



# ValueAdded









This is the 113th 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 9

September 2008

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

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Don't miss out on VBH-PA's 1st Annual NW3 Member Forum to be held in November!!

## INDUSTRY BEST PRACTICES TREATMENT GUIDELINES and DIAGNOSTIC INDICATORS: Helpful Tools for the Mental Health Practitioner

Since 2004, VBH-PA has been conducting a comprehensive provider chart auditing process. Since the treatment record is an important source of patient data and documents the quality of healthcare provided by the practitioner, VBH-PA feels this is a very important network management tool. The *National Committee for Quality Assurance (NCQA)* sets forth a review summary which includes 24 elements that reflect a set of commonly accepted standards for documentation in behavioral health treatment records. We have added some additional elements that reflect regional standards. The chart auditing process included documentation standards, access to services and practice guidelines.

As an appreciated member of the VBH-PA provider network, we'd like to share the most recent version of ValueOptions **Treatment Guidelines** and diagnosis-based adherence indicators with you. The complete set of **Treatment Guidelines** can be downloaded from the VBH-PA website at <http://www.vbh-pa.com>. (Click "For Providers", then "Provider Information" located on the left. Finally scroll to the Quality Management section.) These guidelines are summaries of evidence-based, accepted approaches to evaluation and treatment in our field.

By virtue of the process ValueOptions uses to develop the guidelines, we view them as representing industry Best Practices. As such, they represent a helpful tool for us and our practitioners to consult when treating particularly difficult or complex problems.

In managing care, the **Treatment Guidelines** are applied by VBH-PA as an adjunct to our clinical criteria. Since the guidelines represent evolving, evidence-based Best Practices in the context of a continuous quality improvement process, we believe it is important that both managers and providers are aware of them. *These guidelines are not a substitute for the experience and judgment of a physician and are developed to enhance the physician's ability to practice evidence-based medicine.*

The **Adherence Indicators** are specific items that are reviewed during a treatment record review completed on targeted levels of care each year. These adherence indicators can be accessed by visiting the VBH-PA website at <http://www.vbh-pa.com>. (Click "For Providers", then "Provider Information" located on the left. Finally, scroll to the Quality Management section.)

The targeted diagnoses are: **Major Depression, Bipolar Disorder, ADHD in Children, Schizophrenia and Co-Occurring Disorders**. The following page contains a complete description of each indicator by diagnosis. These indicators are reviewed at the time of a documentation chart audit. Each provider will receive a score based on the positive responses recorded in the medical record and will be asked to submit a corrective action plan when scores fall below the VBH-PA standard.

