



ValueAdded







This is the 89th 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 9

September 2006

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

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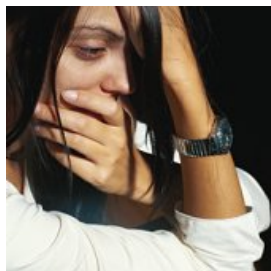
-  National Suicide Prevention Week
-  Claims Corner
-  PFC Spotlight
-  National Alcohol & Drug Addiction Recovery Month
-  Billing Practices for Family Based MH Services
-  Staff Update

Plus an Exciting Provider Forum in October and A PCPC Training Announcement!

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.

National Suicide Prevention Week: September 10--16, 2006



If someone tells you they are thinking about suicide, you should take their distress seriously, listen non-judgmentally, and help them get to a professional for evaluation and treatment. People consider suicide when they are hopeless and unable to see alternative solutions to problems. Suicidal behavior is most often related to a mental disorder (depression) or to alcohol or other substance abuse. Suicidal behavior is also more likely to occur when people experience stressful events (major losses, incarceration). If someone is in imminent danger of

harming himself or herself, do not leave the person alone. You may need to take emergency steps to get help, such as calling 911. When someone is in a suicidal crisis, it is important to limit access to firearms or other lethal means of committing suicide.

Protective Factors

Protective factors buffer people from the risks associated with suicide. A number of protective factors have been identified (DHHS 1999):

- Effective clinical care for mental, physical, and substance abuse disorders
- Easy access to a variety of clinical interventions and support for help seeking
- Family and community support
- Support from ongoing medical and mental health care relationships
- Skills in problem solving, conflict resolution, and nonviolent handling of disputes
- Cultural and religious beliefs that discourage suicide and support self-preservation instincts

The **National Suicide Prevention Lifeline** is a 24-hour, toll-free suicide prevention service available to anyone in suicidal crisis. If you need help, please dial 1-800-273-TALK (8255). You will be routed to the closest possible crisis center in your area. With over 120 crisis centers across the country, their mission is to provide immediate assistance to anyone seeking mental health services. Call for yourself or someone you care about. Your call is free and confidential.

Claims Corner Claims Corner



Attention: Inpatient and Residential Treatment Facilities

The following letter was sent you in July 2006 regarding submission of HIPAA compliant revenue codes. This is a reminder to ensure that your systems are updated accordingly.

Dear Provider:

It has come to our attention during a recent internal claims review, that your organization is submitting claims using non-compliant HIPAA Codes. For both paper-based and electronic claims, HIPAA compliant codes are required. An example of improper billing is submitting a claim with non-compliant HIPAA code "124" instead of HIPAA compliant code "0124".

Under the Health Insurance Portability and Accountability Act (HIPAA), all covered entities must switch to the new transaction and code standards that were effective October 16, 2003. Technician instruction, Implementation, and Companion Guides for these transactions can be found on the ValueOptions website at www.valueoptions.com. In using this system, ValueOptions and providers must:

- (i) Not change any definition, data condition or use of adapt element or segment as proscribed in the Health and Human Services (HHS) Transaction Standard Regulation. {45 CFR 162.915(a)}
- (ii) Not add any data elements or segments to the maximum defined data set as defined in the HHS Transaction Standard Regulation. {45 CFR 162.915(b)}
- (iii) **Not use any code or data elements that are either marked "not used" in the HHS Transaction Standards' implementation specifications or are not in the HHS Transaction Standard implementation specifications. {45 CFR 162.915(c)}**
- (iv) Not change the meaning or intent of any of the HHS Transaction Standard's implementation specifications. {45 CFR 162.915(d)}

In order to continue to process your claims properly, claim submissions must include HIPAA compliant codes. This letter is to serve notice that effective dates of service September 1, 2006 forward, any claim submitted with non-approved codes will be deemed a non-clean claim and will subsequently be denied. Such claims can be resubmitted with HIPAA compliant code(s) for payment. Timely filing claim guidelines apply.

If you have additional questions regarding the filing of clean claims, please review Value Behavioral Health of Pennsylvania's (VBH-PA's) Provider Handbook, Claims Payment section. This can be located at: www.vbh-pa.com.

If you have any additional questions, please contact Rhondale Henderson, VBH-PA Claims Manager, by calling our toll-free Provider Line at 877-615-8503.

