

Instructions for Setting up Claim Submission to ValueOptions Behavioral

ClaimsConnect® has established electronic routing for behavioral health claims to ValueOptions Behavioral and its subsidiaries, including Harvard Pilgrim Behavioral and the Medicaid Behavioral payers for AZ, CO, CT, MA, PA, and TX. You may begin using this routing immediately, however you must set up the payers properly in your Library of Insurance Companies before you begin submitting claims or you will experience claim rejections.

Proper setup includes obtaining and adding the provider's Vendor Location Number(s) and Provider ID(s), as well as adding the appropriate Payer IDs, Source of Pay Code, and Insurance Company Name to your software.

Please read all of the instructions in this report as each section contains information that is critical to a smooth transition to electronic claims filing with ValueOptions Behavioral. If, after reading this report, you still have questions about how to set up ValueOptions Behavioral in your Helper Software®, please call Helper Software® Technical Support at 781-937-0080.

Note: These setup instructions only apply to the ValueOptions Behavioral payers listed in this report. These setup instructions are unique and are designed to accommodate the special data requirements of ValueOptions Behavioral claims. Please do not use these instructions to set up any other payer.

There are some payers that might be confused with ValueOptions Behavioral, but that should not be routed to ValueOptions Behavioral and therefore should not be set up following these instructions. These include:

- Harvard Pilgrim NON-Behavioral payers - Please continue to send these claims as you have in the past to Harvard Pilgrim payer ID 04271.
- ValueOptions-GHI and ValueOptions-Empire payers - Please continue to send these claims as you have in the past to GHI payer ID 13551.
- GHI-HMO - Please continue to send these claims as you have in the past to GHI-HMO payer ID 25531.
- Medicaid NON-Behavioral payers - Please continue to send these claims as you have in the past, usually to a payer ID that begins with 'SK'. The setup instructions in this report do not apply to Medicaid NON-Behavioral payers for AZ, CO, CT, MA, PA, and/or TX, nor do they apply to any Medicaid payer for any other state.

What's covered in this document?

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- 3) **Payer Name**
- 4) **Vendor Location Number**
- 5) **Provider IDs**
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Payer ID

If the provider has a single Vendor Location Number, please use the following default settings. If the provider has more than one Vendor Location Number, please call Helper Software® Technical Support at 781-937-0080 for important instructions on setting up the additional numbers. Please see section 3 (below) for an explanation of Vendor Location Numbers.

Please select the appropriate five-character Payer ID for each ValueOptions Behavioral payer you will be sending claims to:

ValueOptions Behavioral = VAL01

ValueOptions Harvard Pilgrim Behavioral = HP001

ValueOptions Arizona Medicaid Behavioral = AZMC1

ValueOptions Colorado Medicaid Behavioral = COMC1

ValueOptions Connecticut General Assistance = CTGA1

ValueOptions Massachusetts Behavioral Health Plan = MBHP1

ValueOptions Southwestern Pennsylvania = SWPA1

ValueOptions Texas NorthStar = TXNS1

In Helper Software®, the Payer ID is entered on the Insurance Company Information screen, in the field labeled 'Payer Organization ID' (about halfway down on the right side of the Insurance Company Information screen).

Helpful Hints on Choosing the Right Payer ID:

Harvard Pilgrim Behavioral Insured ID numbers always begin with the letters 'HP'. Therefore, if a ValueOptions Behavioral patient's Insured ID begins with 'HP', you should link that patient to the Harvard Pilgrim Behavioral (HP001) payer in your Library of Insurance Companies. If a ValueOptions Behavioral patient's Insured ID does not begin with 'HP', you should link that patient to the ValueOptions Behavioral (VAL01) payer in your Library of Insurance Companies.

Texas NorthStar Insured ID numbers always begin with a letter (usually A, B, C, D, or E). Therefore, if a Texas NorthStar patient's Insured ID begins with a letter, link that patient to the Texas NorthStar (TXNS1) payer in your Library of Insurance Companies. If a Texas NorthStar patient's Insured ID does not begin with a letter, link that patient to the regular Medicaid of Texas (SMTX0) payer in your Library of Insurance Companies. (Remember that the setup instructions in this document do not apply to Medicaid of Texas with Payer ID SMTX0 because SMTX0 is not a ValueOptions payer.)

Claims Mailing Addresses vs. Payer IDs

Don't worry about using the same payer ID for different ValueOptions Behavioral mailing addresses. When you send your claims electronically, claims with different ValueOptions Behavioral mailing addresses might all be sent to the same ValueOptions Behavioral payer ID. The payer ID alone only determines that your claims will be sent to the main ValueOptions Behavioral, Harvard Pilgrim Behavioral, or Medicaid Behavioral processing system. That system then determines which plans your claims should be routed to based on a combination of the Payer ID, Vendor Location Number, and Provider ID that you included on the claims.

Payer Number

The Company Name field for ALL ValueOptions Behavioral payers (including Harvard Pilgrim Behavioral and Medicaid Behavioral payers) in your Library of Insurance Companies must be entered exactly as: VALUEOPTIONS, INC.