## DIAGNOSIS-BASED TREATMENT GUIDELINES ADHERENCE INDICATORS

DIAGNOSIS	INDICATOR
<b>MAJOR DEPRESSION</b> 296.2 or 296.3 Series	Mood symptoms and suicidality are assessed at every visit.
	Co-morbid problems are assessed upon initial evaluation by the MD for substance abuse, medical conditions or other psychiatric diagnoses.
	If substance abuse is identified in the initial evaluation, a comprehensive substance abuse evaluation has been performed or recommended.
	If a substance abuse diagnosis is confirmed, then an active substance abuse treatment plan is developed or a documented referral is made for treatment.
	Has a medication evaluation or referral taken place within 30 days of the diagnosis if not initially diagnosed by a psychiatrist?
	If medication is prescribed, there should be a minimum of three follow-up visits in the first 12 weeks. (A least one of these being with the prescriber.)
	If a secondary antidepressant is prescribed, it must be from another class of antidepressants.
<b>SCHIZOPHRENIA</b> 295 Series	There is evidence of an assessment of positive signs of psychosis, e.g., delusions and/or hallucinations.
	Co-morbid problems are assessed upon initial evaluation by the MD for substance abuse, medical conditions or other psychiatric diagnoses.
	Has a medication evaluation taken place within 14 days of the diagnosis if not initially diagnosed by a psychiatrist?
	When anti-psychotic medications are prescribed, there is evidence of observation for side effects including EPS such as dystonic reactions akathisia ("can't sit still") or akinesia.
<b>ADHD</b> 314.00; 314.01; 314.9	The record reflects the active involvement of the family/primary caretakers in the assessment and treatment of the enrollee, unless contraindicated.
	Co-morbid problems are assessed upon initial evaluation by the MD for substance abuse, medical conditions or other psychiatric diagnoses.
	The record reflects education about ADHD.
	Has a medication evaluation taken place within 60 days of the diagnosis if not initially diagnosed by a psychiatrist?
	When medication is prescribed, there is evidence of an evaluation of the patient's response to medication and adjustments as needed.
	Documented history of symptoms/onset of symptoms prior to age seven.
	Demonstrated evidence of impairment in at least two areas (social, academic or occupational).
<b>BIPOLAR</b> 296.0x, 296.40, 296.4x, 296.5x, 296.6x, 296.7, 296.89 Series	Mood symptoms and suicidality are assessed at every visit.
	Co-morbid problems are assessed upon initial evaluation by the MD for substance abuse, medical conditions, or other psychiatric diagnoses.
	Has a medication evaluation taken place within 14 days of the diagnosis if not initially diagnosed by a psychiatrist?
	When lithium is prescribed, there is a lithium level measurement in evidence of thyroid test measures.
	If Depakote is prescribed, there is evidence of a balproic acid blood level and liver function tests.
<b>CO-OCCURRING DISORDERS</b>	Treatment plan includes identification of barriers to adherence and interventions that address these barriers.
	Treatment plan includes relapse plan, including identification of relapse triggers, skills needed to deal with triggers, and contingency plan for difficult instances.
	Treatment plan includes both SA and psychiatric issues and interventions.

## HIPAA at Home: Off-Site Handling of Paper Files

Since it was implemented in 2003, the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule changed the way that providers do business. Now providers routinely shred documents, hide names on sign-in sheets with black marker, and use white noise machines to drown out therapy sessions. These are just a few of the ways that providers protect individually identifiable health data, frequently referred to as Protected Health Information (PHI). VBH-PA's annual member satisfaction survey indicates that members are happy with VBH-PA network provider performance in this area. In 2007, 98% of surveyed members felt that their counselors protected their confidentiality.<sup>1</sup>

In addition, whether because of increasing gas prices or the need to work longer hours, more employees are working from home. The very nature of conducting behavioral health services often requires employees to be in the field or at meetings. This may require employees to take paper files with PHI off-site, such as to their home offices, in their automobiles or to other locations not under the provider's physical control.

Although the location may change, the provider's obligation to safeguard hard copy paper files containing PHI stays the same. To that end, VBH-PA has established minimum standards regarding the off-site handling of paper files with PHI for its providers, including:

- Only authorized staff may remove paper files from on-site locations.
- It is suggested that on-site locations maintain a log of PHI taken off-site.
- PHI must be kept out of sight of unauthorized persons while it is off-site.
- PHI must not be handled in close proximity to unauthorized individuals who may be able to read the PHI.
- PHI must not be left unattended in an unsecured area or container.
- Paper files should be transported in containers that are not easily opened by unauthorized personnel, such as locked briefcases, sealed boxes or envelopes.

VBH-PA also has standards regarding paper files with PHI stored off-site. The off-site storage facility should have security, fire protection, a disaster recovery plan, climate control, access security (such as ID badges) and processes to prevent the alteration, destruction, or inappropriate use of information and for reporting and responding to security incidents.

VBH-PA's Provider Manual was recently updated to address the off-site handling of paper files with PHI. For more information on this issue, please refer to the Provider Manual's section on confidentiality ([http://www.vbh-pa.com/provider/info/prvmanual/4\\_PartPrvResp/confidentiality.htm](http://www.vbh-pa.com/provider/info/prvmanual/4_PartPrvResp/confidentiality.htm)) in the Participating Provider Responsibilities section.

VBH-PA thanks its providers for protecting the members' rights to have medical records and conversations with service providers kept private, regardless of venue.

<sup>1</sup> Fact Finders. (2008). *2007 Member Survey Pennsylvania Service Center Annual Report*. Albany, NY: Author.

