

Military OneSource Frequently Asked Questions

Q: I am not a provider in the Carelon Military OneSource network. What do I do to join the network?

A. Carelon is currently reviewing our network coverage areas and member access for purposes of ensuring availability of services. You may be receiving correspondence from Carelon 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.

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
 - Administrative Orientation on the parameters of the program that includes:
 - 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
 - Carelon Administrative Training of systems and forms
 - Training regarding deployment and reintegration
 - Post-suicide survivor training
 - Mandated and Duty to Warn process and reporting

Cyber Awareness Challenge – Defense Information Systems Agency
Identifying and Safeguarding Personally Identifiable Information (PII)

(A \$60.00 Stipend is paid for completion of these two Government required security courses)

B. Complete an FBI Fingerprinting Background Check using our Vendor, Fieldprint. Fieldprint offers “Live Scan” printing using an online appointment schedule for a location near you. Fieldprint offers over 2,000 locations nationwide. Notification by email with information and instruction is provided upon completion of the required training.



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Q: Where can I obtain the required trainings?

- A. These trainings are offered at no cost to providers participating in the MOS network.
1. The Military Cultural Competency course can be completed online through Relias Learning and offers 1.25 CEUs for completion of the course.
 2. All other topics are covered in Military OneSource Carelon Provider Orientation is also available through Relias Learning.

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

- A. You will receive an email with your Username and password for **Relias**. This will allow you 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 attached and is accepted by most State Licensing Boards and Organizations. You can print out your certificate as soon as you have completed the course.

Once you have returned your MOS Program Amendment, Provider Statement of Understanding, and Disclosure of Business Ownership Form you will receive an email with your registration information and how to access the training to begin the process of becoming a Military OneSource Program provider.

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



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

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 Carelon 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 Carelon 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 Carelon immediately so an appointment search can be initiated.



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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 Carelon of any domestic violence or sexual assault situations in order to assure that all resources are mobilized and for Carelon 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 Carelon for case consultation and to assure that the counseling you are providing 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 Carelon 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 Carelon 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.



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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 Carelon ProviderConnect® allow me to access electronic submissions for MOS?

A. Yes. You can use for Carelon ProviderConnect Login to access Military OneSource ProviderConnect. You can log in 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 Carelon?

A. The electronic Case Activity Form (CAF) for the MOS Account is available on ProviderConnect . Forms can also 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.



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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.

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

A. For the Case Activity Form (CAF), Carelon cannot accept invoices from clearing houses. These must be directly submitted to Carelon 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 Carelon 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 an 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/Carelon 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. Carelon does not reimburse for cancelled or no show appointments.

Online Services

Q: What online services does Carelon offer?

A. Carelon 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).

Q: What are Payformance and PaySpan Health?

A. **Payformance** is a vendor that partners with Carelon 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 Carelon's 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 Carelon 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. 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.

Q: How do I contact Carelon for assistance?

A. For questions relative to PSVs, you can reach Carelon 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 Carelon/PaySpan be able to deduct money from my bank account?

A. No. We only have permission to deposit.