Note: There is a comma after 'VALUEOPTIONS' and a period after 'INC'. Also notice that 'VALUEOPTIONS' is one word. If you do not enter the Company Name in exactly this manner, your claims will be rejected.

Note: Because you cannot enter any additional information in the Company Name field, you may wish to use the Street Address 1 field to enter additional information about the insurance company you have set up (to make it easier to differentiate between multiple 'VALUEOPTIONS, INC.' payers when selecting an insurance company from other areas of the program). Just be sure to enter the payer's correct claims mailing address in the Street Address 2 field, just in case you ever decide to print and mail one of these claims.

Vendor Location Number

A Vendor Location Number is a number assigned by ValueOptions Behavioral to represent the location at which services are provided. If you do not know the provider's correct Vendor Location Number(s), please call your provider service representative (for example, your contact at Harvard Pilgrim Behavioral or Texas NorthStar). For ValueOptions Behavioral commercial, you may call ValueOptions National Networks at 800-397-1630.

Please enter the provider's ValueOptions Behavioral Vendor Location Number in the GRP# field for the ValueOptions Behavioral payer in your Library of Insurance Companies.

Please enter the provider's Harvard Pilgrim Behavioral Vendor Location Number in the GRP# field for the Harvard Pilgrim Behavioral payer in your Library of Insurance Companies.

Please enter the provider's ValueOptions Medicaid Behavioral Vendor Location Number in the GRP# field for any ValueOptions Medicaid Behavioral payer in your Library of Insurance Companies.

Please note that the Vendor Location Number consists only of alpha-numeric characters. Please DO NOT use any spaces, dashes, commas, or other special characters in the GRP# field.

Important Instructions for Providers with Multiple Vendor Location Numbers:

A provider will have more than one Vendor Location Number if the provider sees patients at more than one location. If the provider has more than one Vendor Location Number for Value Options, Harvard Pilgrim Behavioral, or Medicaid Behavioral, please call Helper Software® Technical Support at 781-937-0080 for important instructions on setting up the additional numbers.

Provider IDs

Please enter the provider's ValueOptions Behavioral Provider ID in the PIN# field for the ValueOptions Behavioral payer in your Library of Insurance Companies.

Please enter the provider's Harvard Pilgrim Behavioral Provider ID in the PIN# field for the Harvard Pilgrim Behavioral payer in your Library of Insurance Companies.

Please enter the provider's ValueOptions Medicaid Behavioral Provider ID in the PIN# field for any ValueOptions Medicaid Behavioral payer in your Library of Insurance Companies.

If the provider has more than one Provider ID for Value Options, Harvard Pilgrim Behavioral, or Medicaid Behavioral, please call Helper Software® Technical Support at 781-937-0080 for instructions on setting up the additional numbers.

Please note that the Provider ID consists only of alpha-numeric characters. Please DO NOT use any spaces, dashes, commas, or other special characters in the PIN# field.

If you need help determining the provider's correct Provider ID(s), please call your provider service representative (for example, your contact at Harvard Pilgrim Behavioral or Texas NorthStar). For ValueOptions Behavioral commercial, you may call ValueOptions National Networks at 800-397-1630.

Medicaid ID – for AZ, CO, CT, MA, PA, and TX Medicaid Behavioral Payers Only

Please enter the provider's Medicaid ID in field 24K for claims to ValueOptions Medicaid Behavioral (AZ, CO, CT, MA, PA, and TX) payers ONLY. Field 24K must be left blank for all other ValueOptions Behavioral payers.

If you need help determining the provider's correct Medicaid ID, please call your provider service representative for the Medicaid Behavioral payer.

Source of Pay Code

Please select 'F' (Commercial) as the Source of Pay Code for the ValueOptions Behavioral and Harvard Pilgrim Behavioral payers in your Library of Insurance Companies.

Please select 'D' (Medicaid) as the Source of Pay Code for any Medicaid Behavioral payer in your Library of Insurance Companies.

In Helper Software®, the Source of Pay Code is entered by clicking on the 'EC Fields' button found on the Insurance Company Information screen. An Electronic Submission Fields screen will open, from which you can select appropriate the Source of Payment from a drop-down list.

Data Entry

Please be careful when entering all Vendor Location Numbers, Provider IDs, and Insured IDs. These fields must consist of alpha-numeric characters ONLY. Please do not use any dashes, spaces, commas, periods, or other special characters in these fields or your claims will be rejected.

Paper Claims

Please do not use the old payer ID 'VALUE' unless you want ClaimsConnect® to print and mail ValueOptions Behavioral claims for you. There may be a few small ValueOptions Behavioral plans that do not yet accept electronic claims. If you find you are receiving systematic rejections (such as 'member ID cannot be found') for a specific ValueOptions Behavioral plan, please contact ValueOptions Behavioral to confirm that they are indeed the payer for that patient. If you determine that ValueOptions Behavioral is the payer, but the claims cannot be sent electronically, please use payer ID 'VALUE'. ClaimsConnect® will print and mail those claims for you and will research what is needed to establish electronic routing for that plan in the future.

Thank you for taking the time to read this report. Your cooperation will help ensure a smooth transition to electronic claims filing with ValueOptions Behavioral.

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