

Instructions for Setting up Multiple Vendor Numbers

These instructions have been created for providers with more than one Vendor Location Number for ValueOptions Behavioral, Harvard Pilgrim Behavioral, or any of the ValueOptions Medicaid Behavioral payers. If, after reading this report, you still have questions about how to set up ValueOptions Behavioral in your Helper Software® software, please call Helper Software® Technical Support at 781-937-0080.

Vendor Location Numbers are assigned by ValueOptions Behavioral to represent the location where services are provided. A provider will have more than one Vendor Location Number if the provider sees patients at more than one location.

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.

Note: The key to setting up more than one Vendor Location Number for a provider for a ValueOptions Behavioral payer is that you must create an additional insurance company (in your Library of Insurance Companies) with a DIFFERENT Payer ID to accommodate each additional Vendor Location Number.

It would be helpful, before proceeding with these instructions, if you would write down all of the provider's ID numbers in a format such as this example:

Location Number	Provider ID	Payer
A222222	123456	ValueOptions Behavioral
A444444	123456	ValueOptions Behavioral
B999999	555555	Harvard Pilgrim Behavioral
B888888	555555	Harvard Pilgrim Behavioral
1234567	1234567	Arizona Medicaid Behavioral
7654321	7654321	Arizona Medicaid Behavioral

Q: Why do I need to set up additional insurance companies just because I have more than one vendor location number?

A: There is only one GRP# field available for each Provider/Payer relationship in Helper Software®. Therefore, if more than one Vendor Location Number for a provider is needed, you create additional ValueOptions Behavioral insurance companies to give yourself the additional GRP# fields you need.

Also, because ClaimsConnect® must separate the provider's ValueOptions Behavioral claims into a separate batch for each of the provider's Vendor Location Numbers, ClaimsConnect® is using the Payer ID that you send to differentiate the claims that must be batched separately.

Therefore, ClaimsConnect® needs you to set up each of the provider's Vendor Location Number under a different Payer ID in your Library of Insurance Companies.

Q: How do I create new insurance companies in Helper Software®?

A: Click on **Libraries** (from the main menu at the top of the main Helper Software® screen). From the drop-down menu that appears, select **Insurance Companies**. The Library of Insurance Companies screen will be displayed. This screen lists all of the insurance companies you have already created. To create a new insurance company, click the **Add** button and fill in all of the appropriate information.

As you set up the additional insurance companies in your Library of Insurance Companies, remember that the Company Name field for ALL ValueOptions Behavioral payers (including Harvard Pilgrim Behavioral and Medicaid Behavioral payers) 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.

Tip: 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.

As you set up the additional insurance companies you need, please be sure to enter the provider’s appropriate Vendor Location Number in the GRP# field and corresponding Provider ID in the PIN# field for each insurance company. If you created a list of all the provider’s IDs, as suggested at the beginning of this report, it will come in handy now.

Q: What Payer IDs should I use for these extra ValueOptions Behavioral insurance companies?

A: Because you must set up each of the provider’s Vendor Location Number under a different Payer ID in your Library of Insurance Companies, ClaimsConnect® has created the following additional payer IDs for you to use:

For ValueOptions Behavioral (in addition to VAL01), you may use:

- VAL02
- VAL03
- VAL04
- VAL05
- VAL06
- VAL07
- VAL08
- VAL09
- VAL10

For Harvard Pilgrim Behavioral (in addition to HP001), you may use:

- HP002
- HP003
- HP004
- HP005
- HP006
- HP007
- HP008
- HP009
- HP010

For Arizona Medicaid Behavioral (in addition to AZMC1), you may use:

AZMC2
AZMC3
AZMC4
AZMC5

For Colorado Medicaid Behavioral (in addition to COMC1), you may use:

COMC2
COMC3
COMC4
COMC5

For Connecticut General Assistance (in addition to CTGA1), you may use:

CTGA2
CTGA3
CTGA4
CTGA5

For Massachusetts Behavioral Health Plan (in addition to MBHP1), you may use:

MBHP2
MBHP3
MBHP4
MBHP5

For Southwestern Pennsylvania (in addition to SWPA1), you may use:

SWPA2
SWPA3
SWPA4
SWPA5
SWPA6
SWPA7
SWPA8
SWPA9
SWP10

For Texas NorthStar (in addition to TXNS1), you may use:

TXNS2
TXNS3
TXNS4
TXNS5

For example, using the sample list of provider IDs from the beginning of this document, the provider's Location Numbers and Provider IDs would be set up under different payer IDs as the following example:

Location Number	Provider ID	Payer ID
A222222	123456	VAL01
A444444	123456	VAL02
B999999	555555	HP001
B888888	555555	HP002
1234567	1234567	AZMC1
7654321	7654321	AZMC2

Q: What about all the different mailing addresses I have already set up for ValueOptions Behavioral?

A: You may already have created more than one ValueOptions Behavioral insurance company in your Library of Insurance Companies to accommodate different mailing addresses for ValueOptions Behavioral print claims. Don't worry about using the same payer ID for different ValueOptions Behavioral mailing addresses. When you send your claims electronically, claims with different 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.

Note: For electronic claims, it is important that you set up different ValueOptions Behavioral Vendor Location Numbers under separate Payer IDs, but it is not important that you set up different claims mailing addresses under separate Payer IDs.

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