



# ValueAdded






This is the 108th 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 10, Issue 4

April 2008

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

***In this Issue:***

-  Reporting 100% Capacity
-  Get Help with PaySpan Health
-  ValueOptions Recredentialing Process
-  Claims Corner
-  Staff Update

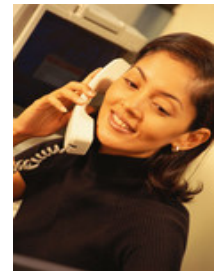
See end of newsletter for important training opportunities for providers and members.

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.

## Reporting 100% Capacity

Providers are responsible for immediately notifying VBH-PA when they reach full capacity for any contracted level of care at any service location. Providers in the VBH-PA network must provide face-to-face intervention within one hour for emergencies, within twenty-four hours for urgent situations, and within seven days for routine appointments and specialty referrals.



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.

To report capacity issues, please call our toll-free provider line at **(877) 615-8503** and ask to speak with **Jim Friend, Special Projects Provider Field Coordinator**. VBH-PA requests this information as a means to manage and monitor required HealthChoices access standards.

---

## Get Help with PaySpan Health

Two PaySpan Health user guides (**PaySpan Payer User Guide** and **PaySpan Provider User Guide**) have been posted on the VBH-PA website as reference guides on the Provider Information page in the Claims Department section at: [http://www.vbh-pa.com/provider/prv\\_information.htm](http://www.vbh-pa.com/provider/prv_information.htm).



The **PaySpan Payer User Guide** has information on how to run reports, and the **PaySpan Provider User Guide** has good information on setting up the accounts. Both are excellent guides and are very detailed. **Please note: these are large documents and take some time to download.**

As always, the **Payformance Provider Hotline is 877-331-7154** to help with any questions.

# ValueOptions Recredentialing Process

When you receive a Recredentialing packet from the ValueOptions Credentialing Department in Virginia Beach, please complete and return it promptly. **If not returned within 15 business days, a Non-Responsive to Recredentialing Letter will be generated automatically and mailed to you.**

If you have not submitted the Recredentialing packet by the **30<sup>th</sup> business day, a Non-Responsive to Recredentialing FINAL NOTICE will be mailed to you.** At this point, you have only **10 days** to submit the entire packet before action is taken by the Credentialing Department to disenroll you from the network.

Allowing the process to continue this far will result in multiple calls by the Provider Field Coordinators to determine if there is a problem, and this does not allow enough time in some cases to get supporting documentation. Please, when you receive the Recredentialing packet, work on getting it submitted on time. We value our relationship with our providers and your continued participation in the network is very important to us.

**Please make a copy of all completed material for your records.** If you have any questions, please call our VBH-PA Provider Field Coordinators as shown below:

Function/County	PFC	Phone
<b>Adult Serving Providers</b> in Armstrong, Beaver, Indiana	Lisa Ciccarelli	(724) 744-6345
<b>Adult Serving Providers</b> in Butler, Lawrence, Greene, Washington, Allegheny and out-of-state (West Virginia and Ohio)	Carol Rico	(724) 744-6361
<b>All Providers</b> in Fayette	Jill Piasecki	(724) 430-1377
<b>Adult Serving Providers</b> in Westmoreland	Jill Piasecki	(724)744-6538
<b>Child Serving Providers</b> in Armstrong, Beaver, Butler, Greene, Indiana, Lawrence, Washington, and Westmoreland	Karla Barger	(724) 744-6520
Reporting, Provider Data Maintenance, Special Projects	Jim Friend	(724) 744-6372
<b>All Providers</b> in Erie	Todd Jukes	(814) 878-1675
<b>All Providers</b> in Cambria	Janice Aspey	(814) 534-4504
<b>Child Serving Providers &amp; Independent Prescribers</b> in Crawford, Mercer and Venango	Kurt Fay	(724) 962-8033
<b>Adult Serving Providers</b> in Crawford, Mercer and Venango	David Pino	(724) 962-8030

Send Recredentialing information to the following address:

ValueOptions, Inc.  
 ATTN: Central Support  
 P.O. Box 4080  
 Virginia Beach, VA 23454  
 Fax: (757) 459-7529

# Claims Corner Claims Corner



## Units Billed on a Claim Line

When the number of units billed on a claim line exceeds the number of units available on an authorization, VBH-PA will no longer “split” claim lines to separately deny the charges/units that cannot be reimbursed.

