



Online Provider Services
Account Request Form

Required fields are marked with an asterisk. \*
Fax pages 1 & 2 of completed form to 866-698-6032.
Questions on this form? Read instructions on page 3
or call 888-247-9311.

- Special Instructions:
[ ] Secondary/Billing Clerk Account
[ ] New Grouped Account
[ ] Existing Grouped Account:

\*Provider, Practice or Facility Name

ValueOptions assigned Provider ID. If not known, please
contact the correct provider contacts on page 3

\*National Provider Identifier # (NPI)

\*Provider, Practice or Facility Tax ID (do not include the dash)

\*Address

\*City \*State \*Zip Code

( ) ( )

\*Telephone Number Fax Number

\*Please check which Online Provider Services options you would like to have access to:

- [ ] Electronic Batch Claims Submission (Claim batch file uploads)
[ ] Single Claims Submission (Directly on website)
[ ] Eligibility Inquiry
[ ] Claim Status Inquiry
[ ] Authorization Inquiry

\*Provider named above or office staff will be submitting claims [ ] Yes [ ] No (N/A if only requesting inquiry status)

Provider has retained a 3rd party Billing Agent or Clearinghouse to submit claims on their behalf. (Other than office staff) (If yes, please complete the Billing Intermediary Authorization Form) [ ] Yes [ ] No

Depending on the state in which you are practicing, you may need multiple accounts created to ensure the claims are processed accurately (i.e. Medicaid vs. Commercial). Therefore, to help us in setting up your account(s) correctly, if you are located in...

Colorado, will you be submitting CO Medicaid clients? [ ] Yes [ ] No, Commercial Only [ ] Both

Illinois, will you be submitting Illinois Mental Health Collaborative or ICG clients? [ ] Yes [ ] No, Commercial Only [ ] Both

If yes, will you be submitting Batch Registration Files? [ ] Yes [ ] No

Kansas, will you be submitting either KS Medicaid Claims or AAPS Block Grant clients? [ ] Yes [ ] No, Commercial Only [ ] Both

Massachusetts, will you be submitting MBHP clients? [ ] Yes [ ] No, Commercial Only [ ] Both

New Mexico, will you be submitting NM Medicaid clients? [ ] Yes [ ] No, Commercial Only [ ] Both

Pennsylvania, will you be submitting SWPA Medicaid clients? [ ] Yes [ ] No, Commercial Only [ ] Both

Pennsylvania, will you be submitting for the Non-HealthChoices Mental Health Program? [ ] Yes [ ] No Counties: \_\_\_\_\_

Texas, will you be submitting TX NorthSTAR clients? [ ] Yes [ ] No, Commercial Only [ ] Both

@
\* Provider's Contact e-mail address - Please print

@
E-mail address where you would like to receive your batch submission file feedback. - Please print.

\*Contact Name at Provider's Office



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Agreement Terms:

- A. The undersigned submitter authorizes ValueOptions to receive and process claims or batch registration submissions via the ValueOptions Electronic Transport System (ETS) or ValueOptions Online Provider Services Program on his/her/its behalf in accordance with the applicable regulations.
- B. All submitted information must be true, accurate and complete. I/We understand that payment of any claim submitted in falsification or concealment of a material fact may be prosecuted under any applicable state and/or federal laws.
- C. The Submitter agrees to comply with any laws, rules and regulations governing the ValueOptions Online Provider Services/EDI program.
- D. The Provider agrees to accept, as payment in full, the amounts paid in accordance with the fee schedules provided for under previously established agreements with ValueOptions.
- E. This is to certify that an exact copy of any claim files submitted via the ValueOptions ETS system or Online Provider Services program will be stored in an electronic medium and held by the originator for a period of 90 days or until the submission has been finalized as to reimbursement or denial of payment, whichever comes first.

\*This is to certify that the following is true:

\_\_\_\_ I am a provider  
OR

\_\_\_\_ I am office staff of a Provider, and am authorized to sign on their behalf.

Signatures:

\_\_\_\_\_  
Legal name of Organization

\_\_\_\_\_  
Title of individual signing for organization

\_\_\_\_\_  
\*Name of Individual Signing for Organization

\_\_\_\_\_  
\*Authorizing Signature

\_\_\_\_\_  
\*Date



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**Instructions for Account Request Form**

**Secondary/Billing Clerk account?**

If a ProviderConnect account already exists for the provider or facility, and an office staff member needs their own unique ID/password, you can check this box.

**What is a Grouped Account?**

- If you bill using several individual unique ValueOptions assigned provider numbers, we can set up a single login ID with access to multiple provider numbers. We will need a copy of this form for each provider, and you can check the appropriate box.
- If you bill as the facility using only a single provider ID, we only need one copy of this form. You will not need to check the "Grouped Account" box.

**New Grouped Account:**

Only check this box if you are registering multiple provider numbers, you want them accessible from a single user ID and password, and if you currently do not have a user ID for ProviderConnect.

**Existing Grouped Account:**

Only check this box if you currently have a login ID for ProviderConnect, and you want to include an additional provider number to be accessible from this account. Please write your existing login ID on the blank line. Make sure you put the new provider number in the appropriate field.

**Provider ID number:**

To make sure you have the correct provider ID numbers, and depending on what state and type of claims you will be submitting, the following service centers will be able to best assist you:

- For all commercial accounts or states not listed below: 800-397-1630
- Colorado Medicaid: 800-397-1630
- Illinois Mental Health Collaborative: 800-397-1630
- Kansas Medicaid or AAPS Block Grant: 800-397-1630
- Massachusetts MBHP: 800-495-0086
- New Mexico Medicaid: 888-251-7511
- Pennsylvania SWPA Medicaid or Non-HealthChoices Mental Health Program: 800-397-1630
- Texas NorthSTAR: 800-397-1630

**Batch vs. Single Claim Submission:**

**Single Claim Submission:** If you are a smaller practice, or happen to have a low volume of Professional claims (normally submitted on a HCFA-1500 or CMS-1500), Single Claim Submission may be best and easiest. With this option, you can submit each claim directly on the website, the member and provider information are verified, and you receive a claim number right away.

**Batch Claim Submission:** If you have to submit Institutional claims (submitted on a UB-92 or UB-04 form), and/or if you have a larger volume of Professional Claims, you can select Batch Claim submission. With this feature, you will create your claims using either our EDI Claims Link Software, or your own practice management software. You will then upload a batch file via our website for processing. Claim numbers are usually available in about 1 business day.

You can select both Batch Claim and Single Claim Submission if you like.

**Commercial and Medicaid Claims:**

We may need to create more than one online account for you if you need to submit both commercial and Medicaid claims. If you only select commercial or Medicaid for now, and you need to add the other in the future, please contact the EDI Helpdesk and we can make the appropriate updates for you. **If no option is checked, the default will be Commercial Only.**