Sincerely,

Shar Whitmire, LSW
Director of Member and Provider Services

**Acceptable
HIPAA
Compliant Codes**

Old Revenue Code	HIPAA CODE	Service Description
100/124	074, 0100, 0113, 0114, 0118, 0123, 0124, 0133, 0134, 0143, 0153, 0154	Inpatient Psychiatric
203/204	0203, 0204	Inpatient Intensive Care
190	0190, 0191, 0192, 0193, 0194, H0008	Inpatient Subacute
126	0116, 0126, 0136, 0146, 0156, H0009	Inpatient Detox
128	0128, 0138, 0148, 0158	Inpatient Rehab
249	1001, H0017, H0018, 0249	Residential Psychiatric
249	1002, H0011	Residential Sub Abuse
910	0905, S9480	Intensive Outpatient Psychiatric
910	0906, H0015	Intensive Outpatient Sub Abuse
912	0912, 0913, H0035	Partial Hospitalization (Psych & Sub Abuse)
912	0907	Day Treatment (Psych & Sub Abuse)
761	0760, 0761, 0762	23 Hour Observation Bed
769	0769	72 Hour Observation Bed
944	0944, H0014	Outpatient Detox - Drug
945	0945, H0014	Outpatient Detox - Alcohol
247	1005	Group Home
247	1004	Halfway House
919	0919, H0007	Crisis Intervention Sub Abuse
919	0919, S9485	Crisis Intervention Psychiatric
259	H0020	Methadone Maintenance
450	0450	Emergency Room/Crisis Eval in ER
901	0901	ECT - Inpatient/Outpatient

NOTE: Any claim(s) submitted with non-approved code(s) will be deemed as non-clean and will subsequently be denied. Such claims can be resubmitted with HIPAA compliant code(s) for payment. Timely filing claims guidelines apply. If you have additional questions regarding the filing of clean claims, please review Value Behavioral Health of Pennsylvania Provider Handbook, Claims Payment section. This can be located at: www.vbh-pa.com.

By-Pass Visits


By-Pass Visits/Units (def.) – *Outpatient mental health or substance abuse services which do not require authorization for a set number of visits/units.*



Effective July 1, 2005, VBH-PA providers are no longer required to request registration for a member's by-pass visits for traditional outpatient services, evaluations, or medication checks. However, please remember that once the by-pass visits (40 units) are exhausted, a registration for continuation of services will need to be submitted for VBH-PA staff to validate and enter into our system. Failure to request the continuation will result in a denial of payment.

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**Frequently Asked Questions from Providers Regarding
By-Pass Visits as of July 1, 2005**

- Q. How do we handle clients coming in for a re-intake within one year of the initial by-pass visits after a period of non-activity?
- A. *If there are remaining units from the by-pass visits, they are still able to be utilized. When the initial by-pass visits (40 units) have been exhausted, however long it takes, an Outpatient Registration Form (ORF) will need to be completed and submitted for all future services.***
- Q. Does the old rule of thumb regarding, "a client who has not had any services for six months will receive a new set of by-pass units," still apply?
- A. *No, it will no longer apply. When all by-pass units are exhausted, an ORF will need to be completed for all future services.***
- 
- Q. Will VBH-PA continue to pay for two intakes and/or two psychiatric evaluations per year?
- A. *Yes, VBH-PA will continue to pay for two intakes and/or psychiatric evaluations per year.***
- Q. What service is a 90801 UB? Is it an intake, a psychiatric evaluation, or both?
- A. *For an organization contracted as a facility, a 90801 UB is an intake and/or a psychiatric evaluation. This code is used for both the MD and therapist for the evaluation/intake.***
- Q. Are we still required to call in for a "BSP" (90801 U4 – BSU Service Plan Assessment) authorization?
- A. *No, BSP (90801 U4 - BSU Service Plan Assessment) is now considered an eligible by-pass service.***
- Q. Is the "registration for continuation of services" that is mentioned in the *ValueAdded* article the Outpatient Registration Form (ORF)?
- A. *Yes.***
- Q. Do all providers get the 40 by-pass units to use as by-pass visits for each VBH-PA member they are serving as of 7/1/2005?
- A. *Yes.***
- Q. If a member currently has an authorization on file prior to 7/1/2005, what happens to that authorization as of 7/1/2005?
- A. *All VBH-PA members will automatically be given 40 units to use as by-pass visits as of 7/1/2005. When those units are exhausted, you can resume using the authorization that was on file prior to the benefit change.***

