



PaySpan Frequently asked Questions and Answers

1-What is PaySpan Health?

PaySpan Health is a multi-payer adjudicated claims settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control over bank accounts, file formats, and accounting processes.

2- Is there a cost Associated with PaySpan Health?

There is no cost for the provider to enroll in the PaySpan Health service and there are no costs to receive electronic fund transfer (EFT) payments and electronic remittance advices (ERA) through this service.

3-How do we receive a registration code?

There are different ways that a provider may receive a registration code. ValueOptions may have sent you a registration code via a letter; you may have received a notification by a message on a recent check stub or through a Provider outreach program. If you haven't received a registration code, contact **Value Behavior Health of Pennsylvania at 1-877-615-8503 and speak to a customer service representative.**

4-What is a PaySpan Health registration code?

A registration code is a unique payer specific eight digit code that enables a provider to register with PaySpan Health to begin receiving EFT and ERA's.

5-What do we do with our registration code?

Go to www.PaySpanHealth.com and spend 5 to 10 minutes for an online enrollment. You will need this registration code, your ValueOptions vendor number, which can be found on your ValueOptions remittance, your TIN and your banking information, bank routing and bank account number. Once you have registered, you will receive an email with instructions on how to complete the registrations process.

6-Will we need to modify anything in our Practice Management or Health Information System?

If you are interested in posting an 835, no development work or alterations will need to be made to your practice management or health information system. However, if you are not interested in receiving the 835, payment vouchers can be viewed online and printed locally.

7-What is EFT and why would we want to receive our remits electronically?

Electronic Funds Transfer (EFT) payments are more convenient, reduce paper handling, streamline lockbox services, and reduce the risk of lost payments. Even more significant are the advantages of getting an Electronic Remittance Advice (ERA) with each EFT. Delivered in an 835, the ERA can be directly imported into your practice management or health information system, eliminating the need to re-key remittance details from check stubs, a process that is time consuming and often introduces errors.

8-Can I receive EFT but continue to receive paper remits?

No. If you are interested in being paid electronically you can no longer receive paper remittances. You can print your remittances from the PaySpan Health system.

9-Can funds go into different accounts?

Yes, you keep total control over the destination of any claim payment funds. For every unique Voucher number, you may route these funds into different bank accounts.

10-How long does it take to get enrolled in PaySpan Health?

Enrolling in PaySpan Health is a very short process, 5-10 minutes. You will need your registration code, your ValueOptions vendor number, which can be found on your ValueOptions remittance, your TIN and your banking information, bank routing and bank account number.

11-Once the online enrollment has been completed, how long until I am active with PaySpan Health?

Once the provider has completed the online registration, Payformance Corporation will deposit less than \$1 into the provider's account. The provider must contact their bank to determine the amount of the deposit, usually within 2-3 banking days. The provider will then log back into their PaySpan Health account and enter that deposit amount. If the amount entered matches the Payformance Corporation deposit amount, the receiving account becomes active immediately.

12-Is it mandatory to participate with PaySpan Health?

No, you may continue to receive checks and vouchers via paper from ValueOptions.

13-There was a small amount of money deposited in our account from Payformance Corporation, what is it and how do we return it?

PaySpan Health is a product of Payformance Corporation. In order to enroll in PaySpan Health you will receive a small deposit, less than \$.50. This amount will be used to confirm that deposits can be delivered to the bank account you have entered. The deposit does not have to be returned to Payformance Corporation.

14-Where to go for more information regarding PaySpan Health?

www.payspanhealth.com or call 877-331-7154.