



ValueAdded







This is the 104th issue of our VBH-PA information update. These updates 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 12

December 2007

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

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Announcing January Provider Trainings

Plus two new forms for Providers

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.

Helpful Tips for Evaluators for BHRS/RTF Services

The following information can assist with practice efficiencies, reduce time used for non-billable activities, and decrease cases being sent to peer review.

- 1) Attend the ISPT meeting whenever possible. Evaluators are reimbursed for attendance in person or by phone. Your participation in the ISPT meetings allows the CAFS Coordinator to clarify questions regarding medical necessity directly with you. In addition, you are able to respond to information presented at the ISPT meeting by other participants and adjust the prescriptions if you desire.
- 2) Clearly document medical necessity information in the written evaluation supporting treatment recommendations. For example:
 - Why intensity and severity of symptoms are such that the client cannot be treated at a lower level of care.
 - If the symptoms can be treated with medication, a history of dose, response, length of time taken and compliance must be documented. If medication has not been tried, the reasons should be documented.

And Remember ...

If the child presents with behavioral difficulties in school, it is important to collaborate with the educational system in designing treatment approaches. The evaluation should include information about the presence or absence of an IEP, the history of attempted school interventions and any available information regarding learning disabilities. A school-based evaluation should be considered for children with behavioral problems in school.

If there are several children with behavioral difficulties in the family, Family Based Mental Health Services should be considered as an option.

Save the Date!

8th Annual Consumer Recovery Forum

**Friday, March 28, 2008
Radisson Hotel in Monroeville**

Featuring: Keynote Address, Workshops, Leadership in Recovery Awards, and much more! More details will follow in future issues of *ValueAdded*.

Notification of Change in Access to Services

Providers must immediately notify the VBH-PA Service Center either in writing, to the **attention of the Network Management Department**, or by facsimile to **724-744-6363**, upon the occurrence of any of the following:

1. Inability to provide emergent care within 1 hour, urgent care within 24 hours or routine care within 7 days;
2. Usage of alternative provider coverage in any situation when unable to treat VBH-PA members in active treatment (e.g. vacation);
3. When reaching full (100%) capacity. Full capacity is considered the point at which the provider is unable to meet the access standards noted above or is unable to accept referrals for a particular level of care. Notices for full (100%) capacity should contain the reason for reaching capacity, the effective date and the steps the provider will take to resume functioning at normal capacity.

Network providers must offer hours of operation that are no less than the hours of operation offered to commercial members or comparable to Medicaid fee-for-service if the provider serves only Medicaid members.

VBH-PA Staff Update

Amy Augustine started on November 26, 2007 as a **CAFS Coordinator (Butler)**. Amy comes to VBH-PA from Family Behavioral Resources where she was Clinical Supervisor. She was also a Prevention Specialist and Mental Retardation Supports Coordinator with Mercer County Behavioral Health Commission.

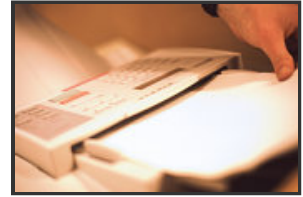


Cori Wagner started on November 26, 2007 as a **CAFS Coordinator (Butler)**. Cori was a Strength-Based Therapist, Outpatient Therapist and Mobile Therapist with The Stern Center. She was also a Mobile Therapist and Behavioral Specialist Consultant with Glade Run and a Civil Service Caseworker with Mercer County Children and Youth.

Jennifer Holderbaum started on December 3, 2007 as a **Care Manager**. Jennifer has been a Child and Adolescent Inpatient Psychiatric Social Worker with WPIC since 2000. She has also worked at Interim Healthcare and Adelphoi Village.

Providers, Please Fax Your Member Discharge Summaries

For collaboration, aftercare and reporting requirements, it is essential that we receive your member discharge summaries within 10 days of discharging a member. Please fax your discharge summaries to the following:



Fax # 724-744-6557 For members residing in **Armstrong, Butler, Beaver, Cambria, Greene, Indiana, Lawrence, Washington and Westmoreland Counties.**

Fax # 724-962-8042 For members residing in **Mercer, Crawford and Venango Counties.**

Fax # 724-437-5907 For members residing in **Fayette County**

Fax # 814-528-0603 For members residing in **Erie County**

Clarification on Requests for Authorizations

In the past, we ran an article about the procedure to follow with regard to requesting authorization for services. Some confusion has occurred in stating that providers should receive a letter confirming authorization of the requested service(s) at the provider's designated mailing address no later than ten (10) business days from the date of the request.

