



ValueOptions® Maryland's ProviderConnect Registration **for** **Maryland Medicaid Public Mental Health System Providers**

This process applies to current Public Mental Health System (PMHS) providers with active Medicaid provider numbers. Your PMHS provider data from the Maryland Medicaid system is being added to the ValueOptions® Maryland system. This entry of the PMHS provider data results in the creation of a ValueOptions® Maryland, six-digit provider identification Number. This is the Identification Number that establishes your agency in our system by name and provider type, and controls access to the data within the ValueOptions® Maryland system.

ProviderConnect registration process:

1. To initiate the registration process, please have the following information available:
 - The Tax Identification Number (TIN) or Federal Employer Identification Number (FEIN) for each agency/program you want to register
 - The National Provider Indication (NPI) number(s) associated with each TIN or FEIN you want to register
2. Call the ValueOptions® EDI Helpdesk, at the number below, during the times indicated.
3. Identify yourself to the ValueOptions® Maryland EDI Helpdesk Representative as a Maryland Medicaid PMHS Provider.
4. As stated above, ValueOptions® has been entering provider data from the Maryland Medicaid System into ProviderConnect. Depending on the availability of your provider information in ProviderConnect, the following will occur:
 - If your provider information has been entered in ProviderConnect, we will supply you with a six-digit ValueOptions® Provider Identification Number during the telephone call.
 - If your provider information cannot be identified in ProviderConnect, the Representative will ask for additional identifying information. If the Representative is able to identify the provider in the Medicaid file, the information will be loaded in ProviderConnect, and the provider will be notified of the six-digit ValueOptions® Maryland Provider Identification number via email.
 - If your provider information cannot be located in the Medicaid file, the provider will be directed to contact the Department of Health and Mental Health (DHMH) Medicaid Provider Enrollment Department.

EDI Helpdesk

August 14th, 2009

Page 1

E-SupportServices@valueoptions.com

Phone: 1-888-247-9311

Fax: 1-866-698-6032

Monday – Friday 8am – 6pm EST

****The EDI Helpdesk will have special hours for Maryland PMHS Providers****

****Saturday 8/15 (8am – 4pm) and Sunday 8/16 (8am – 2pm)****



5. Once you have the six-digit ValueOptions® Provider Identification Number, you can register in ProviderConnect. An EDI Helpdesk Representative will assist you with the online registration.
6. User Identification Numbers allow providers to view and enter information in ProviderConnect. If you chose to have multiple User Identification Number for the users within your agency, all additional User Identification Number requests, after the initial registration, must be submitted in writing. Providers requesting 10 or more additional User Identification Numbers may choose to submit the requests individually on the attached “Maryland Additional Login Account Request Form”, or in a batch, on the attached “Maryland Additional Logon Multiple Account Request Form”.
7. When registration is complete in ProviderConnect, providers are strongly encouraged to submit an 837 test file. Refer to Frequently Asked Question #15 for detailed instructions.

Useful Information:

In ValueOptions® Maryland’s system a provider is defined as an agency. For example: If ACME Agency operates an outpatient mental health clinic, a PRP, and a Residential Treatment Center, and all services are provided under the same agency name and TIN/EIN, ValueOptions® Maryland will assign one number for the ACME Agency even though MMIS required separate Medicaid and NPI numbers for each service type and service location. In ValueOptions® Maryland’s system a “core” provider record is created representing the overall ACME Agency. The core provider record is then linked to service location records which are in turn linked to the pay-to address which contains the appropriate TIN/FEIN.

- Facilities, FQHCs and OMHCs will have one ValueOptions® Maryland six-digit Provider Identification Number for each TIN/FEIN and/or each formal business name.
- Similar to the requirements of Maryland Medicaid, each individual practitioner within a group practice will have one ValueOptions® User Identification Number. Each of these provider numbers is associated to the Group Practice’s TIN/FEIN for purposes of payment.
- Individual practitioners will have their own provider record, ValueOptions six-digit Provider Identification Number and User Identification Number.

On-line registration is only available for the initial registration request to enable new providers quick view access only. ValueOptions® Maryland recommends that this access be obtained by the primary office manager. This initial User Identification Number can also have authority to submit claims once a written request is submitted and processed.

Additional User Identification Numbers must be requested in writing. The “Maryland Additional User Account Request Form” and the “Maryland Additional Use Multiple Account Request Form” are attached to this document and can also be obtained from MHA’s web site. Or you may use ValueOptions® general account request form, available on ValueOptions.com, and found under the “Provider” tab. If you do not have web access, the form may be obtained by contacting the EDI Helpdesk at (888) 247-9311 Monday through Friday, from 8 a.m. - 6 p.m., EST.



Frequently Asked Questions

1. **Question:** What if I am not able to see all of the office locations in ValueOptions® ProviderConnect, or find that some of my agency's data is incorrect?

Answer: ValueOptions® Maryland is still entering provider data in our system. Please email the EDI Help Desk with the NPI(s), Medicaid Provider Identification Number(s) and address(es) for each location you have not found. ValueOptions® Maryland will verify receipt of this data from Maryland Medicaid. If received, we will update your information and email you when the data entry is complete. You will need to request that your agency's provider data be updated by Maryland's Medicaid Provider Relations IN the following three situations:

1. If we do not find your Agency's provider information in the Maryland Medicaid data we have obtained,
2. The information you requested that we load conflicts with what we received, or
3. The data in ValueOptions® ProviderConnect system is incorrect and we have validated this is what was received from Maryland Medicaid.

2. **Question:** How do I determine the most appropriate ValueOptions® ProviderConnect Account Setup for me?

Answer: If you are a MHA approved OMHC, FQHC, or Hospital based outpatient clinic, individual practitioners are not required to have individual provider numbers. Only those practitioners who are in an independent group practice or are individual practitioners, are required to have individual provider numbers.

