



# ValueAdded

This is the 107th 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 3

March 2008

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

### In this Issue:

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*Plus VBH-PA's Quarterly BHRS Provider Summit, Schizophrenia Provider Forum and an FBA Training 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](mailto:Kimberly.Tzoulis@ValueOptions.com)

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

## PaySpan Frequently Asked Questions and Answers

### What is PaySpan Health?

PaySpan Health is a multi-payer adjudicated claims settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control over bank accounts, file formats and accounting processes.

### Is there a cost associated with PaySpan Health?

There is no cost for the provider to enroll in the PaySpan Health service and there are no costs to receive electronic fund transfer (EFT) payments and electronic remittance advices (ERA) through this service.

### How do we receive a registration code?

There are different ways that a provider can receive a registration code. ValueOptions may have sent you a registration code via a letter, or you may have received a notification by a message on a recent check stub or through a provider outreach program. If you haven't received a registration code, contact **Value Behavioral Health at 1-877-615-8503** and ask to speak with a Customer Service Representative.

### What is a PaySpan Health registration code?

A registration code is a unique payer-specific, eight-digit code that enables a provider to register with PaySpan Health to begin receiving EFT and ERA's.

### What do we do with our registration code?

Go to [www.PaySpanHealth.com](http://www.PaySpanHealth.com) and spend 5 to 10 minutes for an online enrollment. You will need the registration code, your ValueOptions vendor number (which can be found on your ValueOptions remittance), your TIN and your banking information (bank routing and bank account number). Once you have registered, you will receive an email with instructions on how to complete the registration process.

### Will we need to modify anything in our Practice Management or Health Information System?

If you are interested in posting an 835, no development work or alterations will need to be made to your practice management or health information system. However, if you are not interested in receiving the 835, payment vouchers can be viewed online and printed locally.

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### **What is EFT and why would we want to receive our remits electronically?**

Electronic Funds Transfer (EFT) payments are more convenient, reduce paper handling, streamline lockbox services and reduce the risk of lost payments. Even more significant are the advantages of getting an Electronic Remittance Advice (ERA) with each EFT. Delivered in an 835, the ERA can be directly imported into your practice management or health information system, eliminating the need to re-key remittance details from check stubs, a process that is time consuming and often introduces errors.

### **Can I receive EFT but continue to receive paper remits?**

No. If you are interested in being paid electronically, you can no longer receive paper remittances. You can print your remittances from the PaySpan Health system.

### **Can funds go into different accounts?**

Yes. You keep total control over the destination of any claim payment funds. For every unique voucher number, you may route these funds into different bank accounts.

### **How long does it take to get enrolled in PaySpan Health?**

Enrolling in PaySpan Health is a very short process, 5-10 minutes. You will need your registration code, your ValueOptions vendor number (which can be found on your ValueOptions remittance), your TIN and your banking information (bank routing and bank account number).

### **Once the online enrollment has been completed, how long until I am active with PaySpan Health?**

Once the provider has completed the online registration, Payformance Corporation will deposit less than \$1 into the provider's account. The provider must contact their bank to determine the amount of the deposit, usually within 2-3 banking days. The provider will then log back into their PaySpan Health account and enter that deposit amount. If the amount entered matches the Payformance Corporation deposit amount, the receiving account becomes active immediately.

### **Is it mandatory to participate with PaySpan Health?**

No. You may continue to receive checks and vouchers via paper from ValueOptions.

### **There was a small amount of money deposited in our account from Payformance Corporation, what is it and how do we return it?**

PaySpan Health is a product of Payformance Corporation. In order to enroll in PaySpan Health you will receive a small deposit, less than \$.50. This amount will be used to confirm that deposits can be delivered to the bank account you have entered. The deposit does not have to be returned to Payformance Corporation.