VBH-PA has ten (10) business days to enter a provider's authorization; a letter confirming that authorization is automatically generated at the time that the authorization is entered. In actuality, that letter, given the time it takes the US Postal service to deliver the letter, may not be received by the provider's designated mailing address within ten (10) days of the request. Therefore, we would ask that you allow fourteen (14) business days from the date of your request to receive the letter. If you do not receive an authorization letter within fourteen (14) business days, please contact VBH-PA Customer Service at 1-877-615-8503 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

VBH-PA Employees on the Move

Effective November 1, 2007, **Karla Barger** was promoted to **Provider Relations Manager, Child & Adolescent Services** and **Lisa Ciccarelli** was promoted to **Provider Relations Manager, Adult Services**. Effective November 26, 2007, **Kristin Brown** was promoted to **Claims Processor I**.



Congratulations Karla, Lisa and Kristin!

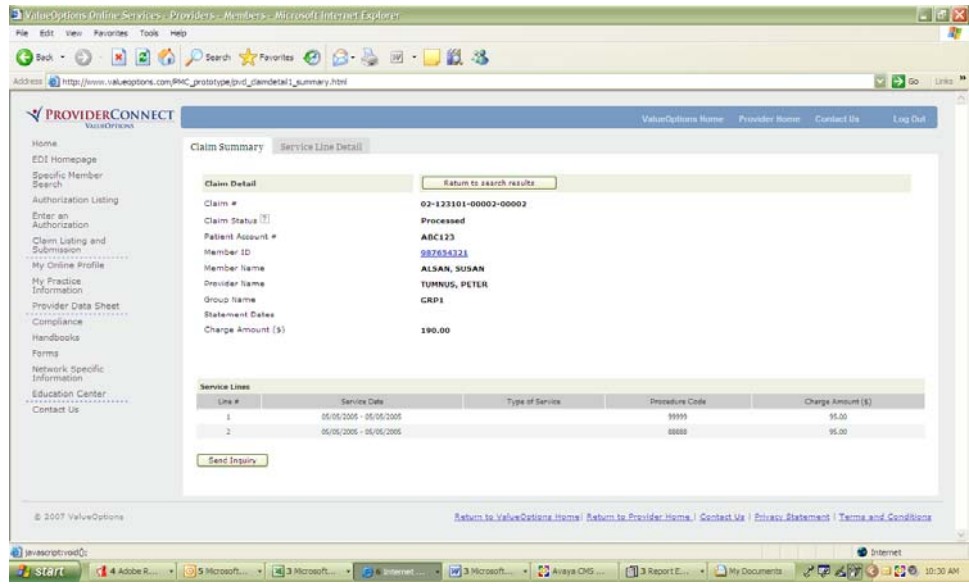
ProviderConnect TABS

The Customer Service Department thanks those providers who use ProviderConnect. We would like all of our providers to use this information to its full potential and urge you to review the demonstration module.

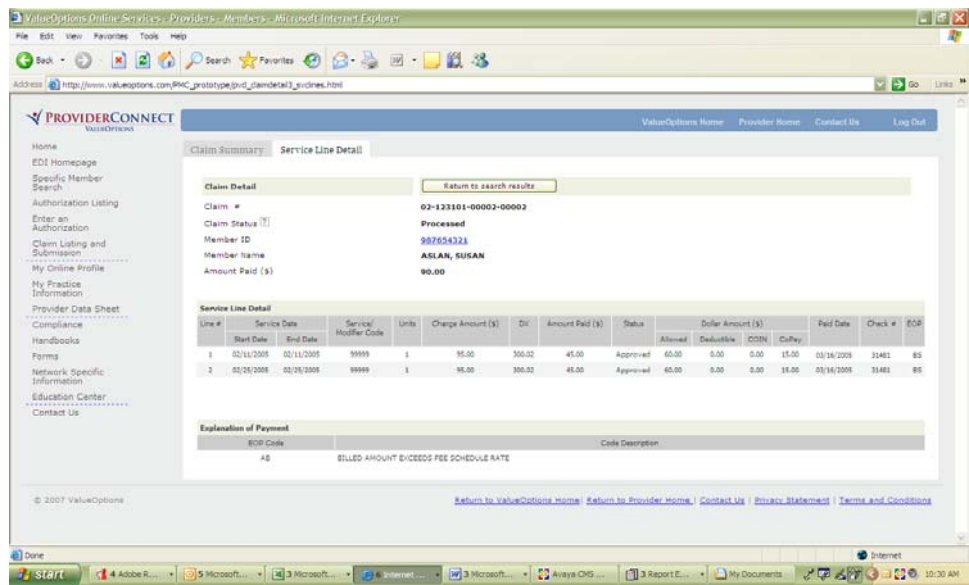
Claim Summary and Service Line Detail – 2 TABS

The **Claim Summary TAB** will show a SERVICE LINE which includes the procedure code, date of service and charge amount.

The **Service Line Detail TAB** will show the date(s) of service, procedure code, units, charge amount, diagnosis code, paid amount, status, allowed amount, paid date, check number and explanation of payment code. If the claim is denied, it explains the denial.

