



ValueAdded

This is the 122nd 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 6

June 2009

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

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Reporting 100% Capacity



Providers are responsible for immediately notifying VBH-PA when they reach full capacity for any contracted level of care at any service location. Providers in the VBH-PA network must provide face-to-face intervention within one hour for emergencies, within twenty-four hours for urgent situations, and within seven days for routine appointments and specialty referrals.

Full capacity is considered the point at which the provider is unable to meet the access standards noted above or is unable to accept referrals for a particular level of care. Notices for full (100%) capacity should contain the reason for reaching capacity, the effective date, and the steps the provider will take to resume functioning at normal capacity.

To report capacity issues, please call our toll-free provider line at **(877) 615-8503** and ask to speak with **Melanie King, Special Projects Provider Field Coordinator**. VBH-PA requests this information as a means to manage and monitor required HealthChoices access standards.

Member Eligibility Reminder

Please remember the importance of checking member eligibility at each session. 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 reimbursement issues.

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.



MISA ASSESSMENT 2009

TRAINING OPPORTUNITY

The same full-day training will be available to VBH-PA Providers at four locations and dates:

- ✚ MONROEVILLE - FRIDAY September 11TH
- ✚ BLAIRSVILLE - THURSDAY September 24th
- ✚ MEADVILLE - THURSDAY October 1st
- ✚ WEXFORD - FRIDAY October 2nd

MISA ASSESSMENT ***FOR INDIVIDUALS WITH CO-OCCURRING NEEDS***

PRESENTED BY
VALUE BEHAVIORAL HEALTH OF PENNSYLVANIA (VBH-PA)

PRESENTER – KENNETH MONTROSE **GREENBRIAR TREATMENT CENTER**

Ken Montrose is the Director of Training and Publications for Greenbriar Treatment Center and is a well known speaker on the subject of co-occurring interventions. Mr. Montrose, who has a Master's degree in Developmental Psychology and is a Certified Addictions Counselor, has worked for Greenbriar since 1999.

[There is no cost for this training.](#)

***LOOK FOR MORE DETAILS IN UPCOMING ISSUES OF
VALUEADDED.***

**Providers:
Please post
for your
patients in
an easily
viewed
location**



Getting Help for Abuse - Protection From Abuse Orders

A **Protection from Abuse Order (PFA)** is a court order that protects you and your children from an abuser. It is a civil order that you file on your own behalf against an intimate partner, family or household member who is hurting you. Getting a **PFA** is just one part of a larger safety plan. An advocate at a local domestic violence program can help you decide what should be in your plan.

Some examples of relationships that qualify as family and household members for the purposes of a **PFA** are:

- Spouses and ex-spouses
- Persons who have lived as spouses
- Parents and children
- Persons related by blood or marriage, including siblings
- Current or former sexual or intimate partners, which may include dating relationships
- Same gender couples

The **PFA Order** process usually starts by filing a paper called a "petition" at the courthouse. The petition is how you tell the court why you feel you need protection. The petition describes the abuse you have suffered. It also describes the protection you want from the court. The courthouse has people who can help you fill out the petition.

A judge will consider your requests. The judge may grant or deny all or some of them. You can ask the judge to order:

- the abuser to stop threatening or abusing you and your children
- the abuser to stop harassing or stalking you and your children
- eviction of the abuser from your home or residence
- your new address be kept confidential
- temporary custody of your children
- temporary child or spousal support
- the abuser not to have contact with you, your children, or family members
- that the abuser not contact you at work or school
- the abuser to turn over weapons or other things like requesting the return of car keys or important papers

Every county has a different process for a victim to get a **PFA**. Please call your local domestic violence program for information about your county. They can talk to you about your rights and your county process. They can help you plan for your safety. You can find your local domestic violence program phone number in the telephone book. Look in the blue pages under abuse. You can also go to <http://www.pcadv.org/Find-Help/Domestic-Violence-Services-By-County.asp>.

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

National Teen Dating Abuse Hotline
1-866-331-9474
1-866-331-8453 (TTY for the Deaf)
www.loveisrespect.org



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Ayuda contra el abuso – Orden de protección contra el abuso

Un **orden de protección contra el abuso (PFA en inglés)** es un orden de un juez que protege a usted y a sus hijos de la persona que los maltrata. Es un orden civil que usted solicita en contra de su pareja o de un miembro de su familia que los maltrata. La obtención de la orden **PFA** es sólo una parte de un plan de seguridad más amplio. Un representante de un programa local de protección contra la violencia doméstica puede ayudarle a decidir qué se debe incluir en su plan.

