



ValueAdded










This is the 81st 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 2

February 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@ValueOptions.com

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

Practice Guidelines for VBH-PA Provider Chart Audits

BACKGROUND: Since 2004, VBH-PA has been conducting a comprehensive provider chart auditing process. Since the treatment record is an important source of patient data and documents the quality of healthcare provided by the practitioner, VBH-PA feels this is a very important network management tool. The National Committee for Quality Assurance (NCQA) sets forth a review summary which includes 24 elements that reflect a set of commonly accepted standards for documentation in behavioral health treatment records. We have added some additional elements that reflect regional standards. The chart auditing process included documentation standards, access to services, and practice guidelines.



In early December, 2003, VBH-PA mailed the following information to providers regarding adoption and monitoring of Treatment Guidelines for the diagnoses Major Depression, ADHD, Bipolar Disorder, and Schizophrenia:

"As an appreciated member of the Value Behavioral Health provider network, we'd like to share the most recent version of ValueOptions Treatment Guidelines and diagnosis-based adherence indicators with you. The complete set of guidelines and indicators can be downloaded from the VBH-PA link <http://www.valueoptions.com/provider/contractspecific/pahealthchoices.htm>. The guidelines are summaries of evidence-based, accepted approaches to evaluation and treatment in our field. By virtue of the process ValueOptions uses to develop the guidelines, we view them as representing industry Best Practices. As such, they represent a helpful tool for us and our practitioners to consult when treating particularly difficult or complex problems. In managing care, the Treatment Guidelines are applied by VBH-PA as an adjunct to our clinical criteria. Since the guidelines represent evolving, evidence-based Best Practices in the context of a continuous quality improvement process, we believe it is important that both managers and providers are aware of them. These guidelines are not a substitute for the experience and judgment of a physician and are developed to enhance the physician's ability to practice evidence-based medicine."

Continued on Page 2

HOW THE VBH-PA NETWORK IS DOING: To date, provider chart audits have been completed for Outpatient, BHRS, and Family Based Services. All providers received individual report cards including practice guideline scores following their chart audit. Following is a summary of areas that were *low scoring*. ***As a provider, please assure that your agency is following the practice guidelines and take particular note of the following areas.***

- **Major Depression:** Mood symptoms and suicidality are assessed at *every* visit.
- **Bipolar Disorder:** Mood symptoms and suicidality are assessed at *every* visit.
- **Bipolar Disorder:** Medication evaluation within 14 days of the diagnosis if not initially diagnosed by a psychiatrist.
- **ADHD:** Education about ADHD (Outpatient)
- **ADHD:** Medication evaluation within 60 days of the diagnosis if not initially diagnosed by a psychiatrist.
- **Schizophrenia (Outpatient only):** Medication evaluation within 14 days of the diagnosis if not initially diagnosed by a psychiatrist.

Summer Therapeutic Activities Program

- ✚ Please consider summer plans when completing current evaluations for children.
- ✚ Once again, evaluations for *summer camp only* will be authorized at two units of the initial evaluation code.
- ✚ If a child is currently receiving BHRS and has a current evaluation that recommends STAP there is not the need for either an additional ISPT or a new evaluation specifically recommending STAP.
- ✚ STAP providers will maintain a staff ratio that will manage campers with *no additional TSS*. It will, therefore, be a rare occurrence that a TSS will be authorized for attendance at camp.



VBH-PA's 6th Annual Consumer Forum

Circle **Friday, April 28, 2006**, on your calendars for our **6th Annual Consumer Recovery Forum**. The theme for the Forum will be **Peer Support** and will be held from 9:00 am to 3:00 pm. As in years' past, it will be held at the Radisson Hotel in Monroeville. **Dr. Ed Knight, ValueOptions Vice President of Recovery, Rehabilitation and Mutual Support**, will deliver the keynote address. More details will follow in future issues of *ValueAdded* ... stay tuned.

If you and your staff are interested in exhibiting at this forum, please complete the reservation form located on page 3.



VBH-PA Consumer Recovery Forum 2006 Exhibitor Reservation Form

To request exhibit space, please complete this form by April 7, 2006.

Exhibit space is free, but available on a first come, first served basis.