### **Where can I go for more information regarding PaySpan Health?**

[www.payspanhealth.com](http://www.payspanhealth.com) or call 1-877-331-7154

## Mobile Therapy Best Practice Guideline

The VBH-PA Clinical Advisory Committee recommends that the best practice guideline for Mobile Therapy (MT) involves no more than three hours of therapy provided per day. For situations where it is clinically indicated that additional hours of MT (in one day) is warranted, the CAFS Coordinator should be made aware of the situation. Periodically, VBH-PA will monitor adherence to this best practice guideline by conducting provider chart audits for this service.



## 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.

March's videoconferences are: **"Grieving the Loss of a Loved One or Coworker: An Emotional and Spiritual Perspective in the Mourning Journey"** on **March 12, 2008**; and **"Psychopharmacology Update on Medications for Children and Adolescents"** on **March 26, 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 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.

## Schizophrenia -- History & New Interventions

Wednesday, May 14, 2008  
Legacy Banquet & Conference Center  
1946 Mercer/Grove City Road  
Mercer, PA 16137  
~ and repeating ~

Friday, May 16, 2008  
Four Points Sheraton  
100 Sheraton Drive Route 30 East  
Greensburg, PA 15601



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)**. More details and RSVP information will be in next month's *ValueAdded*.

Please note  
the new dates  
for this forum



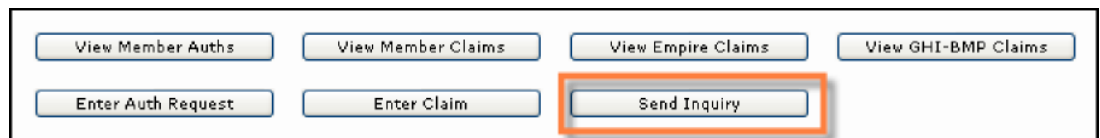
# Submit Inquiries the Easy Way!

VBH-PA would like to introduce a new service available through ProviderConnect. The "Submit Inquiry" button may be used for submitting an adjustment request. Please make sure the documentation is clear and concise for all adjustment requests. **A contact name and phone number is required.** Please reference the following directions for entering an inquiry:

## Send Inquiry

A user can submit an inquiry about a specific member to the VBH-PA Customer Service Department electronically.

1. Click the **Send Inquiry** button on the **Demographics** tab. *Note: This button is also located on the Enrollment History, COB, and Benefits screens.*



The **Customer Service Inquiry** screen will display.

1. Review the information in the **Current Member** section for accuracy.
2. Review the **Claim** in question.
3. Enter a name in the **Contact Name and Phone Number**.
4. Enter the reason for the inquiry in the "**State Your Reason for the Inquiry**" text box. *Note: This text box contains up to 1,500 characters.* All adjustment requests must have concise documentation. It is not necessary to attach a document for adjustment requests.
5. HIT **SUBMIT**

A screenshot of the "Customer Service Inquiry" form in the ProviderConnect system. The form is titled "Customer Service Inquiry" and includes a navigation menu on the left. The main content area contains the following sections:

- Current Member**: Member ID: 130, Effective Date: 09/03/2003, Expiration Date, Member Name: ROOK, Alternate ID: 8904, Date of Birth: 01/20/19, Client: NEW YORK STATE EMPIRE PLAN.
- Contact Details**: Provider ID: 01, Provider Name: BARRY, Contact Name (if other than provider): [text box], State your reason for the inquiry: [text area].
- Attach a Document**: Click here to attach a document.

The "Submit" button is highlighted with an orange border. The footer includes copyright information for 2006 ValueOptions and links to Home, Provider Home, Contact Us, Privacy Statement, and Terms and Conditions.

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The inquiry will be sent to the VBH-PA Customer Service Center. A confirmation of the submission and a number will be displayed. You will be contacted if further follow-up is necessary. If the information provided is sufficient, the adjustment request will be forwarded for reprocessing.

Thanks to all of our providers currently using ProviderConnect and the inquiry system!

