

Chapter 5

Information Technology

- 5.1. ProviderConnect
- 5.2. Clearinghouses
- 5.3. PaySpan® Health
- 5.4. Beacon Electronic Data Interchange (EDI) Claims Link for Windows®
- 5.5. Beacon Maryland Website
- 5.6. Achieve Solutions

Beacon Health Options, Inc. (Beacon) provides a suite of services and applications that offer providers real-time access to the tools they need to conduct most administrative transactions with Beacon, as well as request services for participants. At the core of this is ProviderConnect which accelerates provider's workflows by delivering an interactive Web-based system for collaborative business processes.

5.1. ProviderConnect

ProviderConnect is a secure, password protected site where participating providers conduct certain online activities with Beacon directly 24 hours a day, seven days a week (excluding scheduled maintenance and unforeseen systems issues). Currently, participating providers are provided access to the following online activities:



- Authorization or certification requests for all levels of care
- Concurrent review requests and discharge reporting
- Single and multiple electronic claims submission
- Claim status review for both paper and electronic claims submitted to Beacon
- Verification of eligibility status
- Submission of inquiries to Beacon's Provider Customer Service
- Updates to practice profiles/records
- Electronic access to authorization/certification letters from Beacon and provider summary vouchers

For additional information on how to access these features in ProviderConnect, visit the ProviderConnect Helpful Resources page at http://www.valueoptions.com/providers/Provider_Connect.htm.

PROVIDERCONNECT LOG ON

To log on to ProviderConnect:

1. Access the following URL: <http://maryland.valueoptions.com/>.
2. Click on the **Behavioral Health Providers** link.
3. Click **Log In**.
4. Enter your User ID and Password.
5. Click **Log In**.
6. Carefully read the User Agreement and then click **I Agree**.

Note: ProviderConnect permits submitters belonging to providers with the same NPI to use a single login for accessing multiple accounts.

PROVIDERCONNECT NEW USER REGISTRATION

If you are a new user, you must first register in order to access ProviderConnect.

1. Access the following URL: <http://maryland.valueoptions.com/>.

2. Click on the **Behavioral Health Providers** link.
3. Click **Register**.
4. Complete the fields on the **Provider Online Services Registration** screen. Please note: Within ProviderConnect, a red asterisk (*) indicates a required field.

- Enter the provider’s first name.
- Enter the provider’s last name. **(required)**
- Enter the person’s name to contact at the office.
- Enter the provider number. **(required)** Contact Beacon’s National Networks at 800.397.1630 to obtain a Provider ID number, if needed. The Provider ID number is assigned by Beacon.
- Enter the provider’s Federal ID or Social Security Number.
- Enter and verify the provider’s primary email address. **(required)**
- Enter the provider’s secondary email address.
- Enter the provider’s complete phone number, omitting dashes. **(required)**
- Enter the provider’s complete fax number, omitting dashes.
- Enter and confirm a password. **(required)** Passwords must contain at least:
 - One number (0-9)
 - One upper case letter (A-Z)
 - One lower case letter (a-z)
 - One of the following special characters:

!	~	&)	,	:	=	[^	{
#	“	'	*	-	;	>	\	_	
\$	%	(+	.	<	?]	`	

Passwords must be between 8 and 20 characters, cannot contain spaces, and are case-sensitive.

- Create a security question and answer. **(required)**
5. Click **Submit**.

You are required to change your password every 90 days.

5.2. Clearinghouses

Electronic claim submission is also accepted through clearinghouses. When using the services of a clearinghouse, providers must reference Beacon’s Payer ID—**FHC &Affiliates**—to ensure Beacon receives those claims.

5.3. PaySpan® Health

Beacon providers must use PaySpan® Health, the largest healthcare payment and reimbursement network in the United States, for electronic fund transfer. PaySpan® Health enables providers to receive payments automatically in their bank account of choice, receive email notifications immediately upon payment, view remittance advices online, and download an 835 file to use for auto-posting purposes.

5.4. Beacon Electronic Data Interchange (EDI) Claims Link for Windows®

The EDI Claims Link for Windows® application is another tool providers or their designated representatives have available to them to submit HIPAA-compliant electronic claims. This tool requires installation on a computer and creation of a database of providers and members. Please refer to the EDI Claims Link for Windows® User Manual located at:

<http://www.valueoptions.com/providers/Compliance/edicclaimslinkmanual.pdf>.

5.5. Beacon Maryland Website

Beacon's Maryland website (<http://maryland.valueoptions.com/>) contains information about Beacon and its business. Links to information and documents important to providers are located here on the **Behavioral Health Providers** link, including additional information pertaining to Beacon's E-commerce Requirement. Providers can also access ProviderConnect and Achieve Solutions from the site, as well as view a copy of Beacon's Notice of Privacy of Practices regarding the use of the website.

Please note: Beacon's website includes Terms and Conditions that cover areas specific to "No Warranties," "Exclusion of Liability," "Indemnification," "Jurisdiction" and "General Provisions," as well as technical assistance related to the installation and use of this software. Technical assistance includes, but is not limited to, any guidance, recommendation, instruction, or action taken by Beacon or its employees, including where such activity is performed directly on your system, device, or equipment by a Beacon employee or other representative.

5.6. Achieve Solutions

Achieve Solutions is an educational behavioral health and wellness information website. This website is educational in nature and is not intended as a resource for emergency crisis situations or as a replacement for medical care or counseling.