



# ValueAdded

This is the 116th 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 12

December 2008

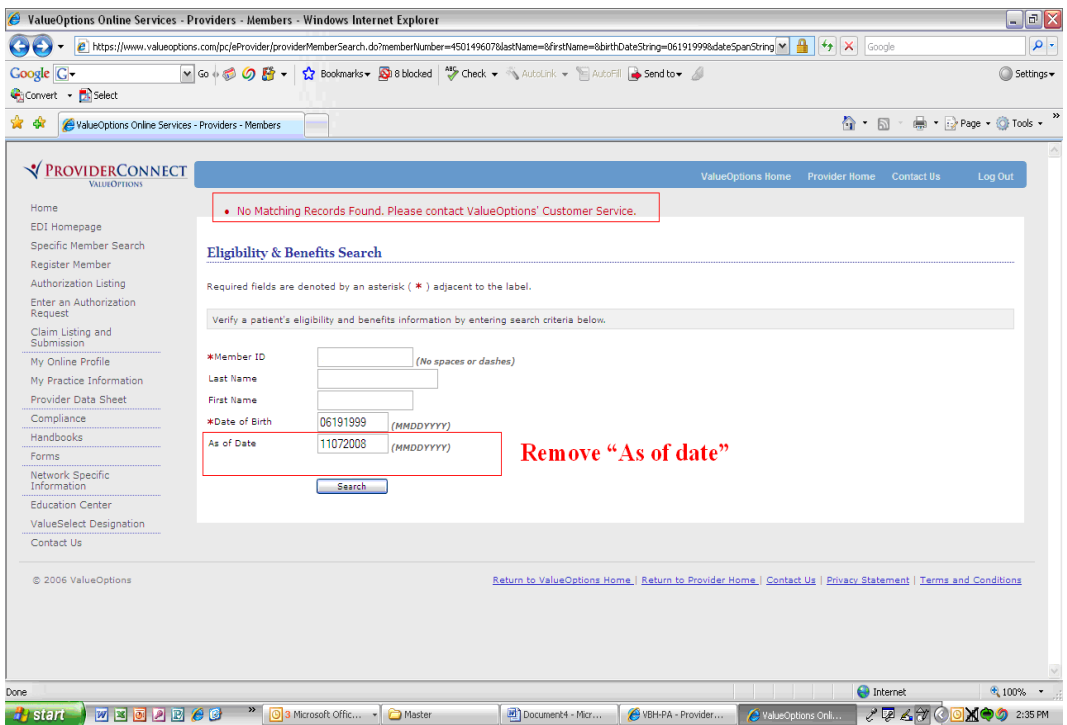
An information update from Value Behavioral Health of PA, Inc.

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## ProviderConnect Tip: Member Search

If you are searching for a member in ProviderConnect and you receive the error message, "No matching records found", please try the following tip. Enter the **Member ID** and enter the **Date of Birth** as required. The "As of Date" auto-populates. Remove this date and click "search".



The screenshot shows a web browser window displaying the ValueOptions ProviderConnect website. The page title is "ValueOptions Online Services - Providers - Members - Windows Internet Explorer". The URL is "https://www.valueoptions.com/psc/providerMemberSearch.do?memberNumber=4501496078&lastName=&firstName=&birthDateString=06191999&dateSpanString". The page content includes a navigation menu on the left with links like "Home", "EDI Homepage", "Specific Member Search", etc. The main content area is titled "Eligibility & Benefits Search" and contains a search form. The form has the following fields: "Member ID" (with a note "(No spaces or dashes)"), "Last Name", "First Name", "Date of Birth" (with a note "(MMDDYYYY)"), and "As of Date" (with a note "(MMDDYYYY)"). A red box highlights the "As of Date" field, and a red text label "Remove 'As of date'" points to it. A "Search" button is located below the form. At the top of the form, a red message box says "No Matching Records Found. Please contact ValueOptions' Customer Service." The footer of the page includes "© 2006 ValueOptions" and several links like "Return to ValueOptions Home", "Return to Provider Home", "Contact Us", "Privacy Statement", and "Terms and Conditions". The browser's taskbar at the bottom shows the Start button, several open applications, and the system clock showing 2:35 PM.

## Going Green ...



hope that our environments.

It's been a little more than a year since we started going "green" at VBH-PA. Our efforts actually started with this newsletter. On September 1, 2007, we began distributing the *ValueAdded* electronically versus the US Mail. We are committed to doing our part and are so thankful for your support. We plan to update you on our ongoing efforts throughout the coming year and we

# Claims Corner Claims Corner



## Service Facility Location Address

The Service Facility Location Information, also referred to as loop 2310D on the 837 Professional Form or loop 2310E on the 837 Institutional Form, is necessary to ensure prompt and correct payment. Even if your service address matches your billing address, please include this information. This loop should contain:

- Your full street address
- Your agency NPI number

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## 2009 WPIC VideoConference Series



VBH-PA is pleased to announce that our Service Center will once again 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.