The affected claim line will be processed with the allowed amount of the remaining units only. The description of the EOP (Explanation of Payment) code will be “**ALL AUTHORIZED UNITS HAVE BEEN PAID.**”

When the EOP code description displays as “**ALL AUTHORIZED UNITS HAVE BEEN PAID,**” be advised that not all units billed were reimbursed on that claim line due to the number of units authorized not being sufficient enough to cover the number of units billed.

This minor change in processing will aid VBH-PA in reducing claim processing errors and ensure that your claim is processed in the manner that you submitted it.

## Please Thoroughly Review Claim Before Submission

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 PAUNKNOW.

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. The informational hold codes are as follows:

**X10 – Check member date of birth on future submissions**

**X11 – Check spelling of name on future submissions**

**Helpful hint:** Submit the member’s name exactly as it appears on your authorization letters and/or the member’s access or Physical Health Plan Identification Card. 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 **Provider Line** at **1-877-615-8503** and speak to a Member and Provider Service Representative.

# Claims Corner

## Claims Corner



During the 3<sup>rd</sup> quarter of 2007, VBH-PA's overall claims denial rate averaged 12.63%. Duplicate claim denials accounted for approximately one-third of the overall claims denied for that period. Processing duplicate claim submissions causes additional work and expense for both VBH-PA and our providers.

In a recent article published by HGSA, Medicare expects duplicate submissions to be less than one percent of all claims processed. The article emphasizes that "patterns of filing duplicate claims are considered a form of program abuse". According to the Centers of Medicare and Medicaid Services, abuse is defined as: **"Intentionally or unintentionally filing duplicate claims, even if it does not result in duplicate payment."**

Below are some helpful hints that may prevent duplicate claim denials:

- Do not resubmit claims until you have received confirmation from ProviderConnect or a Provider Services Representative that the initial claim is not on file.
- If your software automatically generates a resubmission, please keep in mind that VBH-PA has thirty days to process a claim. Program your software to allow sufficient time for receipt of payment and posting to patient accounts.
- Claims received with the identical date of service, place of service code and procedure code or modifier of an existing claim will be denied as a duplicate. If you need to bill for additional units for services already submitted, please send the corrected claim, along with an explanation, to:

VBH-PA  
Customer Service Department  
520 Pleasant Valley Road  
Trafford, PA 15085

---

## VBH-PA Staff Update

**Jennifer Stover and Brittany Polovich** started on March 10, 2008 as **Administrative Specialists** in the **Peer Office/Clinical Department**. Jennifer comes to VBH-PA from Sterling Office Professionals and has been working for us since August 2007. Brittany has also been with VBH-PA through Sterling Office Professionals since November 2007.



Providers,  
please post this  
page where  
your clients can  
see it.

## “Empowerment Trainings for Parents”

To provide information on how to access behavioral health services for children and adolescents in Mercer County.

*Offering Two Dates and Locations for Your Convenience*

<b>Wednesday, April 30, 2008</b> <b>5:30 pm to 7:30 pm</b> Hermitage City Building Room 303 800 N. Hermitage Road Hermitage, PA	<b>Tuesday, May 6, 2008</b> <b>5:30 pm to 7:30 pm</b> Mercer County Behavioral Health Commission 8406 Sharon-Mercer Road Mercer, PA
--	--

*Pizza and refreshments will be provided.*

### **Target Audience**

Parents of children who may be in need of or are already receiving behavioral health services.

### **Agenda**

A Parent's Perspective  
CASSP Core Principles  
Resources and Referrals  
Independent Prescriber  
ISPT Meetings

### **RSVP**

**Lisa Pierro at 724-662-1550**

*This training is presented by the Northwest Behavioral Health Partnership, Value Behavioral Health of Pennsylvania and the Mercer County Behavioral Health Commission.*



# Passage to Recovery

Providers,  
please post this  
page where  
your clients can  
see it.



