



ValueAdded











This is the 109th 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 5

May 2008

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

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The VBH-PA May Schizophrenia Forum has been cancelled!!

Provider Alert Regarding NPI Implementation

Effective May 23, 2008, VBH-PA will be implementing changes that will require your National Provider ID (NPI) number be present in all of your electronic batch claims.

Below are the specifics regarding the NPI number requirements, as also documented in our **837 Companion Guide**. When including your NPI number with all of your claims, only use the Pay-To NPI Number and Tax ID in all of your records.

The switchover is scheduled for May 23, 2008, and we are reaching out to you now so you can make any changes to your billing software if needed. And when the switch goes into effect, you'll already be submitting your NPI number and the transition will be seamless.

To start submitting your electronic batch claims with your NPI number, you need to do the following:

1) Officially inform ValueOptions of your NPI number so we can include it in our provider records.

Please visit <http://www.valueoptions.com/providers/npi/npi.htm> for instructions and the proper form to complete, or contact our Provider Relations Department at 877-615-8503.

2) Updating your billing software:

- If you use the EDI Claims Link 3 software provided by ValueOptions, you may want to download the latest version of the instruction manual which contains information on how to update the provider records within the software. It is available at:
<http://www.valueoptions.com/providers/Compliance/ediclaimslinkmanual.pdf>
- If you use third party software or are billing through a clearinghouse, you may need to follow-up with your software vendor or clearinghouse on how to properly include the NPI number with your claims. You may also need our **837 Companion Guide** with information to configure your software at http://www.valueoptions.com/providers/Compliance/837_Companion_Guide_042607.pdf

Once we have your NPI on record, and you have updated your software, you should have no problems once we implement the NPI requirement. You may also contact us if you would like us to review your submitted files or switch your account to test mode. If you have any questions, please call the **EDI Helpdesk at 1-888-247-9311**. (Please see the next page for more information if you bill using third party software or through a clearinghouse.)

If Billing Using Third Party Software or Through a Clearinghouse ...

With the recent addition of the National Provider ID number to the claim submission process, we have found that we may need to request additional provider information with your claims so we can process them faster. The instructions below contain information that can be applied if you are using software provided by a third party vendor or billing through a clearinghouse. ***You may need to share this information with your software vendor or clearinghouse if you need help updating your software.***



FOR 837 PROFESSIONAL CLAIMS BILLING, FOR 837 INSTITUTIONAL CLAIMS BILLING and Billing/Pay-To Provider Information (also referred to as loop 2010AA), this is the identifying and address information where your payment will be sent. This should contain:

- Your agency NPI Number
- Your full street address
- Your agency tax ID

Service Facility Location Information (also referred to as loop 2310D). Even if your service address matches your Billing address, please include this information. This should contain

- Your full street address
- Your agency NPI number

Rendering Provider Information (also referred to as loop 2310B). This is required for professional series billing (procedure codes with the 908XX format). This should contain:

- The rendering provider's last name and licensure information (ex: Smith, MD; or Jones, LCSW)
- The SAME NPI number as referenced above in the Billing/Pay-To Provider Information
- The rendering provider's taxonomy code

Billing/Pay-To Provider Information (also referred to as loop 2010AA). This is the identifying and address information where your payment will be sent. This should contain:

- Your NPI Number
- Your full street address
- Your agency tax ID

Attending Provider Information (also referred to as loop 2310B). This is required for professional series billing (procedure codes with the 908XX format).

- The rendering provider's last name and licensure information (ex: Smith, MD; or Jones, LCSW)
- The SAME NPI number as referenced above in the Billing/Pay-To Provider Information

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.

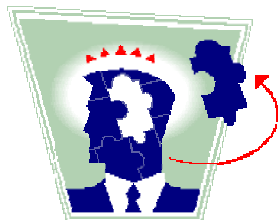
SUBJECT: Summer Therapeutic Activities Program

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."



Forum Cancellation Notice!!

"Schizophrenia – History & New Interventions" scheduled for **May 14 and 16, 2008**, has been **CANCELLED**. VBH-PA apologizes for any inconvenience this cancellation may have caused.

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

(specific times to be determined)

Four Points Sheraton, Greensburg, Pennsylvania

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!

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

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.



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.



POMS

Have you heard the Cheers? You can now enter POMS records electronically via ProviderConnect!