January's videoconferences are: **"Assessment and Treatment of Eating Disorders"** on **January 14, 2009**; and **"Traumatic Brain Injury in Returning Veterans"** on **January 28, 2009**. The videoconferences are held from **9:00 a.m. to 11:00 a.m.** in the **Walnut Room** at VBH-PA's Trafford Service Center.

These programs are free of charge. Attendees requiring continuing education credits; however, will be asked to complete an attendance form and submit it with payment (\$15 for general CEUs; \$30 for ACT 48, CAC, CME, CPRP, NBCC, personal care home administrators, psychologists and social workers) after attending the program.

Please visit the WPIC website at: <http://www.wpic.pitt.edu/oerp> for a complete schedule and registration forms for these programs. You may also visit our website at <http://www.vbh-pa.com> for more information. Reminders for upcoming classes will be announced in future issues of *ValueAdded*. Don't miss it!

## Direct Deposit is Here! Featuring PaySpan Health

Value Behavioral Health of Pennsylvania (VBH-PA) is pleased to offer a FREE service to our providers: **Direct Deposit/Electronic Funds Transfer (EFT) of your claims payments!**



Most of us use direct deposit for our paychecks to save time, so why not use direct deposit for your company?

If you are still receiving large packages of provider summary vouchers that you have to manually sort through, direct deposit and electronic vouchers may be worth looking into. **You will save time and money!**

The process to register for this service is easy. All you will need is the following:

1. **Registration Code.** You can get your registration code off the cover of your provider summary voucher; you may call the VBH-PA Customer Service Department at 1-877-615-8503; or you may call your Provider Field Coordinator to get this code.
2. **VBH-PA Vendor Number.** You can find this on our paper remittance.
3. **TIN number** and your **bank routing/bank account number.**

Once you have the above information, go to the following website [www.PaySpanHealth.com](http://www.PaySpanHealth.com) and complete the registration. *(Please go to [www.vbh-pa.com](http://www.vbh-pa.com) for the complete instructions.)*

If you have questions about the registration process, please contact the **PaySpan Provider Support Team** at **1-877-331-7154**, Monday through Friday, 7:00 a.m. to 9:00 p.m.

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## 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](mailto: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.

**Providers, please post the following announcement in an area accessible to your patients.**

## Domestic Violence and Reproductive Health

Violence against women is a serious and large problem. It harms women at any age. Women of reproductive age are especially at risk. Women from age 16 to 24 are at greatest risk. Violence can limit a woman's ability to manage her reproductive health. Being in a violent relationship may force women to make choices that are not their own through:

- rape
- being forced to do unwanted sexual activities, or
- their partners preventing them from using birth control.

This can result in unintended pregnancy, HIV/AIDS and other infections. Some women suffer miscarriages when they wanted to complete a pregnancy. Some become mothers before they are ready. Some may lose their ability to become pregnant.

It happens to many women including these:

Janey: "Every time I would confront him about his lies and unfaithfulness, he would force himself on me sexually. He always refused to wear a condom. He would act offended when I suggested he use one."

Carollee: "I started dating a 32-year-old man when I was 19. I noticed that whole rows of pills would disappear. When I called him on the disappearing birth control, he responded that he 'knew' I wanted to have his child."

Libby: "'What's the big deal?' Her boyfriend once replied after raping her. 'It's not like you couldn't get your hands on the morning after pill if you actually cared.'"

**If you answer yes to any of these questions, you are not alone:** Does my partner make me have sex even when I don't want to? Does my partner mess with my birth control or refuse to use condoms? Has my partner ever tried to get me pregnant when I didn't want to be?

Talk to your health care provider. They can help you find the help you need.

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.

You can also visit a new Web site designed to help women experiencing reproductive coercion and it is a place to share your story: [www.KnowMoreSayMore.org](http://www.KnowMoreSayMore.org).

**Providers, please post the following announcement in an area accessible to your patients.**

## La relación entre la violencia doméstica y la salud de la función reproductora

La violencia contra la mujer es un problema de gran magnitud y gravedad. Daña a la mujer de cualquier edad. En especial corre peligro la mujer en edad de procreación. La mujer de 16 a 24 años de edad corre el mayor peligro. La violencia puede limitar la capacidad de la mujer de velar por su función de reproducción. Ser pareja en una relación de violencia puede obligar a la mujer a tomar decisiones que de otra manera no tomaría debido a:

- violación
- verse a forzada a participar en actividades sexuales en las que no desea participar o
- que su pareja le impida usar alguna forma de control de la natalidad.

