



ValueAdded








This is the 101st 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 9, Issue 9

September 2007

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

In this Issue:

-  PaySpan Health
-  Claims Corner
-  TPL Info Reminder
-  Checking Eligibility in ProviderConnect
-  Electronic POMS Submission
-  VBH-PA Claims Addresses
-  Staff Update

Family Forum 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) 744-6363 or emailed to Kimberly.Tzoulis@ValueOptions.com

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

PaySpan Health

Value Behavioral Health of Pennsylvania (VBH-PA) offers Providers **PaySpan Health** - a solution that delivers Electronic Payment Transfers (EFTs), Electronic Remittance Advice (ERAs)/vouchers and much more. **FREE** to Providers, the solution enables online presentment of remittances/vouchers and straightforward reconciliation of payments to empower our Providers to reduce costs and improve cash flow.

Convenient Payments

PaySpan Health gives you the option to receive payments according to your preference: electronically direct to a bank account or by traditional paper check. You are also able to choose the method in which you receive remittance/voucher information:

- **Electronic Remittance Advice** presented online and printed on location.
- **HIPAA 835 electronic remittance file** for download directly to a HIPAA-compliant Practice Management or Patient Accounting System.
- **Paper remittance/voucher** printed and mailed by ValueOptions.



Registering your Practice

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 Flowers** at extension **346362**. Ann will procure a unique registration code from PaySpan Health and will then provide you with the code. This process usually takes 2-3 days.

Signing up for PaySpan Health is simple, secure, and will only take 5-10 minutes to complete. To enroll, you must register as a user on the PaySpan website. Using your web browser, go to <http://www.payspanhealth.com>. Enter your unique registration code to create your PaySpan Health account. Have your bank routing and account information found on a check (not a deposit slip) available. If you have multiple registration codes and site identification codes you do not have to set up additional bank accounts. If all of the bank information is the same you can assign one bank account to multiple sites. A step-by-step guide for registration is available online.

For additional assistance, please call **Payformance Corporation's Provider Hotline** at **877.331.7154**.

Claims Corner

Claims Corner



Helpful Claims Hints

- VBH-PA identifies members by the medical assistance recipient number assigned by the Department of Public Welfare
- Be sure to use the recipient number on the claim or it will be denied as "PAUNKNOWN"
- Only bill with acceptable HIPAA Compliant procedure/service codes and modifiers as listed in your provider contract
- Dates of service should be listed individually on CMS 1500 (NO DATE SPANS)
- Bill with a valid Place of Service (POS) Code as listed on the Provider Covered Services Grid
- Please be sure that all claims submitted include your NPI number(s) and taxonomy code(s) if applicable
- VBH-PA requests that your provider/vendor number accompany all claims
- If the date of service, procedure code, and place of service are the same, bill ALL units on one claim line to avoid denials for a duplicate service.
- CHECK AUTHORIZATION PRIOR TO BILLING. ProviderConnect lists all of the services authorized and has the capability of printing the authorization letters. Submitting a claim without the appropriate authorization will cause an unnecessary denial.

Timely Filing Requirement for Initial Claims Submissions

VBH-PA requires receipt of all initial claims within 90 days from the following:

- date of service
- date of discharge
- date of primary insurance carrier explanation of benefit (EOB)

Third Party Liability (TPL)

- VBH-PA, as the behavioral health MCO, is the payer of last resort
- The provider must exhaust all avenues of other insurance for services that are covered by the primary insurance
- An explanation of benefits (EOB) must accompany the paper claim form to ensure coordination of benefits

Payment Voucher

- Please allow VBH-PA 30 calendar days to process your claim
- All providers will receive notification of claims payment via check or Electronic Funds Transfer (EFT)
- The Provider Summary Voucher will contain all claims activity (payments and denials)

"Claims Corner" continued on Page 3

The voucher includes information such as:

- Member's name (sorted alphabetically)
- Date of Service
- Procedure Code
- Units
- Total charges
- Paid amount
- Explanation of Payment/Denial Codes
- Informational Codes (please review to avoid potential denials in the future)
- One voucher and check/EFT per **County**



It is the provider's responsibility to reconcile all accounts and post payments within a timely manner. Aging reports make it easier to prioritize older balances especially since there is a 90 day timely filing limit on claims and adjustments. Claims denying due to an untimely filing reason should never happen as long as the aging reports are monitored closely. In every business, there is staff turnover. It is very important that more than one staff member of the back office is trained in order for consistent cash flow to continue.

Please Verify Authorization Prior to Submission



Please be sure to confirm authorization (if required) for services prior to submitting your claim. **ProviderConnect** is available to all providers to confirm authorization. Additionally, if you have any questions regarding your authorization, please call the **Customer Service Department** at **877-615-8503** to discuss your concerns.

Over the last month, VBH-PA has received a number of claims submitted for services that require authorization, but no authorization was available to pay the service. This has resulted in unnecessary claim denials.

