



Military OneSource Frequently Asked Questions

Q: What is the effective date that this transition will occur?

- A. Effective Sunday, October 30, 2011, ValueOptions® will administer the Military OneSource (MOS) program including non-medical counseling, work/life services, Wounded Warrior Resource Center, Spouse Education and Career Opportunities and Joint Family Support Assistance Program.

Q: What is the transition benefit plan for members whose providers are not credentialed and contracted for the ValueOptions MOS network prior to October 30, 2011?

- A. The transition benefit for members currently receiving services is yet to be determined. ValueOptions is in the process of sending email, fax or USPS communications to all network providers eligible for the MOS network. If you do not receive a communication via one of these methods by 10/7/2011, please call us at 800-397-1630.

Q: I am currently seeing MOS members. How does this impact me?

- A. For any members currently receiving services the transition plan is yet to be determined. For members who call on or after October 30, 2011, ValueOptions/MOS will authorize services. In order to receive referrals and provide services on or after October 30, 2011, you will have to be a participating ValueOptions/MOS provider and have completed the required training.

Q: I currently participate with ValueOptions as an EAP provider. What do I have to do?

- A. In order to participate with the MOS program, you must complete an appendix to your current ValueOptions Agreement and meet specific criteria required for this program. In the next several weeks, ValueOptions will be issuing correspondence to our participating providers with instructions regarding the Addendum to your agreement. Once you receive the correspondence, please follow the instructions provided in the correspondence and return any required documents within 10 business days to ValueOptions.

Q: I am not a provider in the ValueOptions MOS network. What do I do to join the network?

- A. ValueOptions is currently reviewing our network coverage areas and member access for purposes of ensuring availability of services. You may be receiving correspondence from ValueOptions extending an invitation for network participation. Instructions for completing the application, credentialing and contracting processes will be provided. We encourage you to adhere to the instructions and processing timeframes that will be outlined in the letter.



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Q: What are the requirements to participate in the Military OneSource program?

A. To be in the MOS provider network you must:

- Be a US Citizen
- Speak English
- Complete the following training requirements (with annual renewal)
 - Military Culture and Sensitivity
 - Orientation on the parameters of the program
 - Standardized training on each service component: Army, Navy, Air Force, Marine Corps, Army National Guard, Army Reserve, Air National Guard, Air Force Reserve, Marine Corp Reserve and Navy Reserve
 - ValueOptions Administrative Training of systems and forms
 - Training regarding deployment and reintegration
 - Post-suicide survivor training
 - Mandated and Duty to Warn process and reporting

Q: Where can I obtain the required trainings?

A. ValueOptions offers these trainings at no cost to providers participating in the MOS network.

1. The Military Cultural Competency course can be completed online through Essential Learning and offers 1.25 CEUs for completion of the course.
2. All other topics are covered in Military OneSource ValueOptions Provider Orientation .is also available through Essential Learning.

Q: What is Essential Learning and how do I access the courses?

A. ValueOptions has contracted with Essential Learning to offer this customized training center that presents and tracks training in an accessible and easy to use format. When you log-on to the **ValueOptions Essential Learning Training Center**, you will be able to take the required MOS Program courses using the convenience of the Internet—at your own pace, at your preferred time and from any location. You will know when training is completed and you will also have a permanent record of your work in the form of a transcript. The Military Cultural Competency Course has continuing education credits, CEU's. You can print out your certificate as soon as you have completed the course.

Once you have returned your MOS Program Amendment and Provider Statement of Understanding you will receive an email with your registration information and how to access the training.

The total time for the 2 required trainings will be approximately 4 hours annually.

Provider Network Participation, Contracting and Credentialing

Q: My peer received information about MOS from ValueOptions, but I have not received



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anything, when will I receive more information?

- A.** ValueOptions is sending out these communications over the next 30 days via email, fax or USPS. If you do not receive a communication via one of these methods by 10/7/2011, please call us at 800-397-1630.

Q: How does this affect my contract with Ceridian?

- A.** Your contract with Ceridian will no longer cover this program. If you have questions regarding services or invoices prior to October 30, 2011, contact Ceridian

Q: What fee schedule will be used if I am intending on becoming a ValueOptions provider for the MOS Program?

- A.** If you are already participating in ValueOptions' Commercial network, you should have received a letter extending network participation for the MOS and the amendments and rates that apply are included as a part of that Amendment.

Q: Do I have to be credentialed by ValueOptions?

- A.** Yes, all non-participating providers must be credentialed in order to participate in the ValueOptions MOS network.

Q: I just completed my credentialing/recredentialing with Ceridian; can you accept their credentialing/recredentialing materials instead of me completing the ValueOptions application?

- A.** No. As an NCQA accredited organization, ValueOptions is required to credential all of its in-network providers.

Q. I completed the MOS trainings with Ceridian. Do I need to repeat the training with ValueOptions?

- A.** Yes, you must complete the training with ValueOptions. As a part of this program, ValueOptions must have verification of the training completion and that the training meets the MOS program requirements so all trainings must be completed under this program. Also, ValueOptions training will include administrative tools and systems specific to ValueOptions.

