



ValueAdded

This is the 128th 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 11, Issue 12

December 2009

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



In this Issue:

-  Electronic Provider Authorization Letters
-  ACT 62 Alert
-  VBH-PA Staff Update
-  Using Accurate Diagnosis on Claims Submissions
-  VBH-PA is Accepting Electronic Claims Resubmissions
-  Member Eligibility Reminder
-  Another Great Year for the NW3 Adult & Family Member Forum
-  2010 WPIC VideoConference Series
-  2010 Census Questionnaire

Upcoming Trainings:

-  2010 WPIC VideoConference Series

Electronic Provider Authorization Letters

ValueOptions® GreenSM efforts continue into 2010. Beginning February 1, 2010, ValueOptions® will begin to phase out the mailing of paper authorization letters. Notices of new authorizations, and the letters themselves, will be available on the ValueOptions® online provider portal, ProviderConnect. The phase out will reach VBH-PA providers in March 2010.

ValueOptions® has electronic options for providers to access authorization letters. An **authorization letter** shows approval for a specific covered service to be delivered to a covered member. Authorization is not a guarantee of payment. Payment is subject to member eligibility, provider licensure/certification and benefit limits at the time services are provided. If you are a provider that is already signed up for **ProviderConnect** then you are able to submit and review authorizations online, plus, you can view electronic versions of **authorization letters**.

We urge providers to register now for ProviderConnect at www.valueoptions.com/pclogin and become familiar with the online provider tool. With ProviderConnect you can view and print all of your authorization letters.

Electronic authorization letters provide several advantages over paper letters:

- Natural resources are conserved.
- Providers will be able to access authorization letters anytime with a secure internet browser.
- Providers may access authorizations within 24-48 hours of a decision instead of waiting days for the mail.
- Electronic authorization letters are not lost in the mail or a busy office.
- Providers may download an electronic image of the letter instead of printing.

Additionally, you can gain several other immediate benefits by registering for ProviderConnect:

- Verify member eligibility
- Request and view authorizations
- Submit claims and view status
- Access Provider Summary Voucher
- Submit customer service inquiries
- Submit updates to provider demographic information

Educational Webinar trainings will be scheduled in 2010 to inform providers more about Electronic Authorization Letters. Please keep a look out for the Webinar registration information as we approach 2010.

If you have additional questions please call the **National Provider Line at 800-397-1630**.

Customer Service Corner

Customer Service Corner



ACT 62 Alert

Please be advised that it is ***imperative*** that the Commercial Insurance Plan details (Group Plan Renewal Date) be provided to VBH-PA in order for our records to be reflective of the date that ACT 62 may be applicable to your client.

For those members that have Out-of-State Issues insurance coverage, you must ***confirm*** with the private insurance company that there are no benefits available under ACT 62. Although insurance coverage issued out of the state of Pennsylvania do not have to provide coverage under the mandate, we have received reports that there have been some cases these private insurers are complying with the PA ACT 62 Mandate.

If ACT 62 is not applicable to your client as of the Group Plan Renewal Date, this information must also be communicated to VBH-PA so that there is no disruption in reimbursement for services provided. Please fax pertinent information to the VBH-PA Customer Service Department at **724-744-6379**.

VBH-PA Staff Update



Lisa Wilt started on November 23, 2009 as **Member & Provider Services Rep** in the **MPSR Department**. Lisa comes to VBH-PA from Milestone Centers, Inc. where she was a Medical Receptionist and then Program Coordinator for Wraparound & Host Home Departments.

Natalie Bollinger starts on December 7, 2009 as a **Care Manager** in the **Clinical Department**. Natalie was an Acute Partial Therapist at Family Services of Western PA. She also worked as an Aging Care Manager with the Area Agency on Aging of Allegheny County.

Claims Corner Claims Corner



The Importance of Using an Accurate Diagnosis on Claims Submissions

The quality of healthcare data is more critical than ever. **The diagnosis submitted for claims payment should mirror the clinician's diagnosis given for the authorization process.** If there are multiple diagnoses for Axis I, the first line should reflect the most clinically significant diagnosis.

