@valueoptions.com)



# [www.ValueOptions.com](http://www.ValueOptions.com) and ProviderConnect Overview

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ValueOptions® Provider Online Services: Homepage. Providers connect to a variety of clinical re - Windows Internet Explorer

http://valueoptions.com/providers/Providers.htm

File Edit View Favorites Tools Help

hp Y! Web Search Bookmarks Settings Upgrade your Toolbar Now! HP Solutions HP Create

ValueOptions® Provider Online Services: Homepage. ...

ValueOptions®  
Improving Behavior to Improve Health

ProviderConnect Is A ValueOptions® Web Site

HOME MEMBERS PROVIDERS CLIENTS PRODUCERS

PROVIDERCONNECT Our Company News Room Awards Products & Services Site Search

PROVIDERS' HOME  
PROVIDER HANDBOOK  
FORMS  
EDUCATION CENTER  
COMPLIANCE  
NETWORK-SPECIFIC  
NEWS  
PROVIDER CONTACT  
PRACTICE PROFILE  
PRIVACY STATEMENT

ValueOptions Home » Provider Online Services

Helping people live healthier lives

Welcome to ValueOptions Provider Online Services. Login or register with ProviderConnect, a handy tool that allows you to submit and review claims, check eligibility, update your practice profile, and view correspondence. ProviderConnect is easy to use, secure and available 24/7. [ProviderConnect Helpful Resources](#) links you to a ProviderConnect User guide, HIPAA information, software downloads, a Guide to Using Single Claim Submission, important forms and helpful phone numbers to assist with the use of this tool!

Review the [Provider Handbook](#) to obtain information about our policies and procedures. The handbook contains such topics as administration, clinical criteria, and EAP programs.

Visit our [Forms](#) section and download the forms you need. Our forms are also included in the provider handbook.

PROVIDERCONNECT LOGIN

- Log In
- Register
- Try the Demo

SPOTLIGHT

- Electronic Funds Transfer (EFT) Training for Providers
- ValueOptions NPI Submission Process
- Important Changes in Authorization Process
- 1099 Questions?
- ValueOptions® On Track Program (NEW!)
- ValueOptions® Provider Handbook is Now Online! (NEW)

Internet 100%

# ProviderConnect Login Screen

## Please Log In

Required fields are denoted by an asterisk ( \* ) adjacent to the label.

Please log in by entering your User ID and password below.

\*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

\*Password

[Forgot Your Password?](#)

The information and resources provided through the ValueOptions site are provided for informational purposes only. Behavioral health providers utilizing the ValueOptions site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing ValueOptions information and resources in providing services to their patients. No information or resource provided through the ValueOptions site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through ValueOptions is consistent with their scope of licensure under applicable laws and ethical standards.

***It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.***

## New User?

Please register for access.

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at [e-SupportServices@valueoptions.com](mailto:e-SupportServices@valueoptions.com)

# ProviderConnect (Provider Online Services)

- **What is ProviderConnect?**
- **ProviderConnect is an online tool where providers can:**
  - Verify Member eligibility
  - View authorizations
  - Request Authorizations
  - Submit Claims
  - View Claim Status
  - Access Provider Summary Voucher
  - Submit inquiries to Customer Service
  - Submit updates to provider demographic information
  - Access and print forms
- ***Increased convenience & decreased administrative burden!***

# ProviderConnect Benefits

- **What are the benefits of ProviderConnect?**
- Free, online, secure application
- Easily access routine information 24 hours a day, 7 days a week
- Complete multiple transactions in a single sitting
- View and print information
- Reduce calls for routine information

# How to Access ProviderConnect?

- Access ProviderConnect through: [www.valueoptions.com](http://www.valueoptions.com) within the provider section of ValueOptions®
- All in-network providers will be able to obtain online registration per provider ID number via the website
- To obtain additional logons for ProviderConnect – contact the ValueOptions® EDI Helpdesk at (888) 247-9311, Monday thru Friday, 8a.m. – 6 p.m. EST
  - The turn around time for additional logons is 48 hours

# ProviderConnect Home Page

- Home
- EDI Homepage
- Specific Member Search
- Register Member
- Authorization Listing
- Enter an Authorization Request
- Claim Listing and Submission
- Enter a Referral
- Referral Listing
- Reports
- My Online Profile
- My Practice Information
- Provider Data Sheet
- NEW** Performance Report
- Essential Learning
- Compliance
- Handbooks
- Forms
- Network Specific Information
- Education Center
- ValueSelect Designation
- Contact Us

Welcome TUMNUS, PETER. Thank you for using ValueOptions ProviderConnect.

