



# ValueAdded

This is the 100th issue of our provider newsletter. These newsletters will be faxed or emailed 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 9, Issue 8

August 2007

**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@ValueOptions.com](mailto:Kimberly.Tzoulis@ValueOptions.com)

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

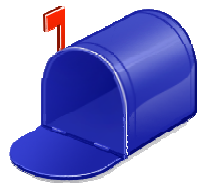
## Electronic POMS Submission

Recent enhancements to ProviderConnect now allow providers to use the application for requests for outpatient services and POMS data submission. **Providers are strongly encouraged to submit their POMS data electronically.** The ProviderConnect User Guide and ProviderConnect Request for Services (RFS) form can be found on our website at [www.vbh-pa.com](http://www.vbh-pa.com). Look on the homepage in the "News and Events" section on the left-hand side of the screen.



Should you have any questions regarding the process or these documents, please contact **Jim Kuemmerle** at [jim.kuemmerle@valueoptions.com](mailto:jim.kuemmerle@valueoptions.com).

## Are You Receiving *ValueAdded* through the Mail?



Effective September 1, 2007, VBH-PA **will no longer be mailing *ValueAdded* via U.S. postal mail.** This newsletter will only be available via email or facsimile distribution. If you are currently receiving *ValueAdded* through the mail, please provide us with either an email address or fax number so that you can continue to enjoy VBH-PA's monthly provider updates.

Please email **Kim Tzoulis** at [Kimberly.Tzoulis@ValueOptions.com](mailto:Kimberly.Tzoulis@ValueOptions.com) or call **724-744-6377** and provide her with your email or fax number. As always, you may view issues of *ValueAdded* on our website at [http://www.vbh-pa.com/provider/prv\\_information.htm](http://www.vbh-pa.com/provider/prv_information.htm).

## Have you visited [www.vbh-pa.com](http://www.vbh-pa.com)?

Please use **www** before **vbh.pa.com** to help the search engines find our website. Providers have informed us that if the **www** is not used, you get directed to ValueOptions.com. This is our parent company.

The address for VBH-PA should be entered as follows: <http://www.vbh-pa.com>.

## Are You Familiar with Your Provider Field Coordinator?

The function of the Provider Relations Department is to offer assistance to providers in various capacities such as joining the network, application status, credentialing and recredentialing, contracting, network monitoring, complaint resolution, and provider education. 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 while performing the functions outlined above. Each network provider is assigned a **PFC** based on county location. The **PFCs** are assigned as follows:

Function/County	PFC	Contact Info
<b>Adult Serving Providers</b> in Armstrong, Beaver, Indiana, Westmoreland	Lisa Ciccarelli	(724) 744-6345 Phone (724) 744-6363 Fax <a href="mailto:Lisa.Ciccarelli@valueoptions.com">Lisa.Ciccarelli@valueoptions.com</a>
<b>Adult Serving Providers</b> Butler, Lawrence, Green, Washington, Allegheny and out-of-state (West Virginia and Ohio)	Carol Rico	(724) 744-6361 Phone (724) 744-6363 Fax <a href="mailto:Carol.Rico@valueoptions.com">Carol.Rico@valueoptions.com</a>
<b>Adult &amp; Child Serving Providers</b> in Fayette	Jill Piasecki	(724) 430-1377 Phone (724) 430-1282 Fax <a href="mailto:Jill.Piasecki@valueoptions.com">Jill.Piasecki@valueoptions.com</a>
<b>Child Serving Providers</b> in Armstrong, Beaver, Butler, Greene, Indiana, Lawrence, Washington, and Westmoreland	Karla Barger	(724) 744-6520 Phone (724) 744-6363 Fax <a href="mailto:Karla.Barger@valueoptions.com">Karla.Barger@valueoptions.com</a>
Reporting, Provider Data Maintenance, Special Projects	Jim Friend	(724) 744-6372 Phone (724) 744-6363 Fax <a href="mailto:James.Friend@valueoptions.com">James.Friend@valueoptions.com</a>
<b>Adult &amp; Child Serving Providers</b> in Erie	Todd Jukes	(814) 878-1675 Phone (814) 528-0603 Fax <a href="mailto:Todd.Jukes@valueoptions.com">Todd.Jukes@valueoptions.com</a>
<b>Adult &amp; Child Serving Providers</b> in Cambria	Janice Aspey	(814) 534-4504 Phone (814) 534-4506 Fax <a href="mailto:Janice.Aspey@valueoptions.com">Janice.Aspey@valueoptions.com</a>
<b>Child Serving Providers &amp; Independent Prescribers</b> in Crawford, Mercer and Venango	Kurt Fay	(724) 962-8033 Phone (724) 962-8042 Fax <a href="mailto:Kurt.Fay@valueoptions.com">Kurt.Fay@valueoptions.com</a>
<b>Adult Serving Providers</b> in Crawford, Mercer and Venango	David Pino	(724) 962-8030 Phone (724) 962-8042 Fax <a href="mailto:David.Pino@valueoptions.com">David.Pino@valueoptions.com</a>

Additionally, providers may obtain assistance through VBH-PA's toll-free **Provider Line** by calling **(877) 615-8503**.

