



ValueAdded

This is the 121st 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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The following memo has been reprinted for our Providers' information.

Medical Assistance Transportation Operations Memorandum

MATP OPS # 04/2009-010

To: All Statewide County MATP Program Offices

From: Tyrone E. Williams, Director, Medical Assistance Transportation Program (MATP), Department of Public Welfare

Date: April 1, 2009

Subject: **Summer Therapeutic Activity Program Transportation**

Purpose

To provide County MATP offices with best practice guidelines to assist in the coordination of transportation to Summer Therapeutic Activity Programs (STAP).

Background

During the summer of 2008, several concerns arose specific to Medical Assistance transportation to county STAPs. In response, DPW organized an intra-agency workgroup that included representatives from county MATP offices, County STAPs, the Pennsylvania Public Transportation Association and others to discuss and resolve the issues identified from informal surveys. The workgroup was able to develop a list of best practices for several areas essential to the successful support of STAP services.

Discussion

The guidelines below are not meant to change the policies or procedures of a successful coordination that may already exist, but may be helpful for those counties that seek guidance with STAP transportation services.

Enrollment/Registration

Early information on potential program sites and the number of participants is essential to ensure effective planning for the summer.

- The County MATP is responsible to set up meetings with STAP to discuss requirements and transportation needs early in the process.
- Behavioral Health Managed Care Organizations are responsible for informing MATP counties of any new STAPs that come into their network as soon as possible.

(Article Continued on Page 2)

Going Green!

ValueOptions® is Green! As of April 27, 2009, Provider Summary Vouchers (PSVs) are available on ProviderConnect. If you have not yet signed up for ProviderConnect please do so at www.valueoptions.com/pclogin.



- STAP staff is responsible to provide the number of potential program sites and the maximum number of program participants no later than the second week of April.
- The County MATP is responsible to establish and communicate the most effective process for registering program participants in the MATP. This should be discussed at the STAP pre-meetings and may vary according to county policy for registration in the MATP.
- The County MATP is responsible to provide STAP consumers/families with the MATP enrollment application, program packet or brochure.

Drop-off and Pick-up Times

To ensure timely pick-ups and drop-offs, both MATPs and STAPs must be flexible. Because STAPs fall under specialized services, MATPs should not apply the one-hour rule when scheduling trips (no staff will be available to accept children). We have developed the following guidelines:

- Participant drop-off time is to be no earlier than 30 minutes prior to the STAP start time.
- Participant pick-up time is to be no later than 30 minutes after the STAP session is complete.

No Shows/Cancellations

- The County MATP is responsible to provide MATP enrollment packet/brochure that should include appropriate policy/procedure for reporting “No shows” and “Cancellations” and the MATP call-off numbers.
- STAP staff is responsible to reinforce the MATP “No show” and “Cancellation” policy. Parents should call to cancel STAP transportation within 24 hours of the start of camp.

Travel Time

- Both County MATPs and STAPs should observe the travel access standards required by their programs. Both entities are responsible to review (on a case-by-case basis) travel times of STAP participants who may encounter lengthy rides because they live in outlying areas.

Safety

To ensure the safety of all involved, there must be communication with parents on appropriate behavior on the vehicles as well as sufficient training for drivers and/or attendants who assist children with special needs.

- The County MATP and STAP are responsible to educate and inform drivers and/or attendants on working with children with special needs.
- The County MATP and STAP are responsible to report issues with drivers and/or attendants immediately.
- County MATP is responsible to file incident reports according to the MATP Instructions and Requirements.

Next Steps

Counties shall review and/or create applicable internal policies and procedures for the provision of this required service level. This should include training or retraining of staff, contractors, etc., and administrative and material adjustments to reflect the proper delivery of STAP transportation service. Counties should notify your MATP advisor immediately of any issues related to MATP enrollment delays and problematic trips that are a direct result of extended travel distance from consumer's home to STAP. Communication is key. Simple steps in keeping the STAP facilities and parents aware of any delays in transportation drop-offs and pick-ups, as quickly as possible, will help reduce call center call volume and complaints. If you have any questions, please contact your program advisor.

Clarification on Requests for Authorizations



Last month, we ran an article about the procedure to follow with regard to requesting authorization for services. Some confusion has occurred in stating that providers should receive a letter confirming authorization of the requested service(s) at the provider's designated mailing address no later than ten (10) business days from the date of the request.

VBH-PA has ten (10) business days to enter a provider's authorization--a letter confirming that authorization is automatically generated at the time that the authorization is entered. In actuality, that letter, given the time it takes the US Postal service to deliver the letter, may not be received by the provider's designated mailing address within ten (10) days of the request. Therefore, we would ask that you allow fourteen (14) business days from the date of your request to receive the letter. If you do not receive an authorization letter within fourteen (14) days, please contact VBH-PA Customer Service at 1-877-615-8503 between 8:00 a.m. and 5:00 p.m. Monday through Friday.



It is important for all providers to accurately reflect where services are being rendered on their claim forms. We refer to this as the "service location". The service location(s), like the billing location, needs to be under contract in order for a claim to be paid. We are taking steps internally to monitor this more closely as it is important for VBH-PA, in cooperation with its in-network providers, to honor their contracted agreements. Remember, authorization does not guarantee payment. You must be contracted to perform the service at the service location.

