



FREQUENTLY ASKED QUESTIONS FOR CHILDREN RECEIVING MENTAL HEALTH SERVICES IN CRAWFORD, MERCER AND VENANGO COUNTIES

1. What do I do once I receive my Medical Assistance (MA) card to get my child services?

You will need to call VBH-Pa Member Services at 1-866-404-4561 and they will give you a list of approved Independent Prescribers for you to contact to have your child evaluated for Mental Health services. VBH-Pa is your insurance carrier for Behavioral Health services.

2. Who is Value Behavioral Health of Pa?

Value Behavioral Health of Pa (VBH-Pa) is a managed care company who is working with providers to provide you with quality Behavioral Health services.

3. What if my child has already had a Mental Health evaluation done by a psychologist/psychiatrist?

If the evaluation was done on your child within the past 60 days, VBH-Pa will honor that evaluation, but your child will need to see an Independent Prescriber for all of their evaluations thereafter. You will need to call VBH-Pa Member Services at 1-866-404-4561 to inform them of the evaluation that was done.

4. What if my child hasn't had a Mental Health evaluation?

You need to contact an Independent Prescriber and they will do an evaluation on your child. This evaluation usually takes place in one visit. You can get a list of the Independent Prescribers in your area by calling VBH-Pa's Member Services at 1-866-404-4561.

5. What happens after my child has a Mental Health evaluation?

The Independent Prescriber will write up the evaluation and send it to VBH-Pa. If BHRS (Wraparound) is recommended, VBH-Pa will schedule an Interagency Services Planning Team (ISPT) Meeting. VBH will call you and ask who you would like to have participate in your meeting (For example: school district, anybody who is working with your child, etc). VBH-Pa will then schedule your meeting and will call you with the date and time. If other services are recommended for your child besides BHRS, VBH-Pa will give you names of providers in your area who deliver that service. VBH-Pa could also assist you in contacting a provider and setting up an appointment.

6. What happens at an Interagency Services Planning Team (ISPT) Meeting?

An Interagency Service Planning Team (ISPT) meeting takes place prior to a child/adolescent receiving Behavioral Health Rehabilitation Services (BHRS). This meeting must involve the child (if over the age of 14), the parent or guardian, a representative from Value Behavioral Health and the current BHRS team (if the member is already involved in BHRS). It can also include the Independent Prescriber who is prescribing BHRS, the designee from the county Mental Health Office and school staff if services are being requested in the school setting. The purpose of an ISPT meeting is to review the Independent Prescriber's recommendations, discuss current behaviors/symptoms that the member is exhibiting, discuss the member's strengths and to identify and discuss treatment goals to be addressed through BHRS. This is also a time to discuss if there are additional services that would benefit the member and his/her family such as additional mental health services, case management services, etc. The information discussed and presented at the ISPT meeting is then used by Value Behavioral Health to determine whether BHRS is the most appropriate mental health service to address the member's current symptoms/behaviors.

7. What if my child's services are not authorized by VBH-Pa?

If your child's recommended services are not completely approved, you have a right to file a grievance. If VBH-Pa does not completely approve a service for you, they will tell you in a letter. The letter will tell you how to file a grievance. You have **45 days** from the date you receive this letter to file a grievance, however, if you file your grievance within **10 days** of the date on the letter then your child will continue receiving the same amount of services that they are already getting. You can file a grievance if VBH-Pa does any one of the following:

- Denies a service
- Approves less than what was asked for
- Approves a different service from the one that was asked for

To file a grievance, you can:

- Call VBH-Pa at 1-866-404-4561
- Write down your grievance and send it to VBH-Pa, 520 Pleasant Valley Road, Trafford, Pa 15085
- Your provider can file a grievance for you but you must give the provider your permission in writing to do so.

8. When will my child's services begin if BHRS (Wraparound) services are authorized? What about other services?

If BHRS is authorized, VBH-Pa will contact the provider you have chosen and will ask them if they can provide your child with the services that were recommended. If the provider can't start providing the services within 7 days, you will be informed of this and will be given the choice to either wait for the provider you have chosen or choose a different provider. If your child is

authorized to receive other services, such as Family Based, Outpatient Therapy, Case Management, VBH-Pa will give you a choice of providers and can assist you in scheduling an appointment for your child.

9. What happens when I first meet with my child's provider?

Your child's provider should work with you on developing a treatment plan that contains goals that your child will work towards.

10. How long will my child's services last?

Your child will receive services until their goals are met or when services are no longer needed for your child. If your child receives BHRS (wraparound) services, they will receive treatment for up to four months (the autistic population can have BHRS authorized for up to 12 months). After the second month in treatment, your provider should inform you that you need to call your Independent Prescriber to schedule a re-evaluation. Your provider should also give information to the Independent Prescriber regarding your child's treatment prior to the re-evaluation. After your child has their re-evaluation, your provider will schedule another ISPT meeting.

11. Who else can I contact if I need assistance in getting other Mental Health services for my child?

You can either call the VBH-PA Member Toll Free Phone Line at 1-866-404-4561 or you can call your County Mental Health Office:

Mercer County MH Office: 724-662-2230

Crawford County MH Office: 814-373-2647

Venango County MH Office: 814-677-1336