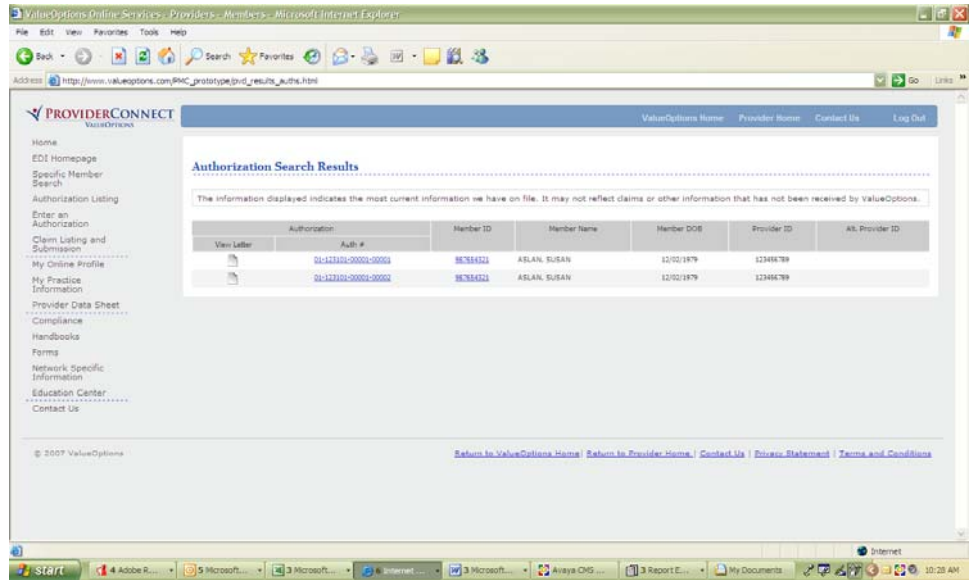


Please click on the tabs for information.



Authorization Search Results – 3 TABS

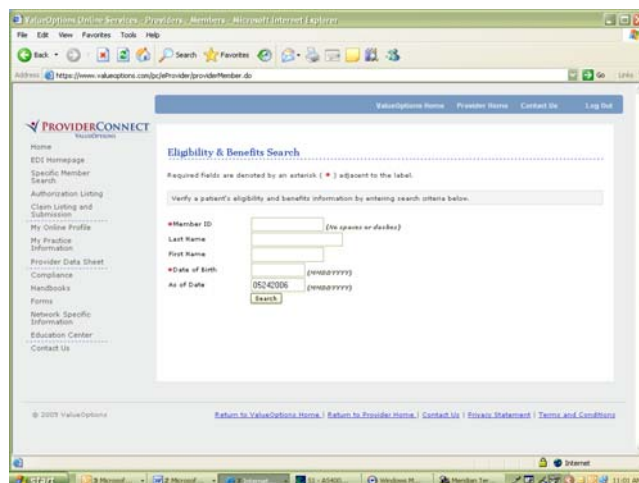
This screen provides a hyperlink for viewing an authorization. The Auth # is underscored and in blue. Clicking on this will take you to a screen that has three **TABS**. The **Auth Summary TAB** lists the member ID, authorization number and status. The **Auth Details TAB** lists the service class description, dates of service, visits requested/approved, visits actually used (as of today) and status. The **Associated Claims TAB** will show all of the claims PAID from this authorization. This will not show any claims that denied.



If you are not currently enrolled, please sign up today. The website will save time in resolving eligibility, authorization and claims issues because you have the information instantaneously.

When Checking Eligibility in ProviderConnect

The date field is what triggers the results viewed. For accurate information, enter **THE DATE OF SERVICE** you want to verify in the **"AS OF DATE"** block displayed on the Eligibility & Benefits Search screen pictured below.



Verification of Attendance at an ISPT Meeting By Evaluators and Independent Prescribers

Evaluators and Independent Prescribers are strongly urged to attend ISPT (Interagency Service Planning Team) meetings. VBH-PA pays for Evaluator and Independent Prescriber attendance at the ISPT meetings.

Included with this month's *ValueAdded* are the forms that need to be submitted to VBH-PA to verify attendance at an ISPT meeting (see last two pages of this newsletter). Please submit these as per the form instructions. These forms can also be found on our www.vbh-pa.com website.

2008 WPIC VideoConference Series



VBH-PA is pleased to announce that once again, our Service Center will be 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.

