



ValueAdded

This is the 114th 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.









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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!!

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 and complete the registration. *(Please go to 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.



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.

Claims Corner Claims Corner



Initial claim submissions that are submitted on paper must be mailed. VBH-PA would like to ensure that all billing departments have the correct mailing addresses on file for initial claim submissions. ***Submitting a claim to an incorrect address or omitting the suite number has resulted in delay of claims payment.*** All initial claims must be submitted on a **CMS 1500** or a **UB 04** claim format to the following addresses:

SWPA HealthChoices Claims **516 Pleasant Valley Road
Trafford PA 15085**

Erie Base Services Claims **520 Pleasant Valley Road
Suite 100B
Trafford, PA 15085
*Effective January 1, 2007***

Erie HealthChoices Claims **520 Pleasant Valley Road
Suite 200E
Trafford PA 15085
*Effective July 1, 2007***

Cambria HealthChoices Claims **520 Pleasant Valley Road
Suite 300C
Trafford PA 15085
*Effective July 1, 2007***

NW3* HealthChoices Claims **520 Pleasant Valley Road
Suite 400NW
Trafford PA 15085
*Effective July 1, 2007***
**(*Crawford, Mercer &
Venango)**

- Initial claim submissions must ***NOT*** be faxed.
- Initial claim submissions, including any attachments such as a primary carrier's EOB, must have a copy of the pertinent information behind each claim form. Please do not staple any attachments to the claim forms.

Adjustment requests may continue to be faxed. A claim typically needs adjusted to possibly change the procedure code, modifier, units or add a primary carrier's explanation of benefits. Please submit only changes and do not include new dates of service on a corrected claim. A detailed notation of any change must be included with the corrected claim to prevent further delay in reimbursement. **Initial claim submissions**, including any attachments such as a primary carrier's EOB, must have a copy of the pertinent information behind each claim form. Please ***do not*** staple any attachments to the claim forms.

Routine Guest Dosing for Methadone Maintenance Programs



In routine instances where a VBH-PA member requests dosing at a methadone facility other than the one that services have been authorized under, it will be up to the “authorized” Provider and the agreed upon “guest dosing” Provider to make reimbursement arrangements. In other words, VBH-PA will continue to reimburse the “authorized” Provider, and the “guest dosing” Provider will need to seek reimbursement from the “authorized” Provider. Communication between the

Providers is of utmost importance not just from a fiscal perspective but from a clinical perspective. As per section 3.5 of the VBH-PA Facility Agreement, the facility will not seek reimbursement from members for covered services that are provided.

VBH-PA Staff Update

Angela Shearon started on September 22, 2008 as a **Care Manager - Erie** in the **Clinical Department**. Angela comes to VBH-PA from Community Care where she was a Care Manager. She was also a Team Leader/Therapist for Family Services of Western PA.



Cynthia Kemerer started on September 29, 2008 as a **Quality Improvement Analyst** in the **Quality Department**. Cynthia comes to VBH-PA from Milestone Centers where she was Lead Outpatient Care Coordinator. She was also a Childcare Worker/Residential Counselor for Monsour Medical Center Discovery Unit/RTF.

Cathy Tangretti started on October 6, 2008 as a **Care Manager** in the **Clinical Department**. Cathy comes to VBH-PA from Family Behavioral Resources where she was a Behavioral Specialist Consultant. She was also an Outpatient Therapist at the Stern Center.

Liz Zalich started on October 13, 2008 as an **Aftercare Coordinator** in the **Clinical Department**. Liz comes to VBH-PA from Westmoreland Casemanagement & Supports where she held several positions including Children’s Resource Coordinator, Adult Intensive/Targeted Casemanager, and Adult/Children’s administrative Casemanager.

Value Behavioral Health of Pennsylvania (VBH-PA) is pleased to announce the 1st 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:
Adult 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

1st 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. Presented by Demetrios Marousis, MA, NCC, LPC, MBA
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. Facilitated by Kevin Trenney, Supervisor, Peer Support and Advocacy Network.
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 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

You may also visit our website at 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 1st Annual NW3 Member Forum?

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



1st 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 or via fax at **724-962-8042**. You may also contact **KELLEY DUNLEVY** via email at 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!

Attention
BHRS
Providers



Please Join Us for Our Next Quarterly VBH-PA BHRS Provider Summit

Your Choice of Two Locations:

October 23, 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 October 20, 2008.

