



ValueAdded

This is the 88th 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 8, Issue 8

August 2006

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@ValueOperations.com

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

Retro-Authorization Requests & Payment Procedure

It's been two years since VBH-PA mailed the following letter out to all of our providers. We're publishing the following as a reminder to all.

Dear Network Provider:

Based upon numerous conversations with provider clinical and billing staffs, it is apparent that there is confusion with the interpretation of Value Behavioral Health of Pennsylvania, Inc. (VBH-PA) retro-authorization request procedure(s). Please let this communication serve as notification that the procedures outlined below are in effect, **without exceptions, beginning September 1, 2004.**

Requests for Authorizations/Retro-authorizations:

- Upon a request for authorization for services, by phone or fax transmittal, a letter confirming authorization of the requested service(s) should be received at the provider's designated mailing address no later than ten (10) business days from the date of the request. If the provider is not in receipt of an authorization letter within ten (10) business days, the provider is to contact VBH-PA Customer Service at 1-(877)-615-8503 between 8:00 AM and 5:00 PM Monday through Friday.
- If, for ***any reason***, the provider finds it necessary to request a retro-authorization for service(s), the request must be received in writing ***no later than forty-five (45) calendar days from the date of service or date of discharge.*** The request for retro-authorization must be faxed (724-744-6370) to the attention of the Clinical Director or mailed to the attention of: Clinical Director, VBH-PA, 520 Pleasant Valley Rd., Trafford, PA 15085. The request for a retro-authorization only guarantees consideration of the request. The provider will receive written notification within thirty (30) calendar days from VBH-PA's receipt of the request, approving or denying the service. ***Any requests for retro-authorization(s) received beyond forty-five (45) calendar days from the date of service or date of discharge will not be given consideration.***

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Provider Training Alert!!

Payment for Retro-authorizations:

- If the provider received **written approval** for the retro-request for service(s) and has not previously submitted a claim, the provider should follow the procedures as outlined in the VBH-PA Provider Manual (2004) for submission of **claims adjustments**, outlined on pages 102 and 103. **The claim must be received by VBH-PA within ninety (90) calendar days from the date on the approval letter.** If the retro-authorization request is billed as an initial claim, it may fall outside the timely filing requirements and will be automatically denied. **If the provider has previously billed for the retro-authorization request and it was denied for "no authorization", no action is necessary.** VBH-PA will adjust the claim according to the authorization within thirty (30) calendar days of the retro-authorization approval.

Should you have any questions or concerns regarding these procedures, please contact VBH-PA Customer Service at 1-(877)-615-8503 or your VBH-PA Provider Field Coordinator.

As always, we appreciate your cooperation and participation in the VBH-PA provider network.

Sincerely,

Shar Whitmire, LSW
Director, Member and Provider Services

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As a follow-up, please:

Fax all **BHRS, RTF & CRR Retro Auth Requests** to: **724-744-6557**

Fax all **other Retro Auth Requests** to: **724-744-6329**

Save the Date!

Trainings are for All Evaluators of Children & Adolescents

Best Practice Evaluation Monitoring

(Performance based contracting for CCASBE-LD evaluations)

Your Choice of Two Locations:



