



ValueAdded









This is the 92nd 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 12

December 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) 744-6363 or emailed to Kimberly.Tzoulis@ValueOperations.com

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

2006 EDI Survey Results

VBH-PA recently completed a survey of providers that are using the **EDI (Electronic Data Integration)** software for their electronic claims submissions. Of the 122 providers that VBH-PA sent surveys to, 73 responded. The VBH-PA responses were compared to the Fact Finders 2005 Survey which included both EDI submitters and paper claims submitters. For comparison purposes, the same ten questions were used in both surveys.

Question 3 shows there was a significant improvement over the 2005 Fact Finders results, but the Fact Finders survey contained respondents that also submitted paper claims, and apparently they were not as satisfied as the providers who only use electronic claims submission.

<i>VBH-PA 2006 EDI Claims Survey</i>			
Question 3: How would you rate VBH-PA on paying claims in a timely manner?	2006 EDI Survey for VBH-PA	2005 Fact Finders for VBH-PA	2005 Fact Finders Total VO Providers
Excellent	36.07%	18.90%	15.20%
Very Good	39.34%	29.70%	30.70%
Good	18.03%	27.00%	27.70%
Fair	4.92%	18.90%	19.80%
Poor	1.64%	5.40%	6.60%
	100.00%	100.0%	100.00%

Overall, the EDI submitters were more satisfied with the claims payment process than the combined group surveyed in 2005. VBH-PA is committed to making the claims process as efficient and accurate as possible for all our providers.

To see the results of the entire survey, please go to our website at www.vbh-pa.com.

If you would like to become an EDI submitter, we would be glad to assist you. Please call our EDI Support Helpdesk at (888) 247-9311 and speak to a representative.

Claims Corner Claims Corner



Please be sure to review member information before submitting claims. Due to HIPAA confidentiality guidelines, accuracy has become more important than ever. Pay special attention to the member's date of birth and spelling of first and last names. If we receive member information that does not match what DPW has given VBH-PA, your claim payment will be delayed or possibly denied under "PAUNKNOWN."

To alert you to discrepancies, you will notice informational hold codes on your voucher when these claims are processed. Please pay special attention to these hold codes; they will identify members that you are billing with either **date of birth** or **name** discrepancies.

Helpful hint: Submit the member's name exactly as it appears on your vouchers or on your authorization letters. This will ensure that your submission matches the eligibility data we receive from DPW. Pay special attention to nicknames and initials.

If you are unsure of the correct date of birth or spelling, or if you have an update to the demographics of a member, please call our toll-free **Provider Line** at **1-877-615-8503** and speak to a Member and Provider Services Representative.

Are you looking for payment from a claim?

Since April of 2002, VBH-PA has used following addresses for claims submissions. Initial paper claim submissions must be mailed to:

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

Corrected claims, claim adjustment requests, and all other claims inquiries must be mailed to:

**VBH-PA HealthChoices Program
520 Pleasant Valley Road
Trafford, PA 15085**



All corrected claims and adjustment requests must include a notation describing what is changed from the original claim submission. Corrected claims and adjustment requests must be received within 90 days of the voucher date regardless of the error. Initial claims must be received within 90 days of the date of service, date of discharge, or date of the explanation of benefits.

VBH-PA has routinely received claims being submitted to the incorrect address. This is causing a delay with payment or resulting in a denial for a duplicate claim previously submitted. Please allow 30 days for processing an initial claim submission and 30 to 45 business days for adjustment requests.

Customer Service Corner

Customer Service Corner



Are you a new provider or do you have new billing staff?

The VBH-PA Customer Service Department is available to answer all billing questions Monday through Friday from 8:00 AM to 5:00 PM. We particularly like to hear from new billing staff or new providers to help assist them in completing a claim form correctly. Instructions on how to complete a claim form are also found in the VBH-PA Provider Manual. Claims will deny if there are problems with authorizations, billing un-clean claims, eligibility, or duplicate submissions.

Keep the following tips in mind prior to billing:

- Verify the member's eligibility.
- Obtain the appropriate authorization when necessary.
- Bill with the member's Medicaid identification number along with the correct procedure codes and/or modifiers on the claim form.
- Follow-up on any claims that have been submitted. VBH-PA has 30 days from the date of receipt to process all claims. Please allow this timeframe prior to checking the status of a claim.
- Billing the same procedure code, date of service, and place of service code on more than one claim or claim line is considered a duplicate submission. **(Prior to billing a claim more than once, please verify if the original submission is on file.)**
- Requests for adjustments will take approximately 30 to 45 business days. If a request cannot be reprocessed, it will be returned with a letter of explanation. All denial reasons must be resolved prior to reprocessing a claim.

VBH-PA also offers providers the chance to meet at our service center to discuss any issues they may be having with claims or authorizations. New providers are also welcome to meet for an overview of VBH-PA's claims and authorization procedures.

If you are interested in a provider training, please contact **MJ Morrow** at **1-877-615-8503 extension 346356** or your Provider Field Coordinator.

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What's New? *Our Phone System!*



VBH-PA is happy to announce the implementation of our new telephone system, AVAYA, which went live November 11, 2006. Your calls can now be handled more efficiently by choosing the correct menu option. Please listen carefully to the options presented when dialing our provider telephone line (**1-877-615-8503**). Choosing the correct option will direct your call to the appropriate department that can quickly answer your questions.