# Claims Corner Claims Corner



## Provider Alert Regarding Legacy Numbers

As you know, VBH-PA implemented changes that require your **National Provider ID (NPI)** number be present in all of your electronic claim submissions. This announcement was published in the May 2008 issue of *ValueAdded*, our monthly provider newsletter. You may view the article, in its entirety, on our website at:

<http://www.vbh-pa.com/provider/info/value/May08.pdf>

To be compliant with NPI, the use of **legacy numbers** (a **legacy number** is the provider and/or vendor number assigned by VBH-PA) are prohibited from being included in electronic claim submissions. The NPI number, tax identification number, and taxonomy codes (if applicable) are the **only** numeric provider identifiers that need to be present in the HIPAA compliant claim file as of May 23, 2008. We realize that there may be a certain amount of hesitation with regard to this directive, but we must move forward in order to be HIPAA compliant. Valueoptions requires that you submit compliant electronic claim files.

We have also noticed providers who have more than one location continue to omit the service facility location address. It is imperative that the service location, as well as the pay-to address, be included to ensure proper processing. It is important that your files be submitted according to the companion guide. Therefore, VBH-PA strongly suggests the following in order to ensure that your electronic claim files are compliant and there is no interruption in reimbursement for services provided.

Here are a few tips to assist you in creating a claim file that is complete:

- Loop 2010AA should contain the pay-to address
- Loop 2310E should contain the service facility location address if the service location differs from the pay-to location
- Loop 2310A should contain the facility taxonomy code, not the taxonomy code of the attending/rendering physician-clinician when VBH-PA is contracted to pay the facility
- Loop 2310A should contain the attending/rendering physician's taxonomy code, as well as the facility NPI number in order for the higher rate to be reimbursed to the facility for a psychiatric evaluation performed by a physician

Before you submit your first batch without the legacy number, send a "test batch". This will help us determine if you are submitting your claims correctly and help you to know that you will be reimbursed appropriately. Please contact the EDI Helpdesk if you have any questions regarding your file layout. The EDI Analyst will work with you to ensure that your submission is valid and correct.

# The ARC of Indiana County Presents:

## **Disability Awareness Workshop**

**Wednesday, October 22, 2008**

**8:00 a.m. to 4:00 p.m.**

*(Lunch included)*

### **Presentations and Information Tables on**

Autism ▪ Developmental Delays/Mental Retardation ▪ Epilepsy ▪ Mental Illness/Brain Injury ▪ Deaf/Hearing Impaired ▪ Blind/Visually Impaired ▪ Physical Disabilities/Cerebral Palsy

*“We are the 1<sup>st</sup> in the state to organize an event like this one.”*

**Where:** Rustic Lodge, 2199 Oakland Ave., Indiana, PA 15701

**Audience:** First responders, law enforcement, medical personnel/hospitals, legislators, churches, community business personnel, university students, educators, agencies, providers, guardians, people with disabilities and their families, and community members.

**!!! Door Prizes !!!**

**To Register for this No-Cost workshop:**

**Call The ARC office 724-349-8230 or e-mail Barb Telthorster at**

**[btelth@arcindiana.org](mailto:btelth@arcindiana.org)**

Registration deadline is October 10, 2008.

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## Introducing Our New PE&O Manager



As of August 18, 2008, Sue Klaus has been hired as VBH-PA's PE&O Manager. Sue is a graduate of Indiana University of Pennsylvania and holds a Master's Degree in Education. For the last five years, Sue has worked for VBH-PA as an Aftercare Coordinator. Prior to coming to VBH-PA, Sue worked for over 15 years as a teacher and program supervisor in special education. We are very excited to have Sue join our PE&O Team!

Providers, please feel free to contact Sue at 724-744-6501 or at [Suzanne.Klaus@valueoptions.com](mailto:Suzanne.Klaus@valueoptions.com) regarding consumer-related conferences or events, county-specific consumer activities, or any other PE&O initiative.