January's videoconferences are: "**Obsessive Compulsive Disorder: Diagnosis and Treatment**" on **January 16, 2008**; and "**Interpersonal and Social Rhythm Therapy for Bipolar Disorder**" on **January 30, 2008**. The videoconferences are held from **9:00 a.m. to 11:00 a.m.**

These programs are free of charge. Attendees requiring continuing education credits, however, will be asked to complete an attendance form and submit it with payment (\$10 for general CEUs; \$25 for ACT 48, CAC, CME, CPRP, NBCC, personal care home administrators, psychologists and social workers) after attending the program.

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!

Help Us Update Our Distribution List

Would you like to be added to our *ValueAdded* distribution list or know of a co-worker who would? Please provide your email or fax number to **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. In addition, if you are receiving more copies of our newsletter than you would like, please let her know which addresses and/or fax numbers can be removed.







VBH-PA is pleased to announce our January Provider Trainings

"Nuts and Bolts"

Offering Many Dates and Locations for Your Convenience:

<p>Thursday, January 3, 2008 9:30 a.m. to Noon <i>9:00 a.m. - Sign-in and Refreshments</i></p> <p>Days Inn Hotel & Conference Ctr. 18360 Conneaut Lake Road Meadville, PA 16335</p>	<p>Thursday, January 3, 2008 1:30 p.m. to 4:00 p.m. <i>1:00 p.m. - Sign-in and Refreshments</i></p> <p>Bel-Aire Hotel & Conference Ctr. 2800 West 8th Street Erie, PA 16505</p>
<p>Friday, January 11, 2008 9:30 a.m. to Noon <i>9:00 a.m. - Sign-in and Refreshments</i></p> <p>Four Points by Sheraton Pittsburgh North 910 Sheraton Drive Mars, PA 16046</p>	<p>Friday, January 18, 2008 9:30 a.m. to Noon <i>9:00 a.m. - Sign-in and Refreshments</i></p> <p>Four Points by Sheraton Greensburg 100 Sheraton Drive Greensburg, PA 15601</p>

A G E N D A

-  POMS
-  ProviderConnect
-  PaySpan
-  Claims
-  Clinical Time Frames
-  Demo of Internet Capabilities (VBH-PA)

R E G I S T R A T I O N

Contact **Kim Tzoulis** at **(724) 744-6377** or via e-mail at Kimberly.Tzoulis@ValueOptions.com. Please let her know which date and location you plan on attending and if you need directions to any of these facilities.

Trainings are free of charge and are open to all of our in-network providers.

Value Behavioral
Health of PA, Inc.
520 Pleasant Valley Rd
Trafford, PA 15085

Phone:
(877) 615-8503

Fax:
(724) 744-6363

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

Independent Prescriber Participation at Interagency Service Planning Team (ISPT) Meeting Verification of Attendance

All Independent Prescribers* that participate in an ISPT Meeting (either by phone or in person) are required to fax a Verification of Attendance to VBH-PA within seven (7) business days of the ISPT in order to be reimbursed for attendance.

Upon attending an ISPT meeting, please fax this Verification Form to the VBH-PA BHRS fax line at 724-962-8042, Attention: Billie Jo Harris.

Independent Prescriber Name: _____

Independent Prescriber Address: _____

Member Name: _____

Member ID#: _____

Member DOB: _____

Date of ISPT Meeting: _____

Attended In Person:

Attended By Phone:

Name of VBH CAFS Coordinator: _____

By signing this form I, the Independent Prescriber noted above, attest that I attended the ISPT meeting for the above HealthChoices member on the above date and remained in attendance until my input and/or services were no longer required.

Independent Prescriber Signature

FAX Date

*This applies to Independent Prescribers that conduct evaluations on HealthChoices Child and Adolescent Members from Crawford, Mercer, and Venango Counties.

Indep Prescrib Participation Verification at ISPT Form_110707.doc

Evaluator Participation at Interagency Service Planning Team (ISPT) Meeting Verification of Attendance

All Evaluators* that participate in an ISPT Meeting (either by phone or in person) are required to fax a Verification of Attendance to VBH-PA within seven (7) business days of the ISPT in order to be reimbursed for attendance.

Upon attending an ISPT meeting, please fax this Verification Form to the VBH-PA BHRS fax line at 724-744-6557.

Evaluator Name: _____

Evaluator Address: _____

Member Name: _____

Member ID#: _____

Member DOB: _____

Date of ISPT Meeting: _____

Attended In Person: Attended By Phone:

Name of VBH CAFS Coordinator: _____

By signing this form I, the Evaluator noted above, attest that I attended the ISPT meeting for the above HealthChoices member on the above date and remained in attendance until my input and/or services were no longer required.

Evaluator Signature

FAX Date

*This applies to evaluations conducted by Evaluators on HealthChoices Child and Adolescent Members from Armstrong, Beaver, Butler, Cambria, Erie, Greene, Indiana, Lawrence, Washington, and Westmoreland Counties.

Evaluator Participation Verification at ISPT Form_NOT NW3_111207 (2).doc