WHAT DO YOU WANT TO DO TODAY?

- ▶ [Specific Member Search](#)  
(eligibility, benefits, claims, authorizations)
- ▶ [Register Member](#)
- ▶ [Review Claims](#)
- ▶ [Enter a Claim](#)
- ▶ [Review an Authorization](#)
- ▶ [Enter an Authorization Request](#)
- ▶ [Enter a Referral](#)
- ▶ [View Referrals](#)
- ▶ [View My Recent Provider Summary Vouchers](#)

NEWS & ALERTS

- ▶ [Information Alerts to SWPA EDI Providers](#)
- ▶ [Important Notice Regarding Remittance Advices and Revenue Codes](#)
- ▶ [Information Alert to All ValueOptions Submitters](#)

ValueOptions is continually striving to increase the ease in which you can interact with us by developing online communications solutions. Using ProviderConnect allows you to accomplish an array of daily transactions through a secure, password-protected portal. By using ProviderConnect, you agree to abide by all privacy, HIPAA, and other governing laws.

YOUR MESSAGE CENTER



**INBOX** (1 **NEW** Message)



**SENT**

Recent Inquires Responded to by ValueOptions

Date Received	Subject	Member Name	Status
▶ 02-20-07	<a href="#">VERIFY MEM ENROLL</a>	<a href="#">SUSAN ASLAN</a>	<a href="#">COMPLETED</a>
▶ 02-09-07	<a href="#">AUTHORIZATION STATUS</a>	<a href="#">SUSAN ASLAN</a>	<a href="#">COMPLETED</a>
▶ 02-05-07	<a href="#">CLAIMS STATUS</a>	<a href="#">SUSAN ASLAN</a>	<a href="#">COMPLETED</a>
▶ 02-05-07	<a href="#">CLAIMS STATUS</a>	<a href="#">SUSAN ASLAN</a>	<a href="#">COMPLETED</a>
▶ 02-04-07	<a href="#">VERIFY MEM ENROL</a>	<a href="#">SUSAN ASLAN</a>	<a href="#">COMPLETED</a>

# EDI Batch Submission

ValueOptions EDI Home Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [http://www.valueoptions.com/PMC\\_prototype/ProviderConnect/pvd\\_edi.html](http://www.valueoptions.com/PMC_prototype/ProviderConnect/pvd_edi.html) Go Links

**PROVIDERCONNECT**  
VALUEOPTIONS

Home  
Submit Batch File  
Search Files  
Exit

### EDI Transactions

**Batch Submission.** To submit files, select the "Submit Batch File" button below.

**Search Files.** To find and review the status of submitted files, select the "Search Files" button below.

**\*Note:** In order to activate your Provider account, please complete the [Account Request Form](#) and return it to ValueOptions.  
**\*\*Signature must be on file.**

### Previous Claims File Batch Submissions

Submission #	Result	Date Received	Form #
<a href="#">0058040348</a>	Failed Validation	01/04/2008 3:03:01 PM	ENC837i
<a href="#">0057190346</a>	Passed Validation	01/02/2008 4:52:54 PM	837p

### Incoming Files

File Name	Date Posted	File Size
<a href="#">004a120313</a>	06/01/2005 05:11:49 PM	553020

© 2005 ValueOptions ProviderConnect

Done Internet



# Electronic Funds Transfer (EFT) & PaySpan Health Overview

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- PaySpan Health, an enhanced payment and reconciliation solution.
- This new solution will enable you to receive faster payments through electronic deposits with complete remittance details.
- You will have numerous online capabilities!



# General Features

- PaySpan provider site has an online security subsystem that allows you to control each user's access to specific customer applications, individual reports and web site features.
- PaySpan provider site's security control includes controlling access to the following functions:
  - Managing accounts
  - Reconciling payments
  - Viewing payments online
  - Viewing account configuration
  - Administering user rights
  - Accessing individual rights
- PaySpan provider site logs all user activity on the PaySpan provider site.
- PaySpan provider site provides Online Help on every screen.
- PaySpan provider site supports Internet Explorer 5.0 and above.