# Important Claim Information

A large number of adjustment requests and new claims have been recently received by the Customer Service Department without a detailed explanation as to what action is needed. Please read the following information carefully:

**All corrected claims and adjustment requests** – These must have a detailed notation as to what changed from the original submission and mailed to:

VBH-PA  
Attn: Corrected Claims  
520 Pleasant Valley Road  
Trafford, PA 15085

**New claims** – Claims that have never been processed by VBH-PA must be mailed to one of the appropriate VBH-PA HealthChoices addresses listed below:

**SWPA HealthChoices Claims**                      **516 Pleasant Valley Road  
Trafford PA 15085**

**Erie HealthChoices Claims**                      **520 Pleasant Valley Road  
Suite 200E  
Trafford PA 15085  
\*\*Effective July 1, 2007**

**Cambria HealthChoices Claims**                      **520 Pleasant Valley Road  
Suite 300C  
Trafford PA 15085  
\*\*Effective July 1, 2007**

**NW3 HealthChoices Claims**                      **520 Pleasant Valley Road  
Suite 400NW  
Trafford PA 15085  
\*\*Effective July 1, 2007**

**Timely Filing Limits** - Initial claim submissions must be received within 90 days of the date of service, date of discharge, or date of primary explanation of benefits. All adjustment requests must be submitted within 90 days of the date of the provider summary voucher.

**SWPA Unknown** - Denials that are submitted as an adjustment request must include a copy of the provider summary voucher or a VBH-PA screen print showing the number of the claim that needs adjusted along with the corrected claim. If it is not included, it will be submitted as new. Claim submissions that are denied for this reason are due to an invalid MA recipient number.

**Initial Claim Submissions with Primary EOB Attachments** – These submissions must have a copy of the EOB behind each claim copy and must be mailed to the appropriate new claims address.

**Corrected Claims and New Claims on the Same Claim Form** - Do not include new dates of service on a claim with dates of service that have previously been submitted and processed.

**All denial reasons must be resolved prior to making a request for an adjustment.**

# VBH-PA Employees on the Move



**Lois Bezak** is promoted to **Claims Processor** effective August 20, 2007. Lois has worked with VBH-PA since August 2005 as a file clerk.

***Congratulations Lois!!***

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## VBH-PA Staff Update

### Clinical Department



**Debra DeVos** started on August 6, 2007 as **CAFS Supervisor (Crawford, Mercer and Venango)**.

**Debbie Kulusich** started on August 6, 2007 as a **CAFS Coordinator (Mercer)**.

**Tad Santos** started on August 6, 2007 as a **Complex Care Manager (Cambria)**.

**Darren Wright** started on August 6, 2007 as a **CAFS Coordinator (Butler)**.

**Laura Frattolillo** started on July 30, 2007 as a **CAFS Supervisor (Erie)**.

**Julie McGuigan** started on July 23, 2007 as a **CAFS Coordinator (Mercer)**.

**LeeAnn Shields** started on July 16, 2007 as a **CAFS Coordinator (Lawrence)**.

### Network Operations

**Sandie Clawson** started on July 23, 2007 as a **Network Services Rep.**

**Todd Jukes** started on July 16, 2007 as a **Provider Field Coordinator (Erie)**.

**David Pino** started on July 16, 2007 as a **Provider Field Coordinator (NW3)**.

**Kurt Fay** started on July 16, 2007 as a **Provider Field Coordinator (NW3)**.

## Kudos to our Temporary Staff!

On July 1, 2007, VBH-PA added five new counties to our service area which added plenty of extra work to every department in the company. Special thanks to two temporaries who dove into this work with gusto!



**Nicole White** is working in the CAFS Department and does a great job entering authorizations and completing special projects in the Clinical Department. Nicole holds a B.A. in Anthropology from the University of Pittsburgh and an Associate Degree in Office Administration from ICM School of Business and Medical Careers. Currently, she is enrolled at Chatham College in the Masters of Teachers Program.

However, while working for VBH-PA, she became very interested in social work and counseling. She plans on transferring to Chatham's Counseling Psychology Program. Nicole has one fur-child, her Pekinese/Maltese dog named Wolfgang. His picture sits proudly on her desk.



**Kennedy Zaspel** assists many different departments here at VBH-PA. Kennedy has done a great job streamlining our member handbook and newsletter mailings and organizing and copying endless new hire packets and training binders. She has helped the administrative support staff greatly with her excellent proof-reading skills and knowledge of computer software. Kennedy is a senior at Penn State, working

towards her B.S. in Labor and Industrial Relations. She also divides her time during the week by completing her internship in the human resources department at Westinghouse.

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## *Save the Date...*

The Family Advisory Committee at VBH-PA is pleased to present our **2007 Family Forum** ...

### **"Practical Solutions to Impossible Problems"**

**Monday, October 1, 2007**

**8:00 a.m. to 3:00 p.m.**

**Radisson Hotel in Monroeville, PA**

Featuring: Keynote Speaker, Vendors, Breakout Sessions and "Value"able information.

**Registration information and more details to follow in future issues of *ValueAdded*.**

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[http://www.vbh-  
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