Monday September 25, 2006

1:00pm-4:00 pm

Four Points Sheraton

Cranberry Township, PA

Wednesday September 27, 2006

9:00am-12:00pm

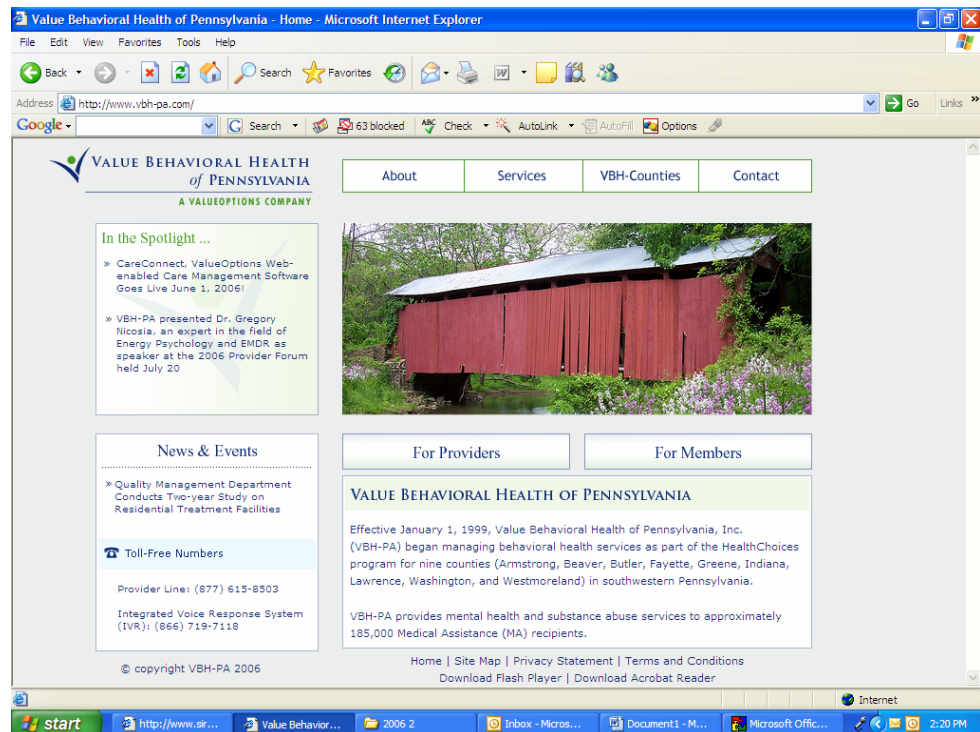
The Radisson

Monroeville, PA

Further information will follow via individual mailings.

VBH-PA Has a New Web Site!

Value Behavioral Health of Pennsylvania has a new web site that is ready to be used. Please add it to your list of Favorites. It can be found at <http://www.vbh-pa.com>. For users that have the old web site bookmarked, they will find a message telling them they will be redirected to the new website automatically. The new site was created to make it easier for users to find information pertinent to their needs. Since providers and consumers have different needs there are two main menu buttons “**For Providers**” and “**For Members**” as shown below.



With the new web site the providers and the members do not have to go to *Valueoptions.com* → *Providers* → *Network Specific Information* → *Value Behavioral Health of Pennsylvania* to get to the web site. They will just click on the link above and go directly to our homepage. Either select the button “For Providers” or “For Members.” All the forms for providers have been moved to one convenient page called “Provider Forms.” Two new features for providers include the sections “**In the Spotlight**” and “**News & Events**.” We will be announcing provider forums and other news events in these two sections on the homepage. New for members is the “VBH-PA Counties” button. By clicking on this button you will be prompted to select a county and all the contact information for the county will be listed.

VBH-PA Staff Update



Suzanne Ralph, our **Prevention, Education and Outreach Manager**, will be leaving VBH-PA in August for a relaxing retirement. Suzanne has worked tirelessly over the past five years for VBH-PA--her energy, enthusiasm and advocacy helping many consumers. You may recognize Suzanne as the coordinator of our annual consumer forums and “good will ambassador” at many consumer and recovery events. Suzanne will be moving to Virginia to be closer to her children and grandchildren. Please join us in congratulating Suzanne on this new, exciting chapter in her life!

Evaluator Participation at ISPT Meetings

Effective September 15, 2006, all evaluators that participate in an ISPT (either by phone or in person) will be required to fax a Request for Authorization into the Service Center within seven business days of the ISPT. **Please fax all requests to the BHRS fax line at 724-744-6557.** Please use the following form.

ISPT Participation Authorization Request Form

Provider Name: _____

Provider Address: _____

Member Name: _____

Member ID#: _____

Member DOB: _____

Date of ISPT Meeting: _____

Name of VBH CAFS Coordinator: _____

Please fax all requests for authorization for ISPT attendance to 724-744-6557 within seven business days of the ISPT.



ProviderConnect

ValueOptions Employer Solutions Division will conduct testing with a small group of selected providers using ProviderConnect to request authorizations. This will begin in August. **THIS IS NOT FOR HEALTHCHOICES MEMBERS! PLEASE CONTINUE TO USE OUR CURRENT FORMS AND WORKFLOWS.** Our local goal is to train and test this functionality with a small group of our providers and have it available for use by the end of this calendar year.

Please contact **Jim Kuemmerle, Special Projects Manager**, at **724-744-6331** or Jim.Kuemmerle@valueoptions.com with any questions.



ORF/Medication Management Forms

The new ORF1 and ORF/Medication Management Forms are for **OUTPATIENT MH SERVICES ONLY!** For all outpatient substance abuse services, please continue to use the same forms. Please check our website at www.vbh-pa.com to download the forms or call our toll-free **Provider Line** at **1-877-615-8503** to have one mailed or faxed to your office.

Value Behavioral
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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/contractspefic/pahealthchoices.htm>