



PROVIDER ALERT

IMPORTANT FINANCE INFORMATION FOR 2015

DECEMBER 30, 2014

Starting in January 2015, the check payment cycle will be changing from a weekly Tuesday processing date to a weekly Wednesday processing date. Therefore providers will be receiving their electronic payment (via PaySpan) one day later than they did in 2014. For electronic fund transfer (EFT) payments, providers should see deposit to their account on a Thursday or Friday depending on their financial institution.

It was announced that providers may also receive two checks per check cycle in 2015, one for Medicaid funded services and one for State of Maryland funded services (this does not include grant-funded services). This will not start until sometime towards the end of January/February. Another Provider Alert will be sent out when this new process is implemented.

ValueOptions will pay all “clean claims” within fourteen (14) days of receipt and will pay all claims within thirty (30) days.

With these changes, providers need to note that the claims cut-off for the weekly check cycle will continue to be Monday evening. The ValueOptions Finance Department has new administrative responsibilities to complete prior to the check run being processed on Wednesday. Providers need to take these changes into account.

It is very important for providers to timely reconcile their payments and report issues to the ValueOptions Customer Service Unit at 800-888-1965.