Value Behavioral Health of Pennsylvania (VBH-PA) is pleased to announce the 1<sup>st</sup> Annual NW3 Member Forum:

*“Acknowledging the Journey”*

November 12, 2008  
Radisson Hotel  
West Middlesex, PA

\*\*Providers, see next page if you wish to exhibit at this forum.\*\*

Value Behavioral Health of Pennsylvania (VBH-PA) Invites:  
Members and Parents/Families of Children and Adolescent Members in Crawford, Mercer and Venango County (NW3)  
VBH-PA managed care services to join us in ...

**“Acknowledging the Journey”**

Hope, Success, Wellness and Recovery

1<sup>st</sup> Annual NW3 Member Forum

Wednesday, November 12, 2008

9:00 am - 4:15 pm

(Registration begins at 8:00 am)

Radisson--Route 18 @ I-80

West Middlesex, PA 16159



“Exceptional Individual/Family Awards” presented during the Luncheon

**Children/Adolescent Services Focus Workshop Topics from 9:00am - Noon**

1. **Taking Care of the Caretaker.** Presenter to be announced
2. **Treatment Options for Interventions.** Presented by Stan Mrozowski, PhD, Director of the Children’s Bureau in the Pennsylvania Office of Mental Health and Substance Abuse Services

**“Exceptional Individual/Family Awards” Luncheon 12:15pm**

*Lunch Choices: Stuffed Chicken Breast or Cheese Stuffed Manicotti*

**Adult Services Focus Workshop Topics from 1:30pm - 4:15pm**

1. **Certified Peer Specialist (CPS) Program.** Presented by a Panel of trained Certified Peer Specialists residing in the NW3 Counties
2. **Wellness and Recovery Action Plan.** Presented by Tom Newman, Pennsylvania Mental Health Consumers Association Leadership in Recovery Coordinator.

This Forum is FREE of charge. Registration is required by **calling** 724-962-8035 or 1-866-404-4561 ext 8035 or **emailing** [shelley.thomas@valueoptions.com](mailto:shelley.thomas@valueoptions.com) or completing and **mailing** a registration form\*. If you are in need of transportation to this event, or need special accommodations, please indicate this with your registration. County personnel and providers are also welcome to attend along with members. Sorry, childcare is not available.

*“Acknowledging the Journey” has been organized by the VBH-PA NW3 adult members and families of children/adolescent members forum workgroup.*

**\*Click the link below to access the Registration Form.**

[http://www.vbh-pa.com/news\\_events/NW3\\_Member\\_Forum\\_Flyer.pdf](http://www.vbh-pa.com/news_events/NW3_Member_Forum_Flyer.pdf)

You may also visit our website at [www.vbh-pa.com](http://www.vbh-pa.com) and look at the “News & Events” section on our homepage to view the complete forum announcement.

Are you interested in exhibiting at the 1<sup>st</sup> Annual NW3 Member Forum?

If so, please complete this form and send back as soon as possible.

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.

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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)



# 1<sup>st</sup> Annual NW3 Member Forum

## "Acknowledging the Journey"

### 2008 Exhibitor Reservation Form

The forum will be held at **The Radisson in West Middlesex, PA** on **Wednesday, November 12, 2008, from 9:00 am to 4:15 pm**. The theme for the forum will be "**Acknowledging the Journey**". You are invited to join us for the entire day, but we are asking vendors to exhibit from 8:00 am to 1:30 pm, or longer if desired. Please be sure to indicate below if you wish a lunch reservation.

If you are interested in exhibiting at the 2008 VBH-PA NW3 Member Forum, please complete the following and return to: **SHELLEY THOMAS** at VBH-PA, Hermitage Office, 1485 North Hermitage Road, Hermitage, PA 16148 or via email at [shelley.thomas@valueoptions.com](mailto:shelley.thomas@valueoptions.com) or via fax at **724-962-8042**. You may also contact **KELLEY DUNLEVY** via email at [kelley.dunlevy@valueoptions.com](mailto:kelley.dunlevy@valueoptions.com) or via fax at **724-962-8042**.

The deadline for exhibitor's registration is **NOVEMBER 1, 2008**.

