



PROVIDER ALERT

ELECTRONIC FUNDS TRANSFERS

DISCONTINUATION OF PAPER CHECK PAYMENTS

FEBRUARY 8, 2013

In conjunction with State-wide efforts to maximize available technologies, the Mental Hygiene Administration has asked ValueOptions to completely phase out claims payments via paper checks by the end of this fiscal year. In support of this request, we are requiring that all providers enroll in the electronic payment program available through PaySpan no later than March 31, 2013. Paper checks will not be issued after March 31, 2013 without prior approval from MHA, and no paper checks at all will be issued after June 30, 2013. Providers who would like to request an exception to the March 31, 2013 deadline should contact marylandproviderrelations@valueoptions.com

About PaySpan's electronic payment program

ValueOptions offers all providers the ability to receive their payments and explanation of payments (EOPs) electronically through our vendor, PaySpan. Your payments from the Public Mental Health System will be automatically deposited into your bank account. EOPs are available on-line for review or print-out as needed. The registration process is quick and simple. For instructions go to: <https://www.payspanhealth.com/>. If you have any questions about the program, please contact Linda Garrington, in our Claims Department, at 410-691-4050 or via email at linda.garrington@valueoptions.com

Thank you for your cooperation.