Continued on Page 5

- Q. Will I continue to get an authorization letter? Can I request an authorization number?
- A. No, providers will no longer receive authorization letters for by-pass units. Since no authorization letter is generated, no authorization number will be created.**
- Q. If I am seeing a client prior to 7/1/2005 and have a current authorization on file dated 2/20/2005 - 8/20/2005, will VBH-PA allow me to extend my authorization once I exhaust the 40 by-pass units?
- A. No, VBH-PA no longer honors requests for extensions of authorizations. An ORF must be submitted for continuation of care once the units are exhausted or the authorization expires, whichever comes first.**



New Field on the SWPA HealthChoices Provider Summary Voucher

Recently, the SWPA HealthChoices Provider Summary Voucher was modified to include the **Precert Penalty** field. Some ValueOptions' commercial accounts have a requirement that indicates if the care was not authorized, the claim will still be paid but at a reduced rate. This field was added so the penalty could be displayed for those accounts.

Since the same Provider Summary Voucher is used for all business lines of Valueoptions, the change affects the appearance of the SWPA HealthChoices Provider Summary Voucher. The SWPA HealthChoices contract does not require a **Precert Penalty**, so the field will not be utilized for this contract.

PCPC Training Announcement

WHEN: Friday, October 27, 2006
9:00 a.m. to 4:00 p.m.

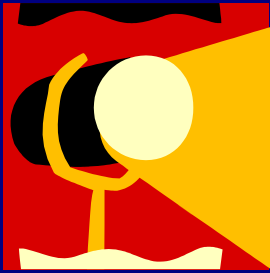
WHERE: Maple Room
Value Behavioral Health of PA
520 Pleasant Valley Road
Trafford, PA 15085

COST: No charge
Lunch is provided

- RSVP:**
1. Logon onto: <https://bdap.health.state.pa.us/BTMS/Logon.aspx> and register your information.
 2. Contact Kim Tzoulis at VBH-PA (724) 744-6377 or email at Kimberly.Tzoulis@ValueOptions.com and let her know you plan on attending.



Registration is limited to 25.



PFC Spotlight

The role of the **Provider Field Coordinator (PFC)** is to enhance communication between the provider and VBH-PA and to establish a positive working relationship. PFCs are assigned to specific counties and assist providers with inquiries on joining the network, application status, credentialing and recredentialing, network design, network monitoring, and provider education.

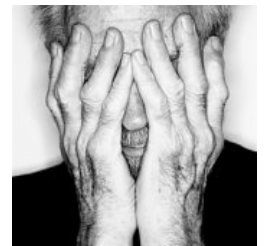
Barbara Goff has been part of the Provider Field Coordinator team at VBH-PA since the inception of HealthChoices in 1999. The counties she works with include Beaver, Butler and Lawrence, as well as many of the regional providers of drug and alcohol services. Barb is a Licensed Professional Counselor and has worked for twenty years in a variety of clinical settings including outpatient mental health and drug and alcohol services.



She has been a professional potter and enjoys photography and world travel. Barb has two grown sons, one who is a teacher and professional photographer and one who is a captain for a corporate aviation company. Barb especially enjoys on-site meetings with providers and helping with all provider-related concerns.

September is National Alcohol And Drug Addiction Recovery Month

Many people believe they can stop drug and alcohol use on their own, but this can be very difficult due to the highly addictive nature of some drugs. The additional support of outpatient or inpatient care may be needed. Following is a list of some popular self-help groups and their websites:



Alcoholics Anonymous -- www.alcoholics-anonymous.org

Narcotics Anonymous -- www.na.org

Marijuana Anonymous -- www.marijuana-anonymous.org

Secular Organizations for Sobriety -- www.secularsobriety.org

**Self-Management And Recovery Training (SMART Recovery)
www.smartrecovery.org**

Billing Practices for Family Based MH Services

Chapter 5260.45 (i) (h) of the PA Code states provider meetings, supervision, recordkeeping, writing treatment plans and progress notes, and other non-direct services may not be billed as a FBMHS unit. Costs for these activities are considered administrative in nature and included in the rate. Neither the utilization review process nor the grievance process is directly therapeutic and, as such, also not billable.

Value Behavioral Health of PA and IRETA Present:

6 hours of Continuing Ed Credits:

*Licensed Social Workers **Licensed Psychologists PA Certification Board

*There is a \$10 fee for LSW

** There is a \$25 fee for Licensed Psychologists. Payable at the forum (checks and cash only).

Radisson Hotel Monroeville, PA
Directions available upon request.

