

ELECTRONIC FUNDS TRANSFER

ValueOptions® of California offers providers a solution that delivers Electronic Funds Transfers (EFT's). These services are designed to give providers the benefit of receiving online accessibility of remittance/vouchers and straightforward reconciliation of payments at no cost. This helps providers to reduce costs, speed up secondary billings, and improve the availability of cash.

Payments: You may use options from the Payments menu to manage your Receiving Accounts, PaySpan Health Payers, and view previous reconciliation downloads. The options available from this menu pertain to your payments:

- **Account Management** – PaySpan Health organizes your incoming payments into Receiving Accounts. The Account Management section of the site contains information on each of the Receiving Accounts that have been set up to receive payments from registered Payers.
- **Payer Management** – The Payer Management section of the site displays information on each of the PaySpan Health Payers that have been registered to send payments. This section is controlled by security access rights.
- **Reconciliation History** – The Reconciliation History section of the site provides users with a list of all payments that have been confirmed from the PaySpan Health account and provides the ability to download past payments.

Reports: Reports allow the user to view historical records of their documents. Standard reports, such as the Payment Detail Report, are predefined and use a default set of fields when the template was initially created.

Some reports require criteria input for generation so that they can be tailored to your needs. Once you enter the criteria if necessary, the report will be generated and displayed in a separate window. You will then have the option to export the report in a number of different formats, including Excel and HTML for storage and printing from your local computer.

Document Archive: The Document Archive provides powerful searching and online viewing capabilities for all documents that have passed through the PaySpan Health system. This includes all payments that have been downloaded for reconciliation on your behalf, as well as all documents that were only confirmed and viewed online. Performing a Document Archive Search allows you to quickly locate past documents for customer or employee support, or other administrative purposes.

Administration: PaySpan Health has a Security module that will allow the Administrator to precisely designate which users will have access to the appropriate menu items and features on

the web site. Administrators have access to the User Administration and Security Administration sections described below to administer users and set security access rights to the PaySpan Health Payment Center features.

The Administrator may choose to restrict access to various features on the web site for process or security reasons. For example, the Administrator may restrict access to the "Account Access" or the "Edit Receiving Account" functionality.

The Main Menu Bar will appear for all users. For a menu item to work, the user must have the correct security access set by the group administrator.

Registering for Electronic Fund Transfer: The enrollment process is simple, secure, and will only take a few moments of your time. You will need the following items in order to complete the registration process.

1. Registration Code – you will obtain this from your letter that ValueOptions®, ValueOptions® of California's parent company, has sent to you.

If you do not have your letter with your unique registration code please email the ValueOptions® Corporate Finance email address at CorporateFinance@valueoptions.com with your tax identification number and pay to vendor number (this can be found on any provider summary voucher you may have received from ValueOptions® and/or ValueOptions® of California). Your unique registration number will then be sent to you within three (3) business days.

2. ValueOptions® Pay to Vendor Number.

Your ValueOptions® vendor number can be found on your paper voucher. Upper right hand corner – labeled Vendor Number.

3. Banking Account information (Only for Electronic Funds sign-up) – This needs to be for the account you wish to use if you are signing up for electronic funds transfer it can be found at the bottom of your check. (don't use a deposit slip as the routing numbers are usually different).

Using your web browser go to <http://www.payspanhealth.com>. Enter your unique registration code. **Your ValueOptions® Pay to vendor number is equal to – NPI/Legacy Number (Pin).** For additional assistance please contact Payformance Corporation's Provider Hotline (877)-331-7154 Monday through Friday 9:00 a.m. – 9:00 p.m. Eastern Standard Time (EST).

Registration information steps:

- Log onto www.payspanhealth.com

- **Select Secure Registration Button (registration screen will appear)**
- **Download User Guide under Help Menu**
- **Once the Registration Code Screen appears type in your Registration Code from your Registration Letter**
- **Select the OK Button and the Welcome Page will appear (Note: the person completing this process will become the administrator)**

Benefits of EFT: The Electronic Fund Transfer gives ValueOptions® of California providers the option to receive payments electronically directly to your bank account. By signing up you receive the following immediate benefits:

- **Reduce accounting expenses:** Electronic Remittance Advice can be imported directly into Practice Management or Patient Accounting Systems. This will eliminate any need for manual re-keying.
- **Improve cash flow:** electronic payments can mean faster payments leading to the improvement of cash flow.
- **Maintain control over bank accounts**
- **Match payments to advices quickly**
- **Manage multiple payers.**

Pay to Vendor Number: This is a vendor number issued by ValueOptions® and indicates the mailing address for all of your payments.