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## VBH-PA Staff Update

**Jessica Bingle** started on February 19, 2008 as **CAFS Supervisor in Erie County**. Jessica comes to VBH-PA from Erie County Care Management where she was a Wrap Around Specialist and then a CAFS Coordinator/RTF Reviewer. She was also a Mobile Therapist with Safe Harbor Behavioral Health and a Resource Coordinator/Intensive Case Manager for Case Management Support Services.



**Monica Martini** starts on March 10, 2008 as **Peer Advisor Coordinator in Erie County**. Monica comes to VBH-PA from the Erie County Office of Children & Youth where she was an Intake Specialist Caseworker. She was also a Therapeutic Staff Support for Stairways Behavioral Health and Safe Harbor Behavioral Health.

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## BHRS Providers, Please join us for our next Quarterly BHRS Provider Summit

### Your Choice of Two Dates and Locations:

#### **April 11, 2008**

8:30 am – 12:00 pm

Registration from 8:30 am – 9:00 am

*Four Points Sheraton (Greensburg)*

100 Sheraton Drive

Route 30 East

Greensburg, PA 15601

*Please RSVP by April 4, 2008.*

#### **April 30, 2008**

8:30 am – 12:00 pm

Registration from 8:30 am – 9:00 am

*Hampton Inn & Suites, Grove City*

4 Holiday Boulevard

Mercer, PA 16137

*Please RSVP by April 23, 2008.*

***When registering, please specify the date and location you will be attending. Space is limited, so please no more than three representatives per provider.***

**Registration is required:** Please call Kim Ferguson at 724-744-6309 or Toll Free: 877-615-8503 x346309 or email: kimberly.ferguson@valueoptions.com

Quarterly BHRS  
Provider  
Summit  
Announcement



Providers:

Please post this article at your facility to advise your patients on where they can turn for help.

## Hi-tech Danger

The growing appeal of online sites like MySpace and Facebook are raising fears and the eyebrows of parents all over, like a couple whose teenage daughter developed a romantic relationship online with a much older man. When her mother learned about it, she took her computer away. She also didn't let her use the Internet. She hoped the relationship would end. But the daughter continued to speak with him using computers outside of her home. The "romance" escalated to secret meetings for sex before it finally ended. The teen slipped into depression. She drew further away from friends and family. She then committed suicide.

The danger is real. Below are some tips to help you communicate with your hi-tech pre-teen and teen:

- Talk to your child about what type of things they are sharing online. Ask them to make their profile "private" so only agreed upon people can see it.
- Remember that most chatting online is harmless. In fact, children can learn important information about building healthy relationships online. Try not to see these sites as evil. You want your child to feel comfortable talking to you.
- Ask what your child would do if chatting between online friends became uneasy. Be aware that chats can be used as a way of bullying, tracking or controlling your child. Encourage them to report this type of behavior to you, the website or a trusted adult.
- Talk to your child about how much chatting is too much. They should not feel like their partner is watching their every move or constantly checking in on them.

If you suspect your child is involved in an unhealthy relationship online, talk to them about it. One of the best ways to learn about your child's' activities is by keeping the lines of communication open. You can also visit and suggest your child visit <http://www.thesafespace.org/> for more information.

If you are worried about your children and need help for them or yourself, call us.

**National Domestic Violence Hotline**  
**1-800-799-7233 (SAFE)**  
**1-800-787-3224 (TTY for the Deaf)**  
**[www.ndvh.org](http://www.ndvh.org)**

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



You or your child can also contact the National Teen Dating Abuse Hotline at:  
1-866-9474  
1-8660331-8453 TTY  
[www.loveisrespect.org](http://www.loveisrespect.org)

Online chats are also available.

All contact with the hotlines and chats are free and confidential

Children can also get "loveisrespect" news and info about healthy relationships by signing up for the blog or adding the teen line as a friend on MySpace or Facebook.