Diagnostic data are often pulled from claims submissions in order to accomplish:

- Research
- Epidemiology
- Outcomes and statistical analyses
- Financial and strategic planning
- Reimbursement
- Evaluation of quality of care, and
- Communication to support patient's treatment

Of recent concern is the overuse of the adjustment disorder diagnosis during the last BHRS profile period (April 2008 – March 2009). Under some circumstances a modest use of this diagnosis may be appropriate for initial treatment.

VBH-PA is asking the provider network to accurately reflect the most clinically significant diagnosis on each claim for all levels of care.

VBH-PA Is Accepting Electronic Claims Resubmissions



To further fulfill VBH-PA's **Go-Green** Initiative, VBH-PA began accepting electronic claims resubmissions (corrected claims) on December 1, 2009. VBH-PA implemented this process to further reduce the administrative cost burdens associated with re-filing claims and increase the emphasis on delivery of care.

Historically, in order to submit a correction to a previously paid claim, providers had to submit corrected claim forms via fax, mail, or ProviderConnect inquiry. VBH-PA now offers a fourth option: Electronic Data Interchange (EDI).

Using EDI to submit corrected claims enables you to securely submit a HIPAA Compliant 837 file to VBH-PA at your convenience. There are three ways to create a HIPAA compliant claim file:

1. EDI Claims Link for Windows
2. Practice Management Software
3. Direct Claims Submission (ProviderConnect)

(Article Continued on Page 4)

Electronic Claims Reminder

As highlighted during the recent provider forums in November 2009 to announce this functionality, the **FREQUENCY TYPE** must be coded as **CORRECTED**.

Do not submit corrections with the **FREQUENCY TYPE** of **REPLACEMENT** or **VOID**.

In order for your EDI claim to be processed as a corrected claim, it is imperative that the Frequency Type on the individual claim be coded as "Corrected." To ensure that the correct previously paid claim is reversed, you need to enter the claim number of the original submission in the Original Reference Number Field. If the Frequency Type is NOT coded "Corrected," and no original reference number is submitted, the claim will be processed as is and possibly be denied as a duplicate claim.

Do's:

- All corrected claims should be contained in a designated batch.
- Please limit corrected claims to 50 per file.
- Ensure that the resubmitted claim includes all lines from the original claim submission with the exception of the modification to the original submission.



Don'ts:

- Do NOT add additional dates of service to your corrected claim.
- Do NOT submit a file that contains both initial and corrected claims submissions.

The Provider Summary Voucher (PSV) will remain the same. You will continue to see the claim details on the PSV sorted by Patient Last Name, then by Date of Service. The initially paid claim will be reversed (minus signs), and the newly submitted EDI corrected claim will be processed.

If you must correct an electronically submitted corrected claim, please do so by making your corrections on a paper claim form (CMS 1500 or UB-04). Submit your request for correction via fax to Customer Service (724-744-6379) or attach your paper claim form to a ProviderConnect inquiry.

Electronically submitted corrected claims must be received by VBH-PA within 90 days of the date of service or Provider Summary Voucher (PSV) date to ensure proper processing and reimbursement.

Member Eligibility Reminder



Please remember it is the **provider's responsibility to confirm a member's HealthChoices eligibility prior to the delivery of services and at each session.** This is equally important for services that require prior authorization as well as pass-through visits. As an extra precaution, VBH-PA suggests that providers keep printouts of member eligibility verification.

This may seem like an unnecessary step but in the event that there is a question of eligibility in the future, having the documentation will assist in avoiding authorization and reimbursement issues.

Another Great Year for the VBH-PA NW3 Adult and Family Member Forum!