Before you can enter POMS electronically, you need to register for online services. You may obtain this registration form at www.vbh-pa.com. If you are already registered for online services, the process is very easy.

1. Log on to www.vbh-pa.com
2. Click "For Providers"
3. Log into ProviderConnect. Enter your User ID and Password.
4. Click on "Specific Member Search". Enter the member's identification number and date of birth. Hit "Search".
5. This will bring you the demographics section. At the bottom of the page are tabs.
6. Click on "Enter POMS Data".
7. Complete the Consumer Registration Form (CRF) if the member is new to services or the Quarterly Status Report.

If you are still submitting POMS via paper, please be sure to verify the following:

1. All POMS forms must include the member's identification number and/or a valid social security number and a valid date of birth.
2. Include a contact name in case a follow-up call is necessary to obtain further information.
3. Submit POMS on current forms with current codes. The forms may be downloaded at www.vbh-pa.com.
4. Be sure to use the corresponding codes that match the member's age.
5. In the field labeled Provider's Name, this is the facility's name or individual practitioner's, not the person filling out the form.
6. Last, but not least, please ensure all information is legible.

Please submit all paper forms to 520 Pleasant Valley Road, Trafford, PA 15085 or fax to 724-744-6363.

Timely Filing Reminder from the VBH-PA Finance Department



Normal business operations include a steady flow of money in order for a business to prosper. There are many steps involved in running a business and it starts at the front office and goes all the way to the back office. Each step is equally important in the practice. The front office maintains the responsibility of acquiring and updating member demographic information, with the back office managing payments and collections.

The following information should assist you in keeping your business running smoothly:

- ✚ Update and periodically review the member's demographic and insurance information. Update all changes **immediately**.
- ✚ Submit all claims within a timely manner (90 days from the date of service, date of discharge, or date on the primary explanation of benefits).
- ✚ Post all payments listed on the provider summary voucher.
- ✚ Follow-up on all claims that have not been posted 30 days after the submission date.
- ✚ Resolve any denial reasons on a claim prior to requesting an adjustment or submitting a corrected claim.

Patient/client care is just as important as obtaining payment for these services.

Ultimately, it is the responsibility of the contracted provider to ensure that all payments are reconciled within a reasonable timeframe. 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.

There is staff turnover in every business. It is very important that more than one staff member of the back office is trained in order for consistent cash flow to continue. Whether you have an internal billing department or use a billing service, it is imperative that you provide them with current fee schedules, communicate any changes with claims procedures, and make sure the staff is following up on claims issues in a timely manner.

VBH-PA staff has and will continue to make every effort to supply all of our providers with the appropriate materials, education, and outreach in order for their practices to be successful.

Attention HealthChoices Child/Adolescent Evaluators

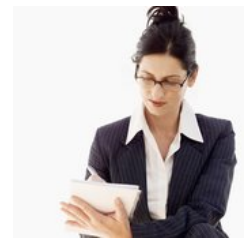
VBH-PA would like to remind evaluators of the policy and procedures surrounding the provision of evaluations.



- Evaluators are required to forward the written evaluation to VBH-PA and to the County within seven business days of the evaluation appointment. It is critical that the evaluations reach the appropriate individuals within seven business days in order for the ISPT meeting to be scheduled or services started in the required timeframe.
- Submission of the evaluation in the required seven business days will also ensure timely authorization for the evaluation.

Attention Behavioral Health Rehabilitation Services Providers

It is the policy of VBH-PA that Behavioral Health Rehabilitation Services providers comply with requirements set forth by the Commonwealth of Pennsylvania, Department of Public Welfare. Therefore we would like to remind you of policies and procedures surrounding the provision of BHR services.



- BHR services must begin within seven days of the provider accepting the case.
- Do NOT accept referrals if you do not have the staff to immediately fill the hours prescribed. Please encourage families to choose another provider that can fill the hours prescribed or refer the family to VBH-PA for a referral to another provider.
- Inform VBH-PA if you are unable to accept referrals.
- Work with the family to develop a written schedule of when services are to begin. If you expect services to be delayed, document the family's acceptance of this delay.

VBH-PA closely monitors BHR services and reports to the Office of Mental Health and Substance Abuse Services on a monthly basis. Please remember that it is unacceptable for members to be waiting for services. Requirements state that services must begin within 50 days of the evaluation.