Please refrain from submitting claims for denial in order to "beat" the timely filing requirement. This is unnecessary. VBH-PA strives to process and pay all claims on initial submission.

Important Third Party Liability (TPL) Information Reminder

Effective January 1, 2007, if you bill using code **90801** or **90801 U1** or **99215** or **90802 U4** 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 are no longer TPL exempt.**



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.

ValueOptions Online Services - Providers - Members - Microsoft Internet Explorer

Address: <https://www.valueoptions.com/pc/eProvider/providerMember.do>

ValueOptions Home Provider Home Contact Us Log Out

PROVIDERCONNECT
VALUEOPTIONS

Home
EDI Homepage
Specific Member Search
Authorization Listing
Claim Listing and Submission
My Online Profile
My Practice Information
Provider Data Sheet
Compliance
Handbooks
Forms
Network Specific Information
Education Center
Contact Us

Eligibility & Benefits Search

Required fields are denoted by an asterisk (*) adjacent to the label.

Verify a patient's eligibility and benefits information by entering search criteria below.

*Member ID (No spaces or dashes)

Last Name

First Name

*Date of Birth (MMDDYYYY)

As of Date (MMDDYYYY)

© 2005 ValueOptions

[Return to ValueOptions Home](#) | [Return to Provider Home](#) | [Contact Us](#) | [Privacy Statement](#) | [Terms and Conditions](#)

Electronic POMS Submission

Recent enhancements to ProviderConnect 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. 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.

Incoming Claims Information for Value Behavioral Health of PA Business Line New Claims Addresses

**HealthChoices Members Residing in Armstrong, Beaver, Butler,
Fayette, Greene, Indiana, Lawrence, Washington, Westmoreland
Counties:**

SWPA HealthChoices Claims

516 Pleasant Valley Road
Trafford PA 15085

HealthChoices Members Residing in Erie County:

Erie HealthChoices Claims

520 Pleasant Valley Road
Suite 200E
Trafford, PA 15085

HealthChoices Members Residing in Cambria County:

Cambria HealthChoices Claims

520 Pleasant Valley Road
Suite 300C
Trafford, PA 15085

**HealthChoices Members Residing in Mercer, Venango, and Crawford
Counties:**

NW3 HealthChoices Claims

520 Pleasant Valley Road
Suite 400NW
Trafford, PA 15085

Corrected Claims / Adjustments for all counties:

VBH-PA

Attn Customer Service
520 Pleasant Valley Road
Trafford PA 15085
Fax 724-744-6379

Providers:

**Please print
out this page
and post for
your billing
reference.**

VBH-PA Staff Update



Chris Stoner started on September 17, 2007 as a **Claims Processor** in the **Claims Department**.

Chris comes to VBH-PA from Penn-Trafford School District where she was a Building Aide at McCullough Elementary. She was previously Director of Admissions and Social Services at St. Margaret Seneca Place Nursing and Rehabilitation Center and a Clinical Social Worker for the Division of Aging in Missouri.

Tracy Grieve-Martin started on September 4, 2007 as a **CAFS Coordinator (Armstrong County)** in the **Clinical Department**. Tracy comes to VBH-PA from Family Behavioral Resources where she was Corporate Clinical Director & Clinical Supervisor. She was also Clinical Supervisor for Northwestern Human Services and Behavioral Health Care Manager for Highmark BC/BS.

Thomas Kirsch started on September 4, 2007 as a **Care Manager** in the **Clinical Department**. Tom comes to VBH-PA from Highlands Hospital where he was a Staff Nurse. He was also a Nurse Manager at the VA Medical Center, Pittsburgh.

Sally Reynolds started on September 4, 2007 as a **Complex Care Manager (Beaver County)** in the **Clinical Department**. Sally comes to VBH-PA from the Drug & Alcohol Services/Beaver Valley where she was a Substance Abuse Counselor/Therapist. She was also a Clinical Therapist/Counselor with Paradigm Health Services and an Exceptional Children's Case Manager with Cabarrus County Schools in North Carolina.

Heather Olbeter started on August 27, 2007 as a **Care Manager** in the **Clinical Department**. Heather comes to VBH-PA from Westmoreland County Children's Bureau where she was a Treatment Caseworker. She has also been a Parent Supervisor/Community Liaison and TSS with Pressley Ridge KINSHIP.

Nicholas Cerkovnik started on August 21, 2007 as a **Care Manager** in the **Clinical Department**. Nicholas comes to VBH-PA from Excelsa Health where he has been an RN at Westmoreland Regional Hospital and Latrobe Area Hospital. He was also an RN at Liberty Health and Monsour Medical Center.

Dawn Linn started on August 20, 2007 as a **Complex Care Manager (Venango County)** in the **Clinical Department**. Dawn comes to VBH-PA from UPMC Northwest where she was an RN. She is also a Hospital Corpsman 3rd Class for the US Navy and was a Nurse Home Visitor at Community Services of Venango County.