DEMO HEALTHCARE PARTNERS  
4439 EASY ST  
ANYTOWN, MA 12345

# Sample

your unique registration code:

XXXXXXXXXX

pay to vendor number  
for eft registration only:

A123456

### To Our Providers:

**ValueOptions®** now offers Providers **PaySpan Health** - a solution that delivers Electronic Payments (EFTs), Remittance Advices (ERAs), and much more. **FREE** to (insert Payer Name here)

Providers, the solution enables online presentment of remittances, and straightforward reconciliation of payments to empower our Providers to reduce costs, speed secondary billings, and improve cash flow.

### Convenient Payments

**PaySpan Health gives you the option to receive payments according to preference: electronically direct to a bank account, or by traditional paper check. You are also able to choose the method in which you receive remittance information:**

- **Electronic remittance advices** presented online and printed on location.
- **HIPAA 835 electronic remittance files** for download directly to a HIPAA-compliant Practice Management or Patient Accounting System.

### Provider Benefits

As a Provider, you can gain immediate benefits by signing up for PaySpan Health:

- **Reduce accounting expenses** – Electronic remittance advices can be imported directly into Practice Management or Patient Accounting Systems, eliminating the need for manual re-keying.
- **Improve cash flow** – Electronic payments can mean faster payments, leading to improvements in cash flow.
- **Maintain control over bank accounts** – You keep TOTAL control over the destination of claim payment funds. Multiple practices and accounts are supported.
- **Match payments to advices quickly** – You can associate electronic payments with electronic remittance advices quickly and easily.
- **Maintain control over remittance formats** – You can choose from a large library of formats for remittance advices you will receive.
- **Manage multiple Payers** – Reuse enrollment information to connect with multiple Payers. Assign different Payers to different bank accounts, as desired.



# How do I sign up?

- Providers will need the following to start the Provider Registration and to access Payspan system:
  - Provider Identification Number (PIN) – ( this is your ValueOptions® Pay to Vendor Number)
  - Tax Identification Number (TIN)
  - Bank routing information
  - Account information found Reference Document
- NOTE: Do not pull this information from a deposit slip as your bank routing information is different than what is reported on the check.
- If you do not have the registration enrollment letter, please contact the ValueOptions® Corporate Finance Department at [CorporateFinance@valueoptions.com](mailto:CorporateFinance@valueoptions.com) with your PIN or TIN and your registration code will be emailed to you within 3 business days.

# www.payspanhealth.com

• Log onto:

• [www.payspanhealth.com](http://www.payspanhealth.com)

• Select Secure Registration button.

• Registration Code Screen will appear.

• PaySpan Health Customer Service Support Phone Number:

• 877-331-7154

• Hours 7AM – 9 PM (EST) Monday - Friday.

• Download User Guide on Help Menu

The screenshot shows the PaySpan Health website in a Windows Internet Explorer browser window. The browser title is "PaySpan Health - Windows Internet Explorer provided by Payformance Corporation". The address bar shows "www.payspanhealth.com". The website features a green header with the PaySpan Health logo and navigation links: "About Us", "PaySpan Health Overview", "PaySpan Health Benefits", and "PaySpan Health FAQs". The main content area has a green background with the text "Welcome to PaySpan Health" and "The optimal way to receive claim payments and advices". Below this, it states "PaySpan Health makes electronic payments practical. Now you can receive EFTs and ERAs without investing in new technology, and without changes to current systems!". A prominent message says "Registration is free and fast. Open the door to a better way of settling claims." There are two main call-to-action buttons: "SECURE REGISTRATION" and "SECURE LOGIN". The "SECURE REGISTRATION" button is highlighted in orange. Below the main content, there are sections for "What is PaySpan Health?" and "Why enroll in the PaySpan Health Service?". The "What is PaySpan Health?" section describes the service as an adjudicated claims settlement solution. The "Why enroll..." section explains that the service offers a practical solution for receiving HIPAA compliant EFTs and ERAs. The "SECURE LOGIN" button is located in a grey box on the right side of the page, with the text "Click here for secure Provider login" above it. The browser's status bar at the bottom shows "Internet".



# Question and Answers

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***Thank You!***