Q: I am an administrator or a clinic or EAP agency, how do I enroll clinicians in our practice in the MOS program?



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A. Each clinician in your clinic or agency who will participate in the MOS Program must sign and return the MOS Program Provider Statement of Understanding and complete the required trainings.

Q: If I have general Provider Relations questions related to the MOS program who can I e-mail?

A. For MOS questions you can email: MOSProviderRelations@militaryonesource.com

Clinical, Authorization and Quality Services

Q: What are the hours of the ValueOptions Clinical Department?

A. Licensed clinicians are available 24-hours a day, 7 days a week, and 365 days a year.

Q: I already offer appointments within the time frame guideline, but the participant cannot attend on that day. What do I do if they can't attend during the time I am available?

A. If you have offered an appointment within the time frame guideline but the participant elects a different time frame that you mutually agreed upon, this is acceptable.

Q: What do I do if I can't offer an appointment within 3 business days?

A. Explain to the participant that you do not have an appointment available within 3 business days but do have an appointment available xxx. Explain that if this is not soon enough, you will notify ValueOptions at Military OneSource and ask someone to make an outreach call to arrange an appointment sooner with another provider. If the participant does request an earlier appointment, please notify ValueOptions immediately so an appointment search can be initiated.

Q: What do I do if a Military OneSource Participant reveals domestic violence or sexual assault?

A. Providers are expected to follow standard reporting requirements in accordance with your license. For Military OneSource participants, you must also notify ValueOptions of any domestic violence or sexual assault situations in order to assure that all resources are mobilized and for ValueOptions to fulfill any required reporting to the program staff.

Q: What do I do if a Participant reveals being hospitalized or becomes hospitalized while in counseling with me?

A. Contact ValueOptions for case consultation and to assure that the counseling you are providing



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is still within the scope of the Military OneSource program.

Q: I've discovered after a few sessions that the participant will need longer term care. What do I do?

A. Facilitate a referral either to TRICARE or to any other coverage they may have through private insurance. In the absence of coverage, please assist the participant in obtaining care through sliding fee programs or contact ValueOptions for resource assistance.

Q: Can a participant see a provider of their own choice through their insurance plan?

A. Yes, participants can choose which provider to see but cannot continue with the same counselor they have seen through Military OneSource non-medical counseling.

Q: Will ValueOptions restrict a provider from accepting a TRICARE referral?

A. No, as long as you have not provided services for that member under the MOS Program. The MOS program and your *MOS Program Provider Statement of Understanding* specifically prohibits continuation of treatment of an individual served under the MOS program under the individual's benefit plan. See provision 7 of your MOS Program Provider Statement of Understanding.

Q: If I participate with the TRICARE program in my area and receive a referral for a member I have treated under Military OneSource, under this agreement, may I accept the referral?

A. The MOS program and your *MOS Program Provider Statement of Understanding* specifically prohibits continuation of treatment of an individual served under the MOS program under the individual's benefit plan. See provision 7 of your MOS Program Provider Statement of Understanding.

Q: Will my current log in to ValueOptions ProviderConnect® allow me to access electronic submissions for MOS?

A. Yes. You can use for ValueOptions ProviderConnect Login to access Military OneSource ProviderConnect. You can log in at <https://www.moscenter.org/pc/eProvider/providerLogin.do> to access online services for this account. It is recommended that you change your password after your initial login to Military OneSource ProviderConnect. .

Q: Can I submit my invoices/Case Activity Form (CAF) electronically to ValueOptions?

A. The electronic Case Activity Form (CAF) for the MOS Account will be available on



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ProviderConnect in November 2011. Until that time, forms can be submitted via fax to **(877) 762-1356**

Or Via USPS to: ValueOptions, PO Box 1317, Latham NY 12110

Once the electronic forms are available, you will be notified and Webinars will be available to answer questions regarding the form and the process for submission.

Q: What paper forms can be used for invoices submission?

- A. Providers are required to bill on the customized MOS Case Activity Form that will be provided with the authorization letter. The form is also available on our website at [ValueOptions Provider Online Services: Network Specific: Military OneSource](#)

Q: Does the ValueOptions electronic invoices format work with other invoices clearing houses?

- A. For the Case Activity Form (CAF), ValueOptions cannot accept invoices from clearing houses. These must be directly submitted to ValueOptions through ProviderConnect, Fax or USPS.

Q: What is the timely filing requirement for Case Activity Forms?

- A. Case Activity Form (CAF) must be submitted to ValueOptions within 15 business days of the date of service and may contain multiple sessions.

Q: As an individual practitioner, billing outpatient services, do I need to include the provider number on my Case Activity Form (CAF)?

- A. You must include your NPI number on the Case Activity Form (CAF).

Q: As a facility billing for professional services, what information is required to be included on my invoices?