## Let's Help Get Ready for Election 2008!



It is a common misconception that tax-exempt 501 (c)(3) organizations cannot get involved in voter registration. In fact, there are a great many things organizations can do and only a few they cannot. As a tax-exempt organization, you are legally allowed to participate in voter registration, education and mobilization projects, and to educate elected officials and people who want to be elected about your concerns. ***Organizations that profess empowerment and self-determination as values have an ethical obligation to engage the people they serve in exercising their rights as American citizens.***

The National Voter Registration Act of 1993, also known as the “**Motor Voter Act**”, makes it easier for **all** Americans to exercise their fundamental right to vote. One of the basic purposes of the Act is to increase the historically low registration rates of persons with disabilities that have resulted from discrimination.

The Motor Voter Act ***requires*** all State-funded programs that are primarily engaged in providing services to persons with disabilities, including mental health services like out-patient, residential, psych rehab, partial, case management and drop-in centers to:

- Provide all program applicants with voter registration forms
- Assist them in completing the forms
- Send completed forms to the appropriate state official

The most important principle for 501 (c)(3) nonprofit organizations to observe is **nonpartisanship!** This principle makes sense. After all, our community service goals are shared by people who belong to various political parties or no party at all. It's a principle that people expect us to uphold. People want to know that organizations are fair and evenhanded and don't play favorites or turn away anyone because of their political beliefs. It's also a principle embodied in the tax law that governs nonprofit organizations.

For more information, contact U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Avenue, N.W., Voting Section- 1800 G, Washington, D.C. 20530: [www.usdoj.gov/crt/voting](http://www.usdoj.gov/crt/voting); (800) 253-3931 (voice/TTY).

Project Vote has a lot of good information: [www.projectvote.org](http://www.projectvote.org) or (800) 546-8683.

**Special Note: VBH-PA Consumer Recovery Forum attendees will have the opportunity to register to vote at the PMHCA Exhibit Table and obtain additional information to assist them in making an informed choice about candidates' positions related to recovery supports and services. The VBH-PA Consumer Recovery Forum is being held on Friday, March 28, 2008 at the Radisson Hotel in Monroeville. Please see our website at [www.vbh-pa.com](http://www.vbh-pa.com) for more information.**

The Bureau of  
Autism Services  
Announces:

Functional  
Behavioral  
Assessment  
Training

**Registration Form**

Registration Deadline: March 20, 2008

**Training: Functional Behavioral Assessment**  
**Presenters: Bureau of Autism Services Clinical Team**

The Bureau of Autism Services is offering a two-day FBA training in four regions of the State. There is approximately one month between the first and second training dates, allowing participants time to collect data to use in the workshop format. Participants are required to attend **both days** in order to receive a certificate of completion and/or to apply for continuing education. There is no registration fee.

For more information about training sites, registration, continuing education or the training prerequisites, please visit the FAQ sheet posted on our website: [www.autisminpa.org](http://www.autisminpa.org)

Please print all responses clearly. Registration confirmation and additional information will be sent out via the **email address\*** you provide. Notification that you have been registered will be emailed in March.

Name \_\_\_\_\_  
I am a \_\_\_BSC \_\_\_TSS \_\_\_QMRP \_\_\_ Program Specialist \_\_\_ Psychologist  
I work with \_\_\_ individuals under the age of 21 \_\_\_ adults

**Email (required)\*** \_\_\_\_\_  
Phone with area code \_\_\_\_\_ cell \_\_\_ work \_\_\_ home  
Agency Name \_\_\_\_\_

Mailing Address \_\_\_ home \_\_\_ work  
Street: \_\_\_\_\_  
City: \_\_\_\_\_ State: PA Zip Code \_\_\_\_\_

**Please register me for the following FBA training (select one site):**

\_\_\_\_\_ **Location:** Inn at Chester Springs, Exton  
**Dates:** April 2, 2008 **and** May 7, 2008

\_\_\_\_\_ **Location:** Hotel Bethlehem, Bethlehem  
**Dates:** April 22, 2008 **and** June 4, 2008