**Charting a Course for Behavioral Health  
Services for Persons who are Deaf, Deafblind,  
or Hard of Hearing.**

Thursday, May 29, 2008

~ and ~

Friday, May 30, 2008

**Radisson Hotel  
Hermitage, Pennsylvania**

For more information or to RSVP, please contact:  
Shelley Dorfi at West Central Center for the Deaf  
724-342-3323 or Email at [sdorfi@cccmer.org](mailto:sdorfi@cccmer.org)  
(please put "Conference" in the subject line of your email)

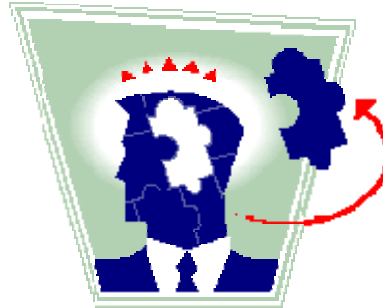
This training is sponsored by the Allegheny County Behavioral Health Task Force for  
Persons Who Are Deaf, Deafblind and Hard of Hearing.



# Schizophrenia – History & New Interventions

**CANCELLED! CANCELLED!**

Presented by Value Behavioral Health of PA and Janssen L.P.  
Co-Sponsored by the MSW Program of California University of Pennsylvania\*



**Wednesday, May 14, 2008**

**9:00 am to 4:00 pm**

(Registration starts at 8:00 am)

**Legacy Banquet and Conference Center**

1946 Mercer / Grove City Road

Mercer, PA 16137

[www.legacybanquetcenter.com](http://www.legacybanquetcenter.com)

~and repeating~

**Friday, May 16, 2008**

**9:00 am to 4:00 pm**

(Registration starts at 8:00 am)

**Four Points Sheraton**

100 Sheraton Drive Route 30 East

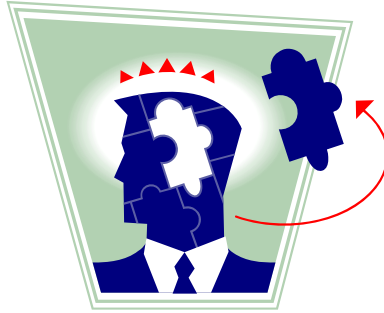
Greensburg, PA 15601

[www.fourpointsgreensburg.com](http://www.fourpointsgreensburg.com)

Learn more about this chronic mental illness that affects more than 2 million Americans with some 300,000 new cases reported every year! Featuring a presentation and discussion on the new medicine specific to the treatment of Schizophrenia - INVEGA (Paliperidone).

To Register, please contact Kim Tzoulis at  
724-744-6377 or e-mail [Kimberly.Tzoulis@valueoptions.com](mailto:Kimberly.Tzoulis@valueoptions.com)

Training is free of charge; however, there will be a \$10.00 fee for LSW & LCSW CEU's (cash & checks only) payable at the registration table.



**CANCELLED!**

## Schizophrenia – History and New Interventions

**Wednesday, May 14, 2008**

**Legacy Banquet & Conference Center, Mercer, Pennsylvania  
~ and repeating ~**

**Friday, May 16, 2008**

**Four Points Sheraton, Greensburg, Pennsylvania**

- 8:00 – 9:00**      **REGISTRATION / REFRESHMENTS**  
*Virtual Reality Schizophrenia Simulation – Provided by Janssen*
- 9:00 – 9:15**      **WELCOME**
- 9:15 – 10:45**    **REVIEW OF PSYCHOSIS – HISTORIC TREATMENTS**
- 10:45 – 11:00**   **Break**
- 11:00 – 11:45**   **STUDY OF PHYSICIAN/ MEMBER COMMUNICATION**  
**VBH-PA Metabolic Study – Negative Symptoms of Weight Gain**
- 11:45-12:00**    **Q&A Morning Session**

***LUNCH – 12:00 – 1:00 LUNCH IS ON YOUR OWN\****

- 1:00- 1:30**      **VIDEOS: 3 PERSONAL HISTORIES – Schizophrenia**
- 1:30 – 2:00**      **VIDEO DISCUSSION – Audience Participation**
- 2:00- 3:30**      **INVEGA – NEW MEDICATION**
- 3:30 – 4:00**      **PANEL DISCUSSION - Q&A**
- 4:00**              **DISMISSAL**

*\*Lunch will be available for \$8.00 at the Legacy Banquet Center in Mercer County and Four Points Sheraton in Greensburg. Tickets will be sold during morning registration. Please let us know if you are interested in purchasing lunch tickets when you RSVP as space is limited. There are numerous restaurants within a reasonable distance of the Legacy and Four Points.*

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  
rmination.htm](http://www.vbh-pa.com/provider/prv_info_rmination.htm)