Cheryl Wood returned to VBH-PA on August 20, 2007 as a **Financial Analyst I** in the **Finance Department**. Cheryl (Sherrie) comes to us from the Municipality of Murrysville where she was a Finance Clerk. She is also Bookkeeper for GTE Systems, Inc. and was a Project Analyst for Children's Hospital.

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_information.htm

Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices

Monday, October 1, 2007

Radisson Hotel, Monroeville, PA

Conference Schedule



The Value Behavioral Health of Pennsylvania (VBH-PA) Family Advisory Committee is pleased to announce the first ever VBH-PA Family Forum:

“Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices”

October 1, 2007
Radisson Hotel
Monroeville, PA

(See next page for Registration Information)

Vendors	8:00 am to 3:00 pm
Registration and Continental breakfast	8:00 am to 8:45 am
Opening	8:45 am to 9:00 am
Keynote Speaker: Patricia McGuire, MD Best Practices: How families can choose what is best for their children	9:00 am to 10:00 am
Keynote Speaker: Stanley Mrozowski, Director, Pennsylvania Bureau of Children’s Services, Office of Mental Health & Substance Abuse Services	10:00 am to 10:50 am
Break	10:50 am to 11:00 am
Meet the County Child & Adolescent Service System Program (CASSP) Coordinators Choose one county — listed on registration form)	11:00 am to 11:45 am
Lunch (provided)	12:00 pm to 1:15 pm
Breakout Sessions A thru F (Choose one—listed on registration form)	1:15 pm to 2:00 pm
Breakout Sessions G thru L (Choose one—listed on registration form)	2:00 pm to 2:45 pm
Closing Remarks, Forum Evaluation and Basket Giveaways (You must be present to win.)	2:45 pm to 3:00 pm

Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices

Monday, October 1, 2007

Radisson Hotel, Monroeville

**** Registration Form ****

The VBH-PA Family Forum is free to Value Behavioral Health of Pennsylvania family members. There is limited seating available, so register early to reserve your space at the VBH-PA Family Forum. **Childcare is not available, adults only please.** You're not going to want to miss the "Value"able information at the breakout sessions and the vendor tables.

Please complete the following:

Name: _____ Phone number _____

Address _____

City: _____ County _____ Zip code _____

Forum Workshops

11:00 am to 11:45 am — Meet the County Child & Adolescent Service System Program (CASSP) Coordinators (Circle Choice):

- | | | | |
|-----------|---------------------------|--------------------------|------------------------|
| 1. Greene | 2. Fayette and Washington | 3. Indiana and Armstrong | 4. Butler and Lawrence |
| 5. Beaver | 6. Westmoreland | | |

1:15 pm to 2:00 pm — A thru F Breakout Sessions (Circle Letter Choice):

- A. **Family Panel: Getting to Know the System** — Panel consists of at least three parents that will discuss their experiences and answer questions regarding services of children up to 11 years of age.
- B. **ADHD** – VBH-PA will discuss medicines and therapies for children with ADHD. A panel of experts including Manuel Reich, DO, VBH-PA Assistant Medical Director, to present and answer your questions.
- C. **Autism** presented by Tracy Grieve-Martin, VBH-PA CAFS Coordinator for Armstrong County
- D. **Navigating the System: The Complaints and Grievance Process 101** presented by Jean Fabian, VBH-PA Peer Advisor Coordinator and Melanie King, VBH-PA Quality Analyst
- E. **Interfacing with the School: The IEP Process** presented by Rebecca Valari, Westmoreland County Education Advocate
- F. **Been there, Done that, Now what? The People You Need to Know** – A panel of professionals who assist families who are involved in the system and need additional information.

2:00 pm to 2:45 pm — G thru L Breakout Sessions (Circle Letter Choice):

- G. **Family Panel: Preparing for the Transition** — Panel consists of at least three parents that will discuss their experiences and answer questions regarding services of children 12 years of age and up.
- H. **Ask the Doctor: Medication, Diagnostic and Treatment Issues** presented by Manuel Reich, DO, VBH-PA Assistant Medical Director
- I. **ADHD Strategies for Success in Home and School** presented by Jennifer Randolph, VBH-PA CAFS Manager
- J. **How to be the Best Advocate for your Child** presented by Karan Steele, VBH-PA Recovery and Resiliency Specialist
- K. **Interfacing with the School: TSS and the School** presented by Barb Keefer, Fayette County Mental Health, Parent Advocate
- L. **Been there, Done that, Now what? Surviving the Complaints and Grievance Process** — presented by Jean Fabian, VBH-PA Peer Advisor Coordinator and Melanie King, VBH-PA Quality Analyst

Mail this registration form to: Karan Steele or Kim Tzoulis
VBH-PA
520 Pleasant Valley Road
Trafford, PA 15085

Or fax registration form to: 724-744-6363 Attn: Karan Steele or Kim Tzoulis

Or email registration form to: Karan.Steele@Valueoptions.com or Kimberly.Tzoulis@Valueoptions.com

Any questions, please feel free to contact Karan Steele at 724-744-6537 or Kim Tzoulis at 724-744-6377.