



ValueAdded













This is the 110th 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 6

June 2008

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@ValueOperations.com

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

Provider Policies & Procedures

During credential and recredentialing site visits, and sometimes for Quality of Care or other reasons, VBH-PA requests to review provider's Policies and Procedures (P&P's). In the course of these reviews, we have observed great differences in the manner and style in which providers compose and compile their P&P's. When writing P&P's, please remember the following:

- P&P's must have titles and the date of origination and subsequent dates of revision and review.
- P&P's should be compiled in a manual or other similar document with an index and appropriate section dividers or designations.
- P&P's must be readily accessible to applicable staff and reviewers.
- Staff should be required to read/review applicable P&P's upon hire and annually thereafter. Staff must sign and date as proof that they have reviewed the P&P's. The staff person's legible printed name and legible printed title must accompany their signature.
- When writing P&P's, staff/agency positions as opposed to staff names must be referenced in the document.
- P&P's should include applicable definitions.
- P&P's must include, in clear and logical terms, the procedure to be used to implement the policy.

Member Eligibility Reminder

Please remember the importance of checking member eligibility at each session. As an extra precaution, VBH-PA suggests that providers keep printouts of member eligibility verification. This may seem like an unnecessary step but in the event that there is a question of eligibility in the future, having the documentation will assist in avoiding reimbursement issues.



FBI Releases Healthcare Fraud Information



The FBI investigated 2,493 cases of healthcare fraud in fiscal year 2007, leading to 635 convictions, according to an agency report.

Those cases lead to:

- \$1.12 billion in restitutions
- \$4.4 million in recoveries
- \$34 million in fines
- 308 seizures valued at \$61.2 million

The FBI estimates fraudulent billing accounts for between 3% and 10% of all healthcare expenditures. CMS estimates \$2.26 trillion was spent on healthcare in fiscal year 2007.

In the report, the FBI identified the most common types of healthcare fraud as:

- Billing for services not rendered
- Upcoding
- Duplicate claims
- Unbundling
- Excessive services
- Medically unnecessary services
- Kickbacks

Providers should be aware that it is the policy of VBH-PA to review and investigate all allegations of fraud and/or abuse whether internal or external, to take correction action for any supported allegation, and to report confirmed misconduct to the appropriate parties, both internal and external.

VBH-PA Provider Manual and Medical Necessity Online

Did you know that the **VBH-PA Provider Manual** is online at www.vbh-pa.com? The most recent Provider Satisfaction Survey revealed that less than half of the providers have read or looked through the provider manual in 2007. Our **Medical Necessity Criteria** is also online and should be reviewed as well. Please take the time to make yourself familiar with these documents.



Summer Therapeutic Activities Programs (STAP)



Please consider summer plans when completing evaluations for children.

- Evaluations for summer camp only will be authorized at two units of the evaluation code.
- If a child is currently receiving BHRS and has a current evaluation that recommends STAP, there is no need for either an additional ISPT or a new evaluation specifically recommending STAP.
- Mail **complete packets** for STAP authorization to:

VBH-PA
Attention: Christina Bowman
520 Pleasant Valley Road
Trafford, PA 15085

- STAP providers will maintain a staff ratio that will manage campers with no additional TSS. It will, therefore, be a rare occurrence that TSS will be authorized for attendance at camp.
- Camp packets are due to VBH-PA prior to camp starting.

SUBJECT: Summer Therapeutic Activities Program
Number: 50-96-03
Issue Date: April 25, 1996
Effective Date: April 25, 1996

"Summer therapeutic activities programs are child specific and may be provided for a minimum of three hours and a maximum of six hours per day, at a maximum of five days per week, depending on the treatment needs of the child. A child-specific service period is a minimum of two weeks with a maximum of five weeks per calendar year."

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.

Pass Through Visits

VBH-PA is pleased to announce those effective July 1, 2008, providers who are contracted for the diagnostic **Assessment Code H0031 (Service Class DXA)** will no longer be required to request registration for this service. This service is now included in the member's initial 40-unit pass through visits. Please be advised that once the 40 units are exhausted, a registration for continuation of services will need to be submitted for VBH-PA staff to validate and enter in to the system. Failure to request the continuation will result in a denial of payment.



To review the following service class and service codes are included in the 40 pass through units:

Affected Service Class/Service Codes:

Class RXM (Medication Management) 90862, 90862 U3, 90862 HH

Class EXM (Outpatient Evaluations) 99205, 99215 U4, 90801 UB, H0031 U3, H0031 AJ

Class BSP (BSU Service Plan Assessment) 90801 U4

Class OUT (Outpatient Therapy) 90804 UB, 90804 HH, 90804 U3, 90806 UB, 90806 U3, 90808 UB, 90808 U3, 90805 U1, 90807 U1, 90807 U1, 90804 AJ, 90806 AJ, 90853 U1, 90853, 90853 U3, 90853 AJ, 90853 HH, 90847 U1, 90847, 90847 U3, 90847 AJ, H0022, 90810, 90812, 90814, 90853 U4, 90847 U4, 90805

Class DXA (Diagnostic Assessment) H0031

Please remember to check your contract before billing for a service. If you are not currently contracted for a service, this will result in a denial of payment.

