



# ValueAdded

This is the seventy-eighth issue of our VBH-PA information update. These updates will be faxed, emailed or sent by mail to all network providers monthly. Please feel free to share our newsletter with others, and be sure your appropriate clinical and financial staffs receive copies.












Volume 7, Issue 12

A Special Double Issue!

November & December 2005

**An information update from Value Behavioral Health of PA, Inc.**

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Suggestions or ideas for articles that you would like to see published in *ValueAdded* can be faxed to Kim Tzoulis, *ValueAdded* editor, at (724) 744-6370 or emailed to [Kimberly.Tzoulis@valueoptions.com](mailto:Kimberly.Tzoulis@valueoptions.com).

Articles of general importance to the provider network will be considered for publication.

## Domestic Violence is a Crime

Domestic violence occurs within a family or an intimate relationship as a way for one person to control another. It includes physical abuse, not allowing someone to leave home, or using objects like knives and guns to cause injury. It also includes harming someone emotionally by threats, name-calling, and put-downs.

Domestic violence is a crime. Legal protections are available to you. You can file criminal charges against your abuser with local or state police and/or ask the court to issue a Protection from Abuse Order (PFA) to stop your abuser from hurting you or your children. You do not need a PFA to file criminal charges, and you do not need to file criminal charges to get a PFA.

When you go to court, a judge may grant a PFA to:

- Keep your abuser way from you and your family, your home, and where you work;
- Give you temporary custody of your children;
- Make your abuser pay support; and/or
- Take away your abuser's weapons.

It is important to know that you do not need a lawyer to get a PFA in Pennsylvania. When you need help in filing criminal charges or applying for a PFA, your local domestic violence program can talk to you about your choices.

To find the local domestic violence program nearest to you, look in the phone book in the blue pages under abuse or assault. You can also ask your doctor or other health care professionals to help you find the help you need.

If something about your relationship scares you or you are worried about a friend and you need to talk, call us.

### National Domestic Violence Hotline

**1-800-799-7233 (SAFE)**  
**1-800-787-3224 (TTY for the Deaf)**  
[www.ndvh.org](http://www.ndvh.org)



Help is available in English and Spanish and many other languages. All contact with the hotline is free and confidential.

# HIPAA Procedure Codes & Modifiers

VBH-PA would like to remind providers to review the covered services grid carefully in order to bill with the correct modifiers. Using the appropriate modifier determines the type of service that was performed and which rate should be paid.

The covered services grid is available through our website:  
[www.valueoptions.com](http://www.valueoptions.com)

It is important to review the provider type column in order to find the correct modifier for the contracted procedure code prior to billing.

Your contract will also show you the correct procedure codes and/or modifiers that are to be billed.

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## TeleConnect Update



Many of you may remember previous articles regarding the implementation of an enhanced, speech-recognition TeleConnect application. We had anticipated being operational with this new version by August 2005. Some technological updates as well as the uniqueness of how we will be utilizing this application have led to delays. It is anticipated that we will be implementing this version sometime during the first quarter of 2006.

Please feel free to contact **Jim Kuemmerle, Special Projects Manager**, with any questions at **(724) 744-6331** or by email at [Jim.Kuemmerle@valueoptions.com](mailto:Jim.Kuemmerle@valueoptions.com).

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## VBH-PA Employees on the Move

Please join VBH-PA in congratulating **Sandy Leisifer** and **Lisa Ciccarelli** on their promotions.



**Sandy** was promoted to **Fraud & Abuse Coordinator**, effective November 14, 2005. **Lisa** was promoted to **Provider Field Coordinator** for **Westmoreland, Armstrong and Indiana counties** effective September 19, 2005.

**CONGRATULATIONS SANDY AND LISA!**

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## Save the Date!

### 6th Annual Consumer Recovery Forum

**Friday, April 28, 2006 at the Monroeville Radisson Hotel**

Featuring: Keynote Address, Workshops, Leadership in Recovery Awards, and much more! More details will follow in future issues of *ValueAdded*.

# Adjustment Request Reminders



When sending in requests for a claim to be reconsidered or a corrected claim, **a detailed reason for reconsideration must be included.** If a corrected claim is sent, **a notation on exactly what is to be corrected is necessary.** It is very helpful to include a copy of the voucher with the corrected claim noting the reason for the adjustment.

Please remember that there is a 90-day timely filing limit on all adjustments. **All adjustment requests must be submitted 90 days from the date on the payment voucher regardless of the error.**

Recently we have been receiving a large number of adjustment requests without a detailed explanation for the adjustment. Not including the explanation will cause a delay and will result in the claim being returned.

If a claim has denied for "SWPA Unknown," please verify that the member is eligible for VBH-PA. If a corrected claim is being submitted for this denial, a copy of the voucher showing the denial must be attached to the claim. If the voucher copy is not attached, the claim will be processed as new.

When a claim denies for more than one reason, please be sure that all denial reasons are resolved prior to submitting an adjustment request.

All adjustment requests must be mailed to:  
520 Pleasant Valley Road  
Trafford, PA 15085  
or faxed to 724-744-6379

You can also contact our **Member and Provider Services Department** Monday through Friday 8:00 AM to 5:00 PM at **1-866-615-8503** with any of your claims questions.

Initial claim submissions must be mailed to:  
516 Pleasant Valley Road  
Trafford, PA 15085

Initial claim submissions must be submitted within 90 days from the date of service or the date of discharge.

**Submitting claims to the incorrect address will cause delays in processing.**

The Member and Provider Services Department would like to thank you for your cooperation.

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## Attention All BHRS Providers!