Another Successful Year for Our Consumer Recovery Forum

VBH-PA's Eighth Annual Consumer Recovery Forum, "**A CALL FOR CHANGE: ANOTHER LOOK**", held on March 28, 2008 at the Radisson Hotel in Monroeville, began with a VBH-PA welcome to all and introductions by the always enthusiastic John Strayer, the current Co-chair of the WRCSP.

A keynote address, "**Pennsylvania Transformation**" by Dr. Joan Erney, Deputy Secretary for OMHSAS, provided the 320 registered individuals an update on OMHSAS objectives, strategies and budget information, along with a wealth of information on Certified Peer Specialists, housing, HealthChoices reinvestment, performance based contracting, state hospitals/CHIPPS, forensics, county performance awards and federal news. Dr. Erney closed with the thought-provoking poem, "You Are The Evidence!"

Kudos to our friends at the Torrance State Hospital Greenhouse for the lovely flower centerpieces cultivated and nurtured by a wonderfully talented group of people.

VBH-PA was pleased to welcome several new exhibitors this year along with our friends from previous years who always have lots of free, valuable information and goodies for everyone.

The morning plenary session, "**Partnering with Police to Form a Crisis Intervention Team**" presented by a collaborative team from Cambria County, was lively and interactive. Some of our lucky attendees who stayed for the afternoon plenary, "**Peer Mentoring/Peer Support Panel**", with representatives from several counties and a quick PMHCA update, left with some great information, big smiles and a basket of healthy treats and goodies!

Once again, the highlight of the day, the **Leadership In Recovery Awards** had some surprises with friends, mentors and co-workers presenting the awards to the winners who had their picture taken with Deputy Secretary Dr. Joan Erney, Laverne Cichon, VBH-PA CEO and Dr. Mark Fuller, VBH-PA Chief Medical Director. If you were unable to be there or would like to be there again, please visit our website at www.vbh-pa.com to enjoy pictures of the event.

As always, the event was the result of some hard work by a great team of people; a very big **THANK-YOU** to everyone who attended and helped make this year's event a great day for everyone.



VBH-PA Staff Update



Kelley Dunlevy started on March 31, 2008 as a **Data Entry Clerk** in our Hermitage office. Kelley comes to us from Manpower and has been working for us since November 2007. She was also a server at Hickory Bar and Grille and a Human Service Aide with Diversified Family Services.

Nancy Hayweiser started on March 31, 2008 as an **ORF Screener** in the Clinical Department. Nancy comes to VBH-PA from Manpower and has been working for us since August 2007. Nancy has also held Administrative Assistant positions at several companies including HealthAmerica and Orbital Engineering, Inc.

Jennifer Garfoli started on April 7, 2008 as a part-time **BHRS File Clerk** in our Hermitage office. Jennifer comes to us from Manpower and has been working for VBH-PA since February 2008. She has also worked as an Administrative Assistant for the Shenango Valley Chamber of Commerce and Wheatland Steel Processing.

Nathan Bukovitz started on April 14, 2008 as **Director of Finance** in the Finance Department. Nathan comes to us from Community Care Behavioral Health where he was Supervisor of Financial Reporting and Analysis. He was also a Financial Analyst with HealthAmerica and an Assistant Trust Officer with Mellon Financial Corporation.

Richard States started on April 14, 2008 as **Complex Care Manager** in Venango County. Richard comes to us from Edinboro University, where he was an Instructor in the Psychology Department. He also teaches with Penn State University - DuBois, University of Pittsburgh - Titusville, and Community College of Allegheny College - Clearfield. He was also a Therapist with DuBois Regional Medical Center and an Outpatient Therapist/BHRS Evaluator with Clearfield-Jefferson Community Mental Health Center.

Lisa Clark started on April 21, 2008 as a part-time **BHRS File Clerk**. Lisa comes to us from Nijel East, Inc. where she was an Office Manager and Campus Dimension where she was a Data Entry Clerk.

Leslie Anderson starts on May 5, 2008 as an **Administrative Specialist** in the Peer Advisor's Office in our Clinical Department. Leslie comes to us from Giant Eagle where she was a Front End Manager and Bancroft Chiropractic Center, where she was a Chiropractic Assistant.

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.

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Past issues of *ValueAdded* can be accessed at:
http://www.vbh-pa.com/provider/prv_information.htm