Call Suzanne at (724) 744-6501 for more information.

The forum will be held at the Monroeville Radisson on Friday, April 28, 2006, from 9:00 a.m. to 3:00 p.m. The theme for the forum will be Peer Support. You are invited to join us for the entire day, just be sure to indicate if you want a lunch reservation.

If you and your staff are interested in exhibiting at the 2006 Consumer Recovery Forum, please complete the following and return to: [Suzanne Ralph](#) via fax at [724-744-6363](#) by the deadline: [April 7, 2006](#).

Name of Organization: _____

Contact Person: _____

Phone: _____ Fax: _____

Email: _____

Name of staff and title of those who will be attending (please indicate if you wish a lunch reservation):

1. _____
2. _____
3. _____
4. _____
5. _____

Exhibit space is free and available on a first come, first served basis. Set-up for exhibits begins at 8:30 a.m.

Registration and exhibits begin at 9:00 a.m.

Questions? Call 724-744-6501.

Thank you for your support. We are looking forward to having you join us!

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 within 90 days of the date of the provider summary voucher.**

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 provider summary 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:

VBH-PA HealthChoices Program
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:

VBH-PA HealthChoices Program
516 Pleasant Valley Road
Trafford, PA 15085

Initial claim submissions must be submitted within 90 days of the date of service, date of discharge, or date of the explanation of benefits (EOB). **Submitting claims to the incorrect address will cause delays in processing.**



The Road to Recovery 2006

SAMHSA'S **Road to Recovery Update** keeps you informed about activities leading up to National Alcohol & Drug Addiction Recovery Month held annually in September. Dr. Westley Clark, Director of the Center for Substance Abuse Treatment (CSAT) moderates the telecasts. February's topic is **Recovery and the Military: Treating Veterans and Their Families.**

Visit www.recoverymonth.gov to access the 2006 site as well as information about the previous years of Recovery Month information.

Save the Date!



Who: New "ICSI" RTF Providers

What: Training to include authorization/clinical process, complaints/grievance procedures, claims/billing

When: **Wednesday, March 15, 2006 from 10:00 am–3:00 pm**
(Registration from 9:30 am to 10:00 am)

Where: Sheraton Four Points Hotel, Cranberry Township, PA

Watch for additional information in the mail!

POMS Reminders

- ✓ **POMS form must include the member's identification number or a valid social security number.**
- ✓ **Include a contact name in case a follow-up call is necessary to obtain further information.**
- ✓ **Submit POMS on current forms with current codes. These can be obtained by logging on to www.valueoptions.com**
- ✓ **Be sure to use the corresponding codes that match the member's age accordingly.**
- ✓ **In the field labeled "Provider's Name" this is to be the facility's name where the services are rendered, not the individual completing the evaluation.**
- ✓ **When a case is closed a CRF form indicating the date of closure needs to be faxed to VBH-PA.**
- ✓ **Please ensure all information is legible.**

The Consumer Registration Form (CRF) is to open a new plan of care. If the member has received services from a HealthChoices provider within the last six (6) months, a CRF report should already be on file. If you are uncertain, as a provider, as to whether this has occurred, please submit a form and VBH-PA will address it internally.



If the member presents as a priority population (03, 04 54, 55) please complete the Quarterly Status Form (QSF) and submit with the CRF or at least by the end of the current quarter. In subsequent quarters no form needs to be submitted if the member status has not changed. If you prefer for record keeping, you can check "No Change" and fax the form to us. If you are in doubt as to whether to submit a form or not, please do so and VBH-PA will address the issue.

All POMS can be either mailed to **520 Pleasant Valley Road, Trafford, PA 15085** or faxed to **724-744-6370**. Thank you for your continued cooperation.

Pennsylvania's hearts

Addiction to tobacco increases the risk of heart disease.

Inhaling tobacco smoke increases the risk of heart disease.

Tobacco use costs PA \$4 billion in health care.

Tobacco use costs Medicaid \$1.33 billion yearly.

Tobacco settlement funds provide cessation counselors to help people quit.

Tobacco settlement prevention funds decrease youth use of tobacco.

are in your hands.

Funded by Monongahela Valley Hospital, Inc.

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. 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@valueoptions.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.