While the EDI Helpdesk staff can provide setup options for your agency, it is up to you to determine the appropriate number of User IDs that will provide staff access to their specific provider data. Providers may obtain:

- One User ID for each department/level of access. For example, a provider can obtain one User ID that is used by your billing staff and that has claims submission access and another User ID that is used by your clinical staff and that does not have claims submission access. The provider will only need to submit one Account Request Form per account, not one per individual person.
- One User ID for each individual who will use ValueOptions® Maryland's ProviderConnect. The provider will need to submit one Account Request Form per individual account.



3. **Question:** Do we have to fax the Account Request Form or can we email it?

Answer: You may email a completed form in a PDF format that includes the authorizing person's signature.

4. **Question:** How will I be notified what my ValueOptions®'s ProviderConnect User ID and password is?

Answer: You must provide the EDI Help Desk with the email address to which the User ID and password will be sent.

5. **Question:** How is ValueOptions®'s ProviderConnect User ID Security maintained once User IDs have been assigned?

Answer: Regardless of how an agency determines User IDs should be configured, the agency is responsible for maintaining the security.

- If multiple people are using one User ID, and a staff member leaves your organization, you will need to log onto ValueOptions®'s ProviderConnect, click on "My Online Profile", and change the password. You will then need to distribute the new password to those staff members who still need access to ValueOptions®'s ProviderConnect.
- If you have one User ID per individual, and that individual leaves, you will need to contact the EDI Helpdesk and request the account be deactivated.

6. **Question:** What ValueOptions® Maryland ProviderConnect security do I need if I work for a facility or clinic?

Answer: If you are employed by a MHA regulated OMHC, FQHC, or Hospital based outpatient clinic, individual practitioners are not required to have individual provider numbers. Please contact your program administrator for clarification on how your agency has determined to request security access for their program.



7. **Question:** We have **multiple NPIs** associated to a single TIN/FEIN. Medicaid requires that we have a separate Medicaid ID for each NPI. How does this work in ValueOptions' system?

Answer: If you are billing for all services regardless of the NPI under the same provider name and TIN FEIN, our system links these NPIs to one provider number and remits one Provider Summary Voucher and check. During claims processing, we capture the submitted NPI, the patient account number, and the line item control number (on EDI claims). The patient account number and line item control numbers are included in the 835. The patient account number is on the Provider Summary Voucher.

8. **Question:** I want **individual User IDs** for many providers. The paperwork seems too cumbersome. What is the easiest means for me to obtain the User IDs that I need?

Answer: We believe that it is critical that we have tight controls on protecting consumers' mental health information and do require that access to this information is approved by the provider associated to that information. If you email the EDI Help Desk with your TIN/FEIN, NPIs and Medicaid IDs, we will provide you with the list of the providers whose data we have received from Maryland Medicaid. You may indicate on this form which provider should be provided with an individual User IDs and which should have access to submit claims. You can then return this form with the signed approval form for each class of IDs you are requesting. For example: if you are the administrator for a large provider group, and you want each provider to have an individual User ID, indicate which providers are to have them, and that you have the authority to approve this access on their behalf.

9. **Question:** What software can I use to submit claims? Do you have Maryland public mental health system billing software ready for download and use by September? Can the current APS billing system be used with Value Options® Maryland with address changes?

Answer: ValueOptions® Maryland will accept HIPAA compliant 837p and 837i claims files from your own practice management systems, or from a third party vendor with whom you have contracted. ValueOptions® Maryland has an online, direct claims submission application available through ValueOptions®'s ProviderConnect, and we have a batch claims submission application that can be down-loaded and used to submit HCFA claims. You will need to address continued use of the APS billing system with MAPS-MD.



10. **Question:** Where can we find your 837p and 837i companion guide?

Answer: The 837 Companion Guide is available on the ValueOptions.com website under the “For Providers” tab. There is a compliance link on the left side of the screen.

11. **Question:** Since we are a new provider, where will we be able to find requirements for billing the services we provide?

Answer: You are to bill for your services to ValueOptions® as you bill them to MAPS-MD today. Specific billing policies will be posted on our website to assist you shortly.

12. **Question:** What consumer ID must be submitted on the claim? Can we submit the consumers’ social security number?

Answer: For Medicaid recipients, please submit the consumer’s Medicaid ID. For Uninsured recipients, submit the member number assigned by MAPS-MD. For Uninsured members registered through ValueOptions, a ValueOptions member ID will be provided through the registration process and is to be used for their service requests and claims submission.

13. **Question:** What provider number do we use when submitting claims?

Answer: You must submit the NPI on file with Medicaid for the services being billed. Include the appropriate FEIN, service location address and the Taxonomy if appropriate.

14. **Question:** What if I also see patients under other ValueOptions® accounts?

Answer: Agencies who will be submitted claims for Maryland and any other ValueOptions® account, must contact the EDI Help Desk. You will need both a commercial ValueOptions®’s ProviderConnect account and a Maryland specific account ID.

15. **Question:** How do I submit a test file?

Answer: Once you receive your ProviderConnect User ID and password, you can begin submitting 837 test files immediately. Logon to “ProviderConnect, click on the “EDI Home Page” (upper left, on the provider home page), click on “submit batch file” and follow the prompts. After you submit an 837 file, you will receive 2 e-mails. The first e-mail will simply inform you that your file was successfully received. The second e-mail will notify you if the file passed or failed HIPAA validation. If the file passed validation, give the EDI



Helpdesk a call and we will review your test file briefly to verify formatting. If the file format is correct, we can immediately switch your account to production. If the file failed validation, you will need to review the errors and submit a corrected 837 file. If you need help reviewing the errors, contact the EDI Helpdesk at the number below.