OR

October 24, 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 October 20, 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 Deb Przywarty at 724-744-6309 or Toll Free: 877-615-8503 x346309 Email: debra.przywarty@valueoptions.com

The Pennsylvania Autism Waiver Provider Frequently Asked Questions

⌘ **What are the requirements to receive services from this waiver?**

In order to be eligible for this waiver a person must meet the following requirements:

- Live in Pennsylvania
- Be 21 years of age or older
- Have a diagnosis of Autism Spectrum Disorder, which includes a diagnosis of Autistic Disorder, Pervasive Developmental Disorder (PDD-NOS), Asperger Syndrome, Childhood Disintegrative Disorder or Retts Disorder
- Meet Medical Assistance financial eligibility
- Meet the Intermediate Care Facility level of care

**** IQ is not an eligibility criterion for this waiver ****

⌘ **How do I become a Provider?**

Are you already a Medical Assistance provider?

YES...

To become an Autism Waiver provider, please contact the Bureau of Autism Services at (866) 539-7689 and they will provide you with the information you need. The Bureau will send you a "Provider Packet" with additional information.

NO...

To become an Autism Waiver provider, please contact the Bureau of Autism Services at (866) 539-7689 and they will provide you with the information you need. The Bureau will send you a "Provider Packet" with additional information.

You will need to become a Medical Assistance provider in order to bill for waiver services. If you are not currently a MA provider, you will have to complete the MA form that will be provided in the packet and mail the application directly to The Office of Medical Assistance Programs.

All providers and direct care staff will be required to complete the Bureau of Autism Services training course, which is made up of nine web-based training modules; the Bureau of Autism Services will supply the information.

⌘ **What are the Training Requirements?**

There is a course of 9-45 minute web based training modules that are required. There is also the option of the course being supplied to you via CD. There will be updated training provided in the future. At least one staff member must have completed the training prior to enrollment.

⌘ **Who has to complete the training?**

All staff working directly with waiver participants must complete training before providing services for this waiver.

(Article Continued on Next Page)

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

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

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

⌘ **What are the rates for reimbursement and how were they determined?**

The Bureau of Autism Services engaged Mercer Government Human Services Consulting (Mercer) to develop rates for the Autism waiver services. The first step in developing the fee schedule was to outline the rate-settling process which included employee wages, adjustments for employee-related expenses (e.g. employee benefits, insurance), productivity (percentage of an employee's time that is potentially billable), mileage and transportation expenses (when included in the service), and other expenses (e.g. capital, supplies, administrative overhead). Mercer also reviewed rate-setting components and assumptions utilized in other states. The rates were developed to reflect productivity factors for each service to reflect the amount of time direct care workers would be providing services versus time spent on non-billable activities. Based on discussions between BAS and Mercer, BAS selected a statewide fee schedule for the initial program years. Once sufficient data are available, BAS intends to survey providers to gain better sense of costs associated with providing their services to the enrolled population. Once the survey and utilization data is collected and evaluated, BAS will review the current fee schedule and adjust as necessary. A rate table will be provided in the "Provider Pack."

⌘ **How will I bill and be reimbursed?**

All payments will be processed through PROMISe. Per the Department of Public Welfare's website "PROMISe™ (Provider Reimbursement and Operations Management Information Systems) is the new HIPAA-compliant claims processing and management information system implemented by the Pennsylvania Department of Public Welfare (DPW) in March 2004. PROMISe™ is a single system that processes human service claims and manages information for numerous Commonwealth human services programs." For more information on PROMISe™ please feel free to view www.dpw.state.pa.us/omap/promise/omappromise.asp. Though the Bureau of Autism Services will provide technical assistance and support if needed, no reimbursement payments will be made through the Bureau at any time. Providers will be reimbursed on a fee-for-service basis.

⌘ **How are the services provided with this waiver the same and different from other similar services?**

Some of the terms for services are very similar to what is used in other waivers, so please review the document titled: "Autism Waiver Service Definitions." There you will find definitions for each service in this waiver. Provider Qualifications can be viewed on the document titled: "BAS Adult Autism Waiver Provider Qualification Requirements." This material and the entire "Provider Packet" can be provided to you by request at (866) 539-7689.

For more information on the Autism Waiver please visit the Bureau of Autism website at www.autisminpa.org or email us at ra-ODPAutismWaiver@state.pa.us.