Algunos ejemplos de las relaciones que califican como miembros de la familia y de la unidad familiar para fines de una orden **PFA** son:

- Cónyuges y ex cónyuges
- Personas que han vivido con usted como cónyuges
- Los padres de un menor de edad
- Parientes por consanguinidad o afinidad, incluidos los hermanos
- Parejas o ex parejas íntimas o sexuales, que pueden incluir a novios
- Parejas del mismo sexo

El proceso para la obtención de un **orden PFA** generalmente comienza con una "petición" que se le entrega al tribunal. La petición es el documento que se utiliza para informar al tribunal que usted piensa que necesita protección. La petición describe el abuso que usted ha sufrido. También describe la protección jurídica que usted desea obtener. En el tribunal hay personas que pueden ayudarle a llenar la petición.

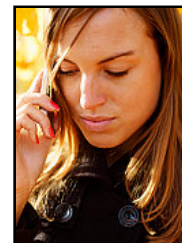
Un juez considerará sus peticiones y puede otorgar o denegar todas o algunas. Usted puede pedirle al juez que ordene lo siguiente:

- que el perpetrador deje de amenazarlo(a) y amenazar a sus hijos o deje de abusar de usted y de sus hijos
- que el perpetrador deje de acosarlo(a) y acosar a sus hijos
- desalojo del perpetrador de su hogar
- que su nueva dirección se mantenga confidencial
- custodia temporal de sus hijos
- pensión alimenticia temporal para usted o para sus hijos
- reembolso de los gastos de su bolsillo que fueron producto de los actos del perpetrador
- que el perpetrador no tenga contacto con usted, con sus hijos o con miembros de su familia
- que el perpetrador no se ponga en contacto con usted en el trabajo o en la escuela
- que el perpetrador entregue sus armas
- otras cosas como que le devuelva su mascota, las llaves de su automóvil o documentos importantes

El proceso para que una víctima obtenga una orden **PFA** es diferente en cada condado. Llame al programa de violencia doméstica de su localidad para obtener información correspondiente a su condado. Ellos pueden informarle sobre sus derechos y el proceso que se sigue en su condado. También pueden ayudarle a planificar su seguridad. Busque el número de teléfono del programa de violencia doméstica de su localidad en las páginas azules de su guía telefónica, bajo Abuse. También puede visitar el sitio Web <http://www.pcadv.org/Find-Help/Domestic-Violence-Services-By-County.asp>.

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

Línea nacional de asistencia para abuso entre novios adolescentes
1-866-331-9474
1-866-331-8453 (TTY para sordos)
www.loveisrespect.org





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

Important! Corrections to Prior Claims Submissions

Anytime that a change is being made to a claim, please be sure to submit your request for correction on an industry standard claim form. The only acceptable claim formats are the CMS-1500 or a UB-04. All other types of formats submitted as a corrected claim will be returned to the provider. A corrected claim consists of a change to any line of a prior claims submission. All corrected claims must have a notation as to what is changed from the original, as well as listing the claim number of the claim that needs to be corrected.

CORRECTION DO'S

- ✓ If the claim line paid zero dollars and is within the timely filing limitations, it can be submitted as new using EDI or mailing a paper claim to the appropriate **New Claims** address.
- ✓ Fax all claims corrections to 724-744-6379, if possible.
- ✓ All corrections to a claim should be made at one time to avoid further billing errors.
- ✓ All claim lines must reflect the actual service that took place for the date billed.
- ✓ Web inquiries are still an acceptable means used for reprocessing claims. If you currently are not using this method and would like to understand this better, please contact the Customer Service Department.
- ✓ Quality check adjustment requests before faxing or mailing to VBH-PA. A large volume of adjustment requests are returned because they are not compliant with VBH-PA reimbursement policies.

(Article Continued on Page 6)



CORRECTION DON'TS

- ✓ Do not include dates of service that have never been processed on a corrected claim.
- ✓ Do not bill date spans for any service that is more than one unit per day. If a claim denies for needing an itemized statement, this indicates that each date within the specified date range will need billed to reflect the services and units provided for those dates.
- ✓ Do not submit a claim form if corrections are not necessary. Copies of authorization letters, Promise eligibility printouts or any other internal documents are not necessary unless they are specifically requested by the Customer Service Department for resolution of the specific issue.

VBH-PA encourages all of our providers to be proactive when resolving problems.

The Customer Service Department is available Monday through Friday from 8:00 AM to 5:00 PM to answer questions or direct providers to the appropriate department. The toll-free number is 877-615-8503.

Save the Date!

Value Behavioral Health of PA Proudly Announces the 3rd Annual “Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices”

Thursday, October 1, 2009
9:00 am to 3:00 pm
(Registration starts at 8:00 am)

Westmoreland County Community College
145 Pavilion Lane • Youngwood, PA 15697

The VBH-PA Family Forum is free for Value Behavioral Health of Pennsylvania family members and providers. You're not going to want to miss the “Value”able information at this 3rd Annual Family Forum, featuring keynote speaker Denny Barger, Starfish Program Founder, vendors, breakout sessions and the new “Exceptional Parent” Awards Ceremony. Look for more information in future mailings. We look forward to seeing you there!

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.

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Past issues of *ValueAdded* can be accessed at:
[VBH-PA - Provider Information Center](#)