Option #1 - Extension numbers. Choose this if you have the extension number of the person you wish to speak with. Please note that all existing extension numbers now must have a 34 preceding them. For example: to reach extension 1234, you must now dial 341234.

Option #2 - Claims. This option is only for questions regarding claims such as statuses, requesting an adjustment, understanding a denial reason, or reviewing a claim with a Member & Provider Services Representative. This information can also be accessed on **ProviderConnect** at www.vbh-pa.com.

Option #3 – Outpatient Authorizations. This is for questions regarding authorizations or verifying if an authorization is entered with a Member & Provider Services Representative. This information can also be accessed on **ProviderConnect** at www.vbh-pa.com.

Option #4 – Inpatient Authorizations. This is for pre-certifying inpatient admissions through our clinical department.

If none of the above applies to your call, please stay on the line and the next available Member & Provider Services Representative will assist you with your call.

What's Sort of New? *ProviderConnect!*



ProviderConnect is a self-service, easy-to-use tool for completing everyday service requests online. It is available 24/7 giving you access to the following features:

- **Eligibility Status**
- **Claims Search** (for specific member(s) and view details of the claim such as claim status, paid date, and check number)
- **Electronic Claims Submission** (both Batch and Single Claim)
- **View and Print Correspondence** (includes Authorizations)

You can also access your Provider Practice Profile.

You can log onto **ProviderConnect** through our website: www.vbh-pa.com.

Sign up today if you're not already enrolled! For those already enrolled, please share the information with other employees in the office that routinely call for this information. The **EDI Helpdesk** can be of assistance with verification of login identifications and passwords. You can reach the **EDI Helpdesk** at **1-888-247-9311**.

Out-of Network Authorization Reminder ...



If you are contacted by a HealthChoices member who wishes to receive services from you, and you are not contracted to provide services for the county in which the member resides, you may be able to receive an **Out-Of-Network Authorization** for that member that will enable you to serve the member and be paid for your services.

To request an **Out-Of-Network Authorization** for a HealthChoices member, please call our toll-free **Provider Line** at **1-877-615-8503**.



Important Third Party Liability (TPL) Information

Effective January 1, 2007, if you bill using code **90801 or 90801 U1 for evaluations**, and the member has other insurance, you will be required to submit the initial claim to the primary insurance *before* submitting to VBH-PA. **These codes will no longer be TPL exempt.**

Are You Ready for NPI?

HIPAA covered entities are required to obtain a **National Provider Identifier (NPI)** by **May 23, 2007**. On that date, VBH-PA will require all NPI eligible providers to use NPIs on claims. Apply now for an NPI at <http://nppes.cms.hhs.gov>. Watch upcoming editions of *ValueAdded* for updates.



ADHD VideoConference Reminder

VBH-PA is pleased to announce that we are a videoconferencing site for the WPIC Office of Education and Regional Programming videoconference series. These programs are free of charge; however, there is a fee for continuing education credits. The first videoconference, **Attention Deficit Hyperactivity Disorder in Adults**, will be **January 17, 2007**, from **9:00 a.m. to 11:00 a.m.**

Please visit the WPIC website at: <http://www.wpic.pitt.edu/oerp> for a complete schedule and registration forms for these programs. You may also visit our website at <http://www.vbh-pa.com> for more information.

Reminders for upcoming classes will be announced in future issues of *ValueAdded*. Don't miss it!

December Is Seasonal Depression Awareness Month



Have you ever noticed how a gray, rainy day makes you feel gloomy and tired, but a sunny day can leave you feeling cheerful and energized? Well, there's a scientific reason for this. Insufficient exposure to sunlight has been associated with low levels of melatonin and serotonin, carbohydrate craving, weight gain, and sleep disturbance. The medical term for the season-long malaise that we fall into is **Winter Depression, Seasonal Affective Disorder, or SAD**. December is the peak time for **Seasonal Affective Disorder**. With our serotonin in such short supply, the added stresses of living up to our images of the picture-perfect holiday are just too much.

Tips for a Happy Holiday

- As much as possible, keep to your regular schedule. Have meals at the times you are accustomed to.
- Go to bed at your usual time. If you must stay up and visit, try not to make it too late at night.
- Avoid all-night parties. They can affect your sleep patterns for days afterwards.
- Enjoy your Christmas feast, but try not to overindulge.
- Having Christmas dinner early in the afternoon is the best plan. Then, for your evening meal, have a light combination of the "goodies" leftover from that delicious dinner.
- You should keep snack foods like chocolate and nuts to a minimum, especially in the evening.
- Avoid alcohol. A glass of wine with your early Christmas dinner shouldn't do any harm, but late-night indulgence, especially to excess, can definitely be detrimental to anyone's health. This is even truer for those who suffer from a sleep disorder.
- Don't be afraid to explain to family and friends about your illness. Ask for their help in sticking to a healthy holiday lifestyle.

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 our newsletter 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 and how you would like your *ValueAdded* delivered to you.

**Value Behavioral
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Phone:
[\(877\) 615-8503](tel:(877)615-8503)

Fax:
[\(724\) 744-6363](tel:(724)744-6363)

**Past issues of
ValueAdded can be
accessed at:**
[http://www.vbh-
pa.com/provider/prv_info
rnation.htm](http://www.vbh-pa.com/provider/prv_info_rnation.htm)