VBH-PA Staff Update

Kevin Daugherty started on May 19, 2008, as a **Care Manager** in the Clinical Department.

Kevin comes to VBH-PA from Butler Memorial Hospital where he was an outpatient therapist.

He was also a therapist with Glade Run Lutheran Services.



Jamie Calderone started on May 19, 2008, as a **Claims Processor** in the Claims Department. Jamie comes to VBH-PA from Manpower where she had several temporary assignments, including working at VBH-PA. She was also a secretary for Venango Awning.

Welcome, Kevin and Jamie!

Claims Corner Claims Corner



When completing field 1 of the UB-04, please be aware that field box 1 should contain the following information:

- ✓ NAME
- ✓ COMPLETE MAILING ADDRESS
- ✓ TELEPHONE NUMBER
- ✓ FAX NUMBER
- ✓ COUNTRY CODE OF PROVIDER SUBMITTING BILL

When completing field 2 of the UB-04, please be aware that field 2 should contain the following information:

- ✓ ADDRESS TO WHICH PAYMENT SHOULD BE SENT IF DIFFERENT FROM THE INFORMATION IN FIELD 1

It is important that this information be completed correctly so VBH-PA can be sure that our providers receive prompt payment.

Save the Date...

The Family Advisory Committee at Value Behavioral Health of Pennsylvania is pleased to announce our **2nd Annual Family Forum...**

“Practical Solutions to Impossible Problems”

Wednesday, October 1, 2008

9:00 am to 2:30 pm

Westmoreland County Community College

(Please note this is the new confirmed location.)

Featuring three keynote speakers:

Stan Mrozowski, Director, Bureau of Children’s Services, OMHSAS

Shannon Fagan, Director, Youth and Family Training Institute

Nina Wall-Cote, Director, Bureau of Autism Services, Office of

Developmental Programs

Plus don’t miss our numerous vendors, breakout sessions and “Value”able information!

While this is a forum for families with children in HealthChoices, providers are welcome to attend or secure a vending table.

Registration information and more details to follow in future issues of *ValueAdded* and through a separate mailing. Don’t miss it!

It is our mission to ensure our members are actively involved in their treatment and their voices continue to be not just heard but honored and respected in our daily work.

VBH-PA Facilitating the Movement to a Recovery-Oriented System of Care

VBH-PA, along with ValueOptions, is committed to ensuring that recovery is an essential element in all aspects of service delivery throughout the organization and within the communities where supports and services are delivered. We are dedicated to partnering with individuals with a behavioral health and/or substance abuse condition to provide support and authorize treatment to ensure that recovery is possible. VBH-PA and its Prevention, Education and Outreach (PE&O) Department collaborates with our members to provide opportunities to live full, independent lives to the greatest extent possible and to engage in meaningful activities by fostering environments where individuals are supported in meeting their cultural, spiritual and physical needs. We work to eliminate stigma by facilitating community acceptance for recovery and foster positive environments where providers and individuals conduct ongoing dialogues and work together to allow for individual growth and achievement of personal goals. We encourage and support consumer-run initiatives and promote opportunities for our members where they can thrive and grow by providing education and promoting the fundamental components of Recovery.

The following are some examples of activities, programs and initiatives that promote these ideals:

VBH-PA's **Annual Consumer Recovery Forum** that includes the **Leadership In Recovery Awards** presented to individuals from each of our Counties that acknowledges members who are actively engaged in their Recovery, while providing hope and encouragement to others to take an active role in their Recovery journey.

Employment of qualified members/family members whenever possible.

Recovery & Resiliency Specialists to provide advocacy, education and to promote empowerment of members and families.

The **Family Advisory Committee** and subcommittees to provide a voice for members and families.

On-going support, collaboration and assistance to numerous Regional/Statewide **Consumer Support Groups** and **Advocacy Organizations**.

Seeking and facilitating **member participation** in VBH-PA **advisory** and **other committees**.

Partnering with other provider and community organizations to promote inclusion and education about Recovery and wellness.

Member newsletter and **website** to communicate opportunities for member education, training and other areas of interest that may assist members in their holistic Recovery journey.

Scholarship opportunities for members to participate in conferences, trainings and events statewide.

Providers, please post this article at your facility where your patients may view it.

Domestic Violence Can Harm Your Health

Did you know that domestic violence can be harmful to your health? New studies show that domestic and sexual violence can create problems that last a lifetime. Individuals who have experienced this type of violence are at greater risk for many health problems. These problems include heart disease, stroke, asthma, arthritis, heavy drinking and the need for a cane or wheelchair. The risk is high. Those who have experienced domestic violence are 80% more likely to have a stroke, 70% more likely to have heart disease, 60 % more likely to have asthma and 70% more likely to drink heavily. The underlying cause that may link domestic violence to health problems is stress and its effect on the body.

Are you in a healthy relationship? If the answer is yes – great! 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? If you are, 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 your doctor or someone you trust about what is going on and the pain you have experienced. 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

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)