Value Behavioral Health of PA (VBH-PA) held another successful forum for the NW3 (Crawford, Mercer & Venango) Counties. The 2nd Annual **"Acknowledging the Journey"** HealthChoices Adult and Family Member Forum was held on November 10, 2009 at the Radisson in West Middlesex. A total of 220 attendees enjoyed the day. The morning sessions focused on children services with Mary McIntosh presenting "Hope & Energy – Caring for the Caregiver" and Dr. John McGonigle and Ryan

Cramer presenting on Autism Service Education Research Training Western Regional Center (ASERT) and other Autism-related services.

The afternoon sessions focused on adult member services with speaker Herman Rushing presenting on how to open the lines of communication by creating an environment where a recovering individual and his/her family are able to be "Honest" with each other and work toward recovery in a healthy manner. The day ended with presenter Denny Barger's enthusiastic presentation entitled, "A Matter of the Heart," realizing the heart is at the center of the process. Denny, whose attention deficient disorder was not diagnosed at an early age, mentioned how much he loved his grandfather. One reason being that his grandfather was the only person who **never once** said to him "Why can't you sit still?"

The following members' personal stories were read by the VBH-PA NW3 Forum Workgroup members: David Giles, David Gaines, Gloria McDonald, Joyce Barger, and Ladona Strouse.

Crawford County

Exceptional Parent: Stacy Gerber
Exceptional Individual: Tom Saunders

Mercer County

Exceptional Parent: Tracy & Matt Kahler
Exceptional Individual: Della O'Dell

Venango County

Exceptional Parent: Christine Breakstone
Exceptional Individual: Steven Kennedy

Each of the award recipients acknowledged the people who worked *with* them on their journey and despite giving them an occasional "hard time" the staff never gave up on them! Another quote was "I am not sure what would have happened if I had not walked into CHAPS on that day." Still another quote, "I did not earn this award on my own – so many people assisted me along the way."

For pictures from this year's forum, please click [here](#) or visit our Web site at www.vbh-pa.com.

2010 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 and there are **NO** fees for continuing education credits! Yes, you read correctly--continuing education credits are provided **free of charge!**

Upcoming 2010 videoconferences include:

- **January 13 -- Women and Depression**
- **January 27 -- ADHD Across the Lifespan**
- **February 10 -- Personality Disorders and Co-Occurring Substance Abuse**
- **February 24 -- Pharmacological Management for Bipolar Disorders Across the Lifespan,**
- **March 10 -- Autism Across the Lifespan**
- **March 24 -- Interaction between Physical Illness and Mental Illness in the Elderly**

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.

To register for one or all of these trainings, please visit the ValueOptions Provider Trainings Web page at:

<https://www.valueoptions.com/forumRegistration> and search for **Pennsylvania** forums. Phone-in registrations WILL NOT be accepted.

For complete descriptions of these trainings, please visit the "In the Spotlight" section on VBH-PA's Web site at: www.vbh-pa.com.

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.

Providers, please post this information where it can be viewed by your clients.

2010 Census Questionnaire

The Census: A Snapshot

- ✚ **What:** The census is a count of everyone residing in the United States.
- ✚ **Who:** All U.S. residents must be counted—both citizens and non citizens.
- ✚ **When:** You will receive your questionnaire in March 2010 either by U.S. mail or hand delivery. Some people in remote areas will be counted in person.
- ✚ **Why:** The U.S. Constitution requires a national census once every 10 years to count the population and determine the number of seats each state will have in the U.S. House of Representatives.
- ✚ **How:** Households should complete and mail back their questionnaires upon receipt. Households that do not respond may receive a replacement questionnaire in early April. Census takers will visit households that do not return questionnaires to take a count in person.

2010 Census Questionnaire: Easy, Important and Safe

- ✚ With only 10 questions, the 2010 Census questionnaire takes approximately 10 minutes to complete. Households are asked to provide key demographic information including: whether a housing unit is rented or owned; the address of the residence; and the names, genders, ages and races of others living in the household.
- ✚ By law, the Census Bureau cannot share an individual's responses with anyone, including other federal agencies and law enforcement entities.

For more information about the 2010 Census, go to 2010census.gov.

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:
[VBH-PA - Provider Information Center](#)