



ValueAdded

This is the 98th 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.

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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

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

Expansion of the VBH-PA Network

Value Behavioral Health of Pennsylvania (VBH-PA) is growing. On July 1, 2007, VBH-PA will add five new counties to our service area: Cambria, Crawford, Erie, Mercer and Venango. Crawford, Mercer and Venango counties have joined together to form the Northwest Behavioral Health Partnership. Not only will this expansion add approximately 130,000 covered lives to our existing membership, but the VBH-PA network of providers will continue to grow as well.

The expansion will allow VBH-PA to continue to coordinate the array of supports and services it offers such as peer support, BHRS, family based, and others that members can utilize to assist them in maintaining wellness and in keeping recovery an active, ongoing mission in their lives. It also offers additional opportunities for consumers to become active members in their journey towards recovery by increasing the availability of employment, committee participation, and expanding the role of C/FSTs in the new counties.

In preparation for the "go live" date of July 1, 2007, VBH-PA's Member and Provider Services Department, Clinical Department, Account Executives and nearly every single staff member at the Trafford Service Center have been working diligently to prepare for and conduct over 30 forums to educate consumers and providers regarding the transition to HealthChoices.

VBH-PA looks forward to our expanded role in continuing to coordinate and support recovery-oriented services for our members throughout Southwestern and Northwestern Pennsylvania.

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 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.

PaySpan Health: Healthcare Payment and Remittance Advice

A free service to providers for EFT and ERA receipt

Beginning July 1, 2007, Value Behavioral Health of Pennsylvania (VBH-PA) will offer in-network providers, who currently submit their claims through our electronic EDI system, the opportunity to receive their remittances electronically. **PaySpan Health** breaks down the barriers to electronic claim settlement with an innovative solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). Using this free service, providers can take advantage of EFTs and ERAs to settle claims electronically. Following a fast online enrollment, you will be able to receive ERAs and import the information directly into your Practice Management or Patient Accounting System, eliminating the need to re-key remittance data off of paper advices.

PaySpan Health Offers a Practical Solution to Electronic Settlement



As a healthcare provider, the time your staff spends on payment issues and reconciliation is time taken away from patient needs. PaySpan Health can rapidly transition you into the world of electronic payments and automated reconciliation, greatly reducing the paperwork and time spent on claims issues and collections. Perhaps most significant, **you can expect to save between \$1.15 and \$2.94 per claim settled electronically.**

PaySpan Health offers providers a complete solution for claim payment management. Using PaySpan Health, you can route EFTs to the bank account(s) of your choice, manage multiple payers, choose how you want to receive remittance details, easily re-associate payments with claims, and take advantage of claim and remittance retrieval and reporting.

Getting Started is Easy!

The process starts with a registration code furnished by VBH-PA. Armed with this code, you can pursue an online enrollment process that will only take 5-10 minutes to complete. During this enrollment process, you will set up a profile of your practice, specify bank accounts (multiple accounts if you desire), and specify other preferences for management of checks, EFTs, ERAs, or online presentation of claim payment information. If you are a VBH-PA provider who currently submits claims through our electronic EDI system, or you **would like** to submit claims through our electronic EDI system, **AND** you have not received your registration code, please call our toll-free provider line **at 1-877-615-8503 and ask for Ann at extension 346362.**

PaySpan Health Benefits to Providers:

-  **Free service** – Providers are not charged any fees to use the service
-  **Reduce settlement expenses** – Providers can expect to save between \$1.15 and \$2.94 per claim settled electronically

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- ✚ **Eliminate re-keying of remittance data** – Electronic remittance advices can be imported directly into practice management or health information systems, eliminating the need for manual re-keying
- ✚ **Maintain control over bank accounts** – Providers keep control over the destination of claim payment funds. Multiple practices and accounts are supported.
- ✚ **Match payments to advices quickly** – Providers can associate electronic payments with electronic remittance advices quickly and easily
- ✚ **Pursue secondary billings faster** – Accelerates the revenue life cycle
- ✚ **Improve cash flow** – Electronic payments can mean faster payments, leading to improvements in cash flow
- ✚ **Connect with multiple payers** – Providers can quickly connect with any payers that are using PaySpan Health to settle claims

Complete Reports are Available

PaySpan Health makes tracking and reconciling payments quick and easy with flexible payment reports. Providers are able to design their own reports and run them at any time. Common examples include ACH summary reports, monthly payment reports, and payment reports sorted by date. PaySpan Health's report capability takes the mystery out of matching claims to payments!

Remittance Viewing and Receipt – You Have Options

With PaySpan Health, you have a numbers of options for viewing and receiving remittance details. PaySpan Health will match your preference for remittance information with the following options:

- ✚ HIPAA-compliant data file that can be downloaded directly to your Practice Management or Patient Accounting System
- ✚ Electronic remittance advice presented online and printed in your location

VBH-PA Staff Update

Susan Wright started on April 30, 2007, as a Care Manager in the Clinical Department. **Cherish Brown** and **Sarah Brock** started on May 14, 2007, as Member & Provider Services Reps (MPSRs). **Kristin Brown** started on May 29, 2007, as a Claims Clerk in the Claims Department.



VBH-PA Employees on the Move



Linda Semenko became a Network Services Rep on March 19, 2007. **Angie Mickens** became a Claims Processor on May 14, 2007. **Ann Flowers** was promoted to a Provider Relations Representative effective May 28, 2007.

Providers: Please post this at your facility to advise your patients on where they can turn for help. Feel free to add your local crisis phone numbers at the bottom of this article.

Did You Know that Your Relationship Can Affect Your Health?



Are you in a healthy relationship? Ask yourself – Is my partner willing to talk openly when there are problems? Does my partner give me space to spend time with other people? Is my partner kind and supportive? If the answer is yes to these questions, it is likely you are in a healthy relationship. Studies show that healthy relationships lead to better physical and mental health, longer life and good things for children.

Are you in an unhealthy relationship? Ask yourself - Does my partner criticize me and make me feel like everything is my fault? Does my partner control where I go, who I talk to and how I spend my money? Has my partner hurt or threatened me or pressured me to have sex? If you answered yes to any of these questions, your health and safety may be in danger. You may be feeling depressed or anxious. However, there are some steps you can take to help you cope and improve your health.

Talk with someone you trust about what is going on and the pain you have experienced. Talk to your doctor about coping habits that can harm your health like smoking, drinking, using drugs or over-eating and get help in taking steps to make changes. Reduce your stress by reaching out for help.

If you are being hurt by your partner, it is not your fault. You deserve to be safe and healthy.

If you are worried and you need to talk, call us.

National Domestic Violence Hotline
1-800-799-7233 (SAFE)
1-800-787-3224 (TTY for the Deaf)
www.ndvh.org

National Teen Dating Abuse Hotline
1-866-331-9474
1-866-331-8453 (TTY for the Deaf)
www.loveisrespect.org

Help is available in English and Spanish and many other languages.
All contact with the hotlines is free and confidential.

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

Phone:
(877) 615-8503

Fax:
(724) 744-6363

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