Name of Organization: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Name of staff and title of those who will be attending (please indicate if you wish a lunch reservation):

1. \_\_\_\_\_ (Lunch included in table fee)
2. \_\_\_\_\_ (Lunch included in table fee)
3. \_\_\_\_\_ (additional \$10 charge for lunch)
4. \_\_\_\_\_ (additional \$10 charge for lunch)

Exhibit space is a fee of \$50. **We are strongly encouraging you to register for a space as soon as possible. Table space will be given on a first come, first served basis. Most likely all requests will be able to be accommodated.** Set-up for exhibits begins at 7:00 am. Registration and exhibits begin at 8:00 am.

Your \$50 vendor fee will help offset the cost of the vendor room as well as the cost of centerpieces that will be given away as door prizes during the "Exceptional Individual/Family Award" Luncheon. We are not asking you to bring a basket or any other item for door prizes.

Questions? Call Shelley Thomas at (724) 962-8032 or Kelley Dunlevy at (724) 962-8035.  
Thank you for your support. We are looking forward to having you join us!

***Providers, please post this page where your patients may view it.***

## Address Confidentiality Program

Are you a victim of domestic violence, sexual assault or stalking? Do you have to move for safety reasons? You may be interested in the Address Confidentiality Program (ACP).

The program can help hide your new home address from your abuser. The ACP provides a substitute mailing address for you. It can be used to meet the address requirements of important records. This includes things like:

- drivers' licenses
- library cards
- traffic tickets
- car registrations

It can also be used for:

- employment security
- school records
- workers' compensation
- court petitions

The ACP address can help you keep your actual address from showing up on important documents--documents that could somehow be found by your abuser. The program is operated by the PA Office of the Victim Advocate.

If you think the ACP may help you, contact a local domestic violence, sexual assault or victim service program. An advocate will meet with you to decide if ACP is right for you. The advocate can explain how it works. They can also help you complete the application. You can find more information about the program at the ACP website [www.paacp.state.pa.us](http://www.paacp.state.pa.us) or by calling 1-800-563-6399.

If you are worried about your safety 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](http://www.ndvh.org)

### **National Teen Dating Abuse Hotline**

1-866-331-9474

1-866-331-8453 (TTY for the Deaf)

[www.loveisrespect.org](http://www.loveisrespect.org)



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

**Providers, please post this page where your patients may view it.**

## Programa de Confidencialidad de Dirección

¿Es usted víctima de violencia doméstica, agresión sexual o acoso? ¿Tiene que mudarse por motivos de seguridad? Quizás le interese el Programa de Confidencialidad de Dirección (ACP en inglés).

El programa puede ayudarle a ocultar del abusador su nueva dirección. El ACP le proporciona una dirección postal alternativa. Se puede usar para cumplir con los requisitos de dirección de expedientes importantes. Incluye cosas como:

- licencias de conducir
- credenciales de la biblioteca
- infracciones de tránsito
- registro de automóvil

También se puede usar para:

- seguridad en el trabajo
- expedientes escolares
- compensación laboral
- peticiones ante un tribunal



La dirección ACP puede ayudarle para que su verdadera dirección no aparezca en documentos importantes. Los documentos que el abusador podría de alguna manera encontrar. Este programa es administrado por la oficina de Intercesores de Víctimas de PA.

Si cree que el ACP podría ayudarle, comuníquese con un programa de servicios para víctimas de violencia doméstica o agresión sexual. Un intercesor se reunirá con usted para decidir si el programa ACP es adecuado para usted. El intercesor puede explicarle cómo funciona. También puede ayudarle a llenar la solicitud. Para obtener más información sobre el programa, visite el sitio web de ACP en [www.paacp.state.pa.us](http://www.paacp.state.pa.us) o llame al 1-800-563-6399.

Si le preocupa su seguridad y necesita hablar con alguien, llámenos.

### **Línea nacional de asistencia sobre violencia doméstica**

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY para sordos)

[www.ndvh.org](http://www.ndvh.org)

### **Línea nacional de asistencia para abuso entre novios adolescentes**

1-866-331-9474

1-866-331-8453 (TTY para sordos)

[www.loveisrespect.org](http://www.loveisrespect.org)

Asistencia en inglés, español o en muchos otros idiomas.

Todo contacto con las líneas de asistencia es gratis y confidencial.