\_\_\_\_\_ **Location:** Seven Springs, Pittsburgh  
**Dates:** April 16, 2008 **and** May 14, 2008

\_\_\_\_\_ **Location:** Avalon Hotel and Conference Center, Erie  
**Dates:** April 30, 2008 **and** June 11, 2008

**Please Return Registration Forms To:**

Bureau of Autism Services  
State Office Building  
1400 Spring Garden St., Rm. 300  
Philadelphia, PA 19130

FAX: 215-965-0548

Questions? Email [DPW-AutismOffice@state.pa.us](mailto:DPW-AutismOffice@state.pa.us)

\*Include "FBA Training" in the subject

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## **FAQ**

### **Functional Behavioral Assessment and Treatment Plan Development Presenters: Bureau of Autism Services Clinical Team**

#### **Training Times:**

**Registration: 8:00 a.m. – 9:00 a.m.**

**Training: 9:00 a.m. – 5:00 p.m.**

#### **Training Dates and Locations:**

**Dates:** April 2, 2008 **and** May 7, 2008

**Location:** Inn at Chester Springs, Exton  
815 North Pottstown Pike, Exton, PA 19341  
(ph) 610-363-1100

<http://www.innatchestersprings.com>

**Dates:** April 22, 2008 **and** June 4, 2008

**Location:** Hotel Bethlehem. Bethlehem  
437 Main St., Bethlehem, PA 18018  
(ph) 610-625-5000

<http://www.hotelbethlehem.com>

**Dates:** April 16, 2008 **and** May 14, 2008

**Location:** Seven Springs, Pittsburgh  
777 Waterwheel Drive, Champion, PA, 15622  
(ph) 814-352-7777

<http://www.7springs.com>

**Dates:** April 30, 2008 **and** June 11, 2008

**Location:** Avalon Hotel and Conference Center, Erie  
16 West 10<sup>th</sup> St., Erie, PA 16501  
(ph) 814-459-2220

<http://www.avalonerie.com>

#### **Is there a registration fee?**

No. This training opportunity is provided at no cost to participants.

#### **Is there a registration deadline?**

The registration deadline is **March 20, 2008**. Registration is on a first-come, first-served basis and early registration is appreciated. Participants who register for the training but are unable to attend should provide notification within **48 hours** of their selected training date.

#### **Who should attend this training?**

This training has been specifically designed for BSC and TSS professionals who have current clients with Autism Spectrum Disorders served by a Pennsylvania Medical Assistance-funded Behavioral Health Rehabilitation Service (BHRS) provider and prepared to apply what they learn within the existing parameters of the BHRS system for this training to be appropriate.

This training is also appropriate for Qualified Mental Retardation Professionals (QMRPs), Program Specialists and Psychologists working with adults living with Autism Spectrum Disorders (ASD). Conducting an FBA will be required by providers in the Adult Community Autism Program (ACAP) and is recommended as part of the service description for behavioral services in the autism waiver.

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The Bureau is planning a training conference in May 2008 that will be designed for professionals and family members. Announcements and web site information <http://www.autisminpa.org> will be provided as event details are confirmed.

**I have experience with FBAs. Do I need this training?**

Yes. Even if you have a background in FBA, this will be a "detailed" look at the process and foundation for the process (PBS). This will also be the foundations for an Advanced FBA training that the bureau will offer in May 2008.

**Is this training applicable to clients without Autism Spectrum Disorders?**

Yes. While this training is provided by BAS and is expected to be attended by persons who support people with ASD, it is about a process that is accepted for general use in treatment plan development and could be applied to persons in all populations.

**Can participants attend only one day of the training?**

No. Participants must attend both days. The trainings are intentionally divided into two session dates at each location. Participants are expected to be actively engaged during presentations, break-out sessions and follow-through between the two session dates. Participants will be required to develop, collect and analyze clinical data relevant to their clients' needs and treatment plans using the information presented and bring data to the second training session. Participants must then apply their newly learned skills to current client cases.