**Please remember to forward all discharge summaries to the assigned CAFS Coordinator on the designated fax line: 724-744-6557.**

# VBH-PA Is Asking All Providers For Their Assistance

VBH-PA strives to provide the best customer service to our providers. In order to service your call more efficiently, we are asking that you have the following information available when calling the service center:

- Your six-digit ValueOptions provider number
- The member's Medicaid identification number
- Date(s) of service and procedure code billed

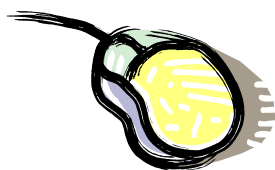
By providing the above information, we will be able to research and answer any questions in a timely manner.

Please also remember that you are able to research member eligibility, claims status, and authorizations by accessing [www.valueoptions.com](http://www.valueoptions.com). You can also obtain member eligibility and claims status by accessing our Interactive Voice Response System (IVRS) at 1-866-719-7118. You will need your six-digit ValueOptions provider number in order to access either of these options.

If you do not know your six-digit provider number, or would like more information on how to access the website or IVRS, please contact us at 1-877-615-8503 and Customer Service will be happy to assist you.

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## Online Resources Update!



VBH-PA has been partnering with Eli Lilly with making educational web sites available to consumers, families, and providers. The **ADHD WebSource** has been an excellent source of information for both parents and clinicians. Recently, we have been notified by Eli Lilly that both the **ADHD WebSource Parenting and Clinician** sites will be inactivated. If there are aspects of either web site that you found useful, please contact Jim Kuemmerle at VBH-PA with this information. Jim is currently working with representatives from Eli Lilly to gather this information to see if it can be incorporated into other educational products.

The second educational web site that VBH-PA and Eli Lilly continues to collaborate together on is the **Health Education Answers (HELP)** site. This site continues to be updated and is in the process of being enhanced. More information regarding these enhancements will be available in the next newsletter.

Please contact **Jim Kuemmerle, Special Projects Manager**, with any questions or concerns at **(724) 744-6331** or by email at [Jim.Kuemmerle@valueoptions.com](mailto:Jim.Kuemmerle@valueoptions.com).

## VBH-PA Announces Detox Pilot

Starting November 1, 2005, VBH-PA partnered with three 3A, non-hospital, residential substance abuse detox providers in a pilot outlier management model. The pilot partners VBH-PA with White Deer Run, Gateway Rehab, and Greenbriar Treatment Center. These providers were selected because they accounted for approximately 70% of the residential detox admissions for the previous 12-month period.

The pilot is using historical data for this level of care to create what is called a **Predicted Length of Stay** (PLOS). This value for detox was 3.3 days for the previous 12-month timeframe while the actual average length of stay (ALOS) was hovering at 2.7 days. A template was created for the gathering of basic information to allow for VBH-PA care management staff to enter an authorization for the first three days of detox. Telephonic reviews are conducted if additional treatment days are needed. VBH-PA's data has indicated that most of the detox admissions should be completed in a three-day timeframe.

The providers will be monitored on a monthly basis with a "report card" of indicators that include the facility's PLOS, ALOS, AMA rate, and readmission rate. Each provider in the pilot project will be monitored for increases or decreases in indicators.

One of the outcomes of this pilot is that we will be able to examine what substances are driving the delivery of this level of care and what modifications may need to be made based on what the data indicates. Updates on this pilot will be included in future issues of *ValueAdded*.

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## DPW Mobile Outpatient Workgroup

DPW created two different workgroups to update its state Medicaid plan to develop two in-plan services: mobile outpatient mental health services (for adults) and peer specialist. Representatives from counties, providers, advocates, consumers, and managed care entities were invited to participate in this process. Both urban and rural communities were represented in these workgroups. Jim Kuemmerle from VBH-PA was invited to participate in the mobile outpatient workgroup. The workgroup has been meeting since September 2005 and will be concluding its work by the end of December.



DPW will submit its updated state Medicaid plan to the Centers for Medicare and Medicaid Services for its approval. Updates will be provided in future editions of *ValueAdded*.

Please contact **Jim Kuemmerle, Special Projects Manager**, with any questions **(724) 744-6331** or by email at [Jim.Kuemmerle@valueoptions.com](mailto:Jim.Kuemmerle@valueoptions.com).

**Providers, please share the following information with your patients this winter.**

## Need help with winter heating bills?

Call 1-866-550-4355 or  
Visit [www.StayWarmPA.com](http://www.StayWarmPA.com)

### If you:

- Need help restoring your utility services
- Want help paying your heating bills
- Require financial help to fix residential heating systems
- Need a place to go to stay warm
- Are worried about the safety and health of neighbors and friends
- Want to know more about your community resources



***Prepare this winter. Stay warm and safe.***

Commonwealth of Pennsylvania, Edward G. Rendell, Governor

Value Behavioral  
Health of PA, Inc.  
520 Pleasant Valley Rd  
Trafford, PA 15085

Phone:  
(877) 615-8503

Fax:  
(724) 744-6370

Past issues of  
*ValueAdded* can be  
accessed at:  
<http://www.valueoptions.com/provider/contractspecific/pahealthchoices.htm>

## Help Us Update Our Mailing List



Please help VBH-PA by providing your email or fax number in lieu of mailing address for the *ValueAdded* distribution list. By reducing the number of issues sent via U.S. Postal Mail, it saves us time, money, and trees! In addition, if you are receiving more copies of *ValueAdded* than you would like, please let us know which addresses we can remove.

Contact Kim Tzoulis at [Kimberly.Tzoulis@valuoptions.com](mailto:Kimberly.Tzoulis@valuoptions.com) or 724-744-6377 and tell her your name and organization's name (if applicable) and how you would like your *ValueAdded* delivered to you.