Eso puede resultar en un embarazo indeseado, VIH/SIDA y otras infecciones. No obstante querer dar a luz, algunas mujeres sufren abortos espontáneos. Algunas se convierten en madres antes de estar preparadas. Algunas podrían perder la capacidad de embarazarse.

Eso le ocurre a muchas mujeres, entre ellas:

Janey – Cada vez que me enfrentaba a él sobre sus mentiras e infidelidad, me obligaba a tener relaciones sexuales con él. Siempre se rehusaba a usar un preservativo (condón). Actuaba ofendido si le sugería que usara uno.

Carolina – Yo comencé a salir con un hombre de 32 años de edad cuando yo tenía 19. Me di cuenta de que estaba sacando hileras enteras de mis pastillas. Cuando le pregunté sobre los anticonceptivos desaparecidos, me dijo que él “sabía” que yo quería tener un hijo suyo.

Leonor – “¿Por qué tanta bulla?” Fue lo que le dijo su novio una vez después de violarla. ‘Ni que no pudieras conseguir la pastilla para la mañana siguiente si te importara.’

Si tu respuesta es “sí” a cualquiera de las siguientes preguntas, no estás sola. ¿Me obliga mi pareja a tener relaciones sexuales aunque yo no quiera? ¿Se mete mi pareja con mis anticonceptivos o se rehúsa a usar preservativos (condones)? ¿Alguna vez ha tratado mi pareja de embarazarme cuando yo no quería?

Habla con tu médico. Él o ella te puede ayudar a encontrar la ayuda que necesitas.

Si te preocupa tu seguridad y necesitas hablar con alguien, llámanos.

### **Línea Directa contra la Violencia Doméstica**

1-800-799-7233

1-800-787-3224 (TTY para los discapacitados auditivos)

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

### **Línea Directa Nacional contra el Abuso entre las Parejas de Jóvenes**

1-866-331-9474

1-866-331-8453 (TTY para los discapacitados auditivos)

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

Contamos con ayuda en inglés y español y muchos otros idiomas. Todo contacto con las líneas directas es gratuito y confidencial.

También puedes visitar un nuevo sitio web diseñado con la finalidad de ayudar a la mujer sometida a coerción reproductora y es un lugar donde puedes contar tu historia. [www.KnowMoreSayMore.org](http://www.KnowMoreSayMore.org)

## A Very Successful First for the VBH-PA Northwest Three Member Forum

The first annual **Value Behavioral Health Northwest Three (NW3) Member Forum** was held on Wednesday, November 12, 2008, and what a success it was! Approximately 175 people attended the event sometime during the day.



Parents of children and adolescent HealthChoices members, adult HealthChoices members, along with providers, county staff, VBH-PA staff and exhibitors all participated in "**Acknowledging the Journey**".

We had outstanding presenters during the day. **Demetrios Marousis, Stan Mrozowski, Kevin Trenney** and **Tom Newman** did an excellent job.

The VBH-PA NW3 Workgroup members (Gloria McDonald, Megan McCombs, David Gaines, Tim Maurice, Joan Jones, Keri Jacoby, Stephanie Coston, and Carol Alden) along with VBH-PA staff members Shelley Thomas, NW3 PE&O Coordinator, and Kelley Dunlevy, VBH-PA Administrative Assistant, worked diligently to accomplish their mission of conducting an event that centered on highlighting parents of HealthChoices child/adolescent members and adult HealthChoices members. The Journey was "Acknowledged"!

One of the highlights of the event was the **Exceptional Individual and Exceptional Parent Awards Luncheon**. Select members of the VBH-PA NW3 Workgroup presented the awards to a parent of a HealthChoices child and to an adult HealthChoices member from each of the three northwest counties (Crawford, Mercer and Venango). Those earning the awards were **Crystal Anderson** and **Tina Tenney** from Crawford County; **Lenore Collupy** and **Annie Ligo** from Mercer County; and **Kathy Dickson-Rimkus** and **Becky Stewart** from Venango County. The nominations that were read, along with the personal words spoken by the award recipients, were inspiring and encouraging to all whom attended.

Special thanks go out to everyone who helped support this event. It was our goal to have HealthChoices members attend and to validate their journey. From the feedback that has been received, we believe this has been accomplished. Acknowledging that there is a journey and the journey entails many obstacles, but the journey most importantly has many successes, is what we celebrated at the first annual **Value Behavioral Health NW3 "Acknowledging the Journey" Member Forum!**



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)