REGISTRATION:

Contact Kim Tzoulis at 724-744-6377 or via email: Kimberly.Tzoulis@ValueOptions.com

Please give your choice of two concurrent workshops when registering.

Boxed lunches provided.

See next page for learning objectives.

Integration of Recovery Supports with Substance Use Disorder Treatment: New Trends, Old Directions

Thursday, October 19, 2006

A G E N D A

Registration and Continental Breakfast	7:45 am to 8:30 am
Welcome <i>J. Octavio Salazar, MD, MBA, DFAPA</i> Medical Director, VBH-PA Introduction/Objectives	8:30 am to 8:45 am
What is a Recovery-Based/Resiliency Model of Care? <i>Michael T. Flaherty, Ph.D.</i> Executive Director, IRETA	8:45 am to 9:45 am
Integrating Recovery into Treatment Performance Measures <i>Janice Pringle, Ph.D.</i> Scientific Director, IRETA	9:45 am to 10:30 am
BREAK	10:30 am to 10:45 am
Implementing Recovery Support in a Chronic Illness Approach <i>Mark Godley, Ph.D.</i> Director of Research & Development Chestnut Health Systems, Chicago, IL	10:45 am to 11:45 am
LUNCH (provided) Panel Discussion: Changing the Current System to Incorporate Recovery Support Facilitator: <i>Michael T. Flaherty, Ph.D.</i>	11:45 am to 1:15 pm
BREAK	1:15 pm to 1:30 pm
Concurrent Workshops Feedback Responsibility Advice Menu Empathy Self-Efficacy A. (FRAMES) <i>Kathryn Coleman, LCSW, CAC,BCD</i> B. Performance Measures <i>Stephanie Murtaugh, MA, MBA, CAC, LPC</i> C. Contingency Management <i>Amy Shanahan, MS, CAC, CASAC</i>	1:30 pm to 2:45 pm
BREAK	2:45 pm to 3:00 pm
Concurrent Workshops Feedback Responsibility Advice Menu Empathy Self-Efficacy D. (FRAMES) <i>Kathryn Coleman, LCSW, CAC,BCD</i> E. Performance Measures <i>Stephanie Murtaugh, MA, MBA, CAC, LPC</i> F. Contingency Management <i>Amy Shanahan, MS, CAC, CASAC</i>	3:00 pm to 4:15 pm
Wrap-Up/Discussion <i>Michael T. Flaherty, PhD.</i>	4:15 pm to 4:30 pm

Integration of Recovery Supports with Substance Use Disorder Treatment: New Trends, Old Directions

Thursday, October 19, 2006

Participant Learning Objectives

This conference provides both general knowledge and professional level skills for practitioners, payors, policy makers and consumers.

Recognize strategies, skills and supports to address and explore the professional and scientific rationale for assertive linkage of clients from addiction treatment to indigenous communities of recovery.

Discuss approaches for the integration of recovery into substance use disorder treatment, implementing recovery support in a chronic illness approach and changing the current treatment system to incorporate recovery support for addiction.

Discuss and analyze how processes change and can be measured when substance use disorder treatment is redesigned from a model of acute interventions to a model of sustained recovery management.

Describe and demonstrate how FRAMES (Feedback Responsibility Advise Menu Empathy and Self-Efficacy) Performance Measures and Contingency Management can be applied to recovery supports and integrated into treatment.

VBH-PA Staff Update



Frank Waltz started on August 16, 2006 as **PE&O Manager** in the Member & Provider Service Department. Frank comes to us from Affiliated Computer Services, Inc. where he was a Customer Care Supervisor/Special Needs Enrollment Coordinator/SPW Special Needs Liaison. He has also worked at Parent and Child Guidance Center and Northern/Southwest Communities MH/MR.

Susan Metherell started on August 28, 2006 as an **Administrative Specialist** in the Beaver Falls office. Susan comes to us from Rampart Hydro Services where she was an Administrative Assistant. She has also been working with VBH-PA through TOPS Staffing since April of this year.

Lori Krol, LPC, NCC starts on September 25, 2006 as an **Account Executive** working with SW6 and the new NW3 counties. Lori comes to us from Southwest Behavioral Health Management where she was a Mental Health Specialist and Angelus Psychological Services where she was a Mental Health Therapist. Lori also held various positions at Human Services Center of Lawrence County.

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/contractspefic/pahealthchoices.htm>