**Do I need to provide an email address on the registration form?**

Yes. Registration confirmation, wait list status, and additional information about the trainings will be sent via email. Email addresses will not be used for purposes unrelated to Bureau of Autism Services trainings. If you do not have an email address, you may provide one for someone who is able to receive the information on your behalf.

**Can I register multiple people from our agency?**

Yes. If you are registering multiple people, it is important that you either provide an individual email address for each OR pass on the information that is sent to you directly to the registered participants. Otherwise, they will miss important information about the training.

**What do participants need to bring to each training?**

**Day 1:** Attendees working with children and adolescents are expected to have previously viewed the October 6, 2006 training DVD "Introduction to Autism Spectrum Disorders," which was mailed to providers in the spring of 2007. Please check with your provider before contacting us for an additional copy.

Attendees working with adults are expected to have previously viewed parts 1 and 2 of the "Autism 101" training on the Office of Developmental Programs (ODP) consulting website. To view this training, go to <http://www.odpconsulting.org/>, and click on "Streaming Events."

**Day 2:** Participants need to bring the handouts from Day 1. They should also bring specific client data or information related to a specific client, taking precautions to comply with HIPAA regulations, for the purpose of developing plans for children, adolescents, and adults with ASD currently on their caseload. This session will include the use of Excel in the development of graphs to support the data; a laptop computer is also strongly recommended.

~ Announcement Continued on Page 11 ~

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)

### **Are CEUs provided for this training?**

Yes, for Certified Behavior Analysts, Social Workers, Educators, Psychologists, Counselors, and Mental Health Professionals (see descriptions below).

### **CERTIFIED BEHAVIOR ANALYSTS**

*The Bureau of Autism Services is approved by the Behavior Analyst Certification Board to offer continuing education for certified behavior analysts. Each two-day program is being offered for 15.5 continuing education credits. BAS maintains responsibility for the program(s). BACB credits are only available to individuals who are board certified behavior analysts.*

### **SOCIAL WORK (LSW/LCSW, LPC, LMFT)**

*This program is offered for 13 hours of social work continuing education through the Bureau of Autism Services, a PA pre-approved provider of social work continuing education. These credit hours satisfy requirements for LSW/LCSW, LPC and LMFT biennial license renewal.*

### **EDUCATORS**

*The Bureau of Autism Services is approved by the Pennsylvania Department of Education to offer continuing education for educators. Each two-day program is being offered for 13 Act 48 hours. BAS maintains responsibility for the program(s).*

### **PSYCHOLOGISTS**

*Western Psychiatric Institute and Clinic is approved by the American Psychological Association to offer continuing education for psychologists. Western Psychiatric Institute and Clinic maintains responsibility for this program and its content. Each two-day program is being offered for 13.0 continuing education credits.*

### **COUNSELORS**

*Western Psychiatric Institute and Clinic is recognized by the National Board for Certified Counselors to offer continuing education for National Certified Counselors. Western Psychiatric Institute and Clinic adheres to the NBCC Continuing Education Guidelines. Each two-day program is being offered for 13.0 continuing education credits.*

### **MENTAL HEALTH PROFESSIONALS**

*Nurses and other health care professionals are awarded 1.3 Continuing Education Units (CEUs). One CEU is equal to 10 contact hours.*

**Meals:** A continental breakfast and an afternoon beverage service will be provided. Lunch is not provided. Participants will receive **one hour** for lunch. All venues have a restaurant on site or are within a short walking or driving distance of eateries.

**Travel & Overnight Accommodations:** Participants must make their own travel and overnight accommodation arrangements. If overnight accommodations are needed, we suggest making a reservation at the conference site.

**Directions:** We recommend using the directions listed on the home website of each training location. Links are provided above.

**Other Questions?** Email [DPW-AutismOffice@state.pa.us](mailto:DPW-AutismOffice@state.pa.us) \*Include **FBA Training** in the subject line.