- A. EAP and Non-Medical Counseling services must be billed on a Case Activity Form (CAF) form.

Q: As a provider, how soon will I receive a invoices payment?

- A. If provider submits a clean Case Activity Form (CAF) electronically within timely filing limits, compensation to the provider shall be at the rates specified in the reimbursement schedule and paid to the provider within 30 days.

Q: Where do I call if I have questions about invoices or payments?



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A. Please call the MOS/ValueOptions Customer Service Department at 888-450-6795, Monday – Friday 8 AM – 5 PM Eastern Time.

Q. Will I be reimbursed for Military OneSource members no show appointments?

A. ValueOptions does not reimburse for cancelled or no show appointments.

Online Services

Q: What online services does ValueOptions offer?

A. ValueOptions has on-line services to provide added convenience for our members and providers.

ProviderConnect is a self-service tool available 24/7 that gives you access to the following features: single and multiple electronic invoices submission, invoices status review (for both paper and online submitted invoices (CAF) and invoices), your provider practice profile, and correspondence (which includes authorizations). Find more information about **ProviderConnect** on www.ValueOptions.com.

Q: What are Payformance and PaySpan Health?

A. **Payformance** is a vendor that partners with ValueOptions to deliver an electronic funds transfer (EFT) solution to our providers.

PaySpan Health is the software that Payformance uses for online registration for EFT. PaySpan Health is a multi-payer adjudicated invoices settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control of bank accounts, file formats, and accounting processes.

Q: Is EFT required / available for all accounts?

A. No, EFT is not required and yes, it is available for all active accounts.

Q: How do I access PaySpan/Payformance?

A. www.payspanhealth.com



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Q: Do I have to provide my bank account information to use PaySpan?

- A. A bank account will not be required for obtaining Provider Summary Vouchers (PSV) only electronically.

If a provider wants to receive Electronic Payments or ACH information they will need to provide bank account information. .

Q: Can I opt out of participation with PaySpan/Payformance and still receive paper PSVs?

- A. No. PSVs for MOS network providers will not be mailed. While participation with PaySpan/Payformance is not required, PSVs can only be retrieved through PaySpan or ValueOptions' ProviderConnect website.

Q: Can I obtain the same (i.e. PSVs) information on ProviderConnect?

- A. Yes. Printable versions of PSVs are available on ProviderConnect.

Q: What is the difference between the "legacy code" and the "registration code"?

- A. The registration code is different than the legacy code. The registration code is the code obtained from PaySpan. The legacy code is the provider's pay to vendor number from ValueOptions.

Q: According to PaySpan, the NPI number and TIN can be used without the "legacy code" when in the system. However this code needs to be entered to register. Please clarify.

- A. The Legacy number is the provider's ValueOptions pay-to-vendor number. The provider needs three things to register:
- i. Their VO pay-to-vendor number (legacy/NPI number field on the PaySpan site)
 - ii. Their TIN
 - iii. Their registration code

Once they have registered with these three elements, they will use their email address as their log-on and the eight (8) character/digit password that they set up during the registration process.



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Q: What is the unique registration code number that PaySpan Health requests and how do I obtain it?

A. Your unique registration code is the registration number that ValueOptions supplies to providers for enrolling in PaySpan Health. If you do not have the letter with your unique registration code, please send an e-mail to CorporateFinance@valueoptions.com and include the following information:

1. Your ValueOptions pay-to-vendor number (PIN)
2. Your Tax Identification Number (TIN) or your Social Security Number (SSN)

You will receive an e-mail with your registration code letter within three business days of your request.

Note: If you recently received a payment from ValueOptions, your unique registration code will be located on the check stub after the marketing caption.

Additional questions about PaySpan can be addressed by calling PayFormance Customer Service at 877-331-7154, Monday-Friday 7 a.m. – 9 p.m. ET

For additional information on PaySpan Health, please visit:

www.valueoptions.com/providers/Files/pdfs/PaySpan_General_Training_Information.pdf

Q: I signed up for PaySpan, but not all my payments are arriving electronically. How can I correct this?

A. Contact the Corporate Finance Department: CorporateFinance@valueoptions.com. Please supply the following information: Pay-to-Vendor Number and TIN or SSN.

Q: I don't have a computer. May I still receive paper PSVs and checks?

A. You can receive paper checks but not paper PSVs. In order to obtain a faxed copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

Q: I don't want to have to use multiple websites to obtain information. Can the information be available on one 1 site for both payments and PSVs?

A. Yes. Both are available on www.payspanhealth.com

Q: Can I still receive a paper check?

A. Yes.



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Q: How do I contact ValueOptions for assistance?

- A.** For questions relative to PSVs, you can reach ValueOptions by calling the toll-free number at 888-450-6795 or submit your question via ProviderConnect at www.valueoptions.com. In order to obtain a faxed paper copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

Q: Will ValueOptions/PaySpan be able to deduct money from my bank account?

- A.** No. We only have permission to deposit.