Below are some points to remember to assist you in billing appropriately:

- If you bill on paper, the service location should be entered in box 32 of the CMS 1500 Form.
- If you bill electronically, the service location information should be entered in loop 2310D on the 837 Professional Form or loop 2310E on the 837 Institutional Form. Even if your service address matches your billing address, please include this information. This loop should contain your full street address and your agency NPI number.

If you have any questions, please call the VBH-PA Customer Service Department at 1-877-615-8503.

Summer Therapeutic Activities Programs (STAP)



Please consider summer plans when completing evaluations for children.

- Evaluations for *summer camp only* will be authorized at two units of the evaluation code.
- If a child is currently receiving BHRS and has a current evaluation that recommends STAP there is no need for either an additional ISPT or a new evaluation specifically recommending STAP.
- STAP providers will maintain a staff ratio that will manage campers with no additional TSS. It will, therefore, be a rare occurrence that a TSS will be authorized for attendance at camp.

Mail **complete packets** for STAP authorizations to:

Erie County Members ONLY

VBH-PA
1601 Sassafrass Street
Erie, PA 16502
Attention: Jessica Bingle

All Other Counties

VBH-PA
520 Pleasant Valley Road
Trafford, PA 15085
Attention: Christina Bowman

If you have any questions about STAP, please email or call:
Karla.Barger@valueoptions.com or 724-744-6520.

Functional Behavioral Assessment (FBA) Authorizations

VBH-PA will authorize the hours needed to complete an FBA somewhat differently than traditional BSC hours. It is permissible for FBA hours to be authorized **over a range of dates** rather than weekly.



This difference is subtle but important. It permits flexibility in how the clinician delivers hours to complete the FBA. For example, if 15 hours of BSC time is prescribed over a range of four weeks to complete the FBA, the clinician may choose to deliver seven hours the first week, four hours the second week, then two hours per week the final two weeks. More hours may be used as needed in the early weeks to gather data and then fewer hours to write the report.

This flexibility is intended to help the clinician meet the unique needs of each member in providing this important service.

Integrated Voice Response System (IVR) To Be discontinued June 30, 2009 Try ProviderConnect!

The Integrated Voice Response System (IVR) will be **discontinued effective June 30, 2009**. The IVR system was limited and only allowed access to the member's eligibility and claims information. **ProviderConnect**, a Web-based application, was launched in 2006, and has many more capabilities than the old (IVR) system. **ProviderConnect** allows providers to conduct the following in one single system:

- Search claims and authorizations
- Obtain information on member eligibility and benefit status
- View and print correspondence and attach documents
- Access and update practice profiles
- Submit electronic (EDI) claims and inquiries to the ValueOptions Customer Service Department
- Send messages to and receive messages from ValueOptions through a secure message center

Satisfaction surveys conducted by Fact Finders over the past few years have indicated that our providers are very satisfied with **ProviderConnect** and that this is their system of choice. In addition, the number of providers using IVR has dropped significantly over the years, and the trend is towards Web-based systems rather than telephone-based systems.

In the event that you do not have internet access, the Department of Public Welfare (DPW) Eligibility Verification System (EVS) is still available and may be accessed as follows:

- Dial **1-800-766-5387**
- Enter the 13-digit Medical Assistance provider number
- Select option #1 to enter the member's 10-digit Medical Assistance identification number
- Select option #2 to enter the member's social security number
- Enter the member's date of birth in 'MMDDCCYY' format
- Enter the date of service in 'MMDDCCYY' format

Note: If you are having difficulty using **ProviderConnect** or following the EVS instructions for incoming callers, you may contact VBH-PA's toll-free **Provider Line** at **1-877-615-8503** for assistance.

VBH-PA would also like to remind our providers that they have the ability to request **Outpatient Authorizations** online via **ProviderConnect**. This is an alternative to the fax method and the main advantages are that it is fast, easy, and can be done from anywhere you have access to the Internet. We strongly encourage all providers to request authorizations online.

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To register to use ProviderConnect, follow the steps outlined below:

- Go to: www.vbh-pa.com
- Click "For Providers"
- Click "Register"

To use ProviderConnect:

- Go to: www.vbh-pa.com
- Click "For Providers"
- Click "Log In"
- Enter User ID
- Enter Password
- Click "Log In"
- Click "Yes" on the User Agreement Page

Should you have any questions about **ProviderConnect** or need additional assistance, please contact Special Projects Manager James Friend at James.Friend@ValueOptions.com or at 724-744-6372.

PCPC Training Announcement

WHEN: Monday, June 15, 2009
9:00 a.m. to 4:00 p.m.

WHERE: Walnut Room
Value Behavioral Health of PA
520 Pleasant Valley Road
Trafford, PA 15085

COST: No charge
Lunch is provided



Registration: Contact Kim Tzoulis at VBH-PA (724) 744-6377 or email at Kimberly.Tzoulis@ValueOptions.com for registration information. Registration is limited to 25.

Critical Incident Reporting

We want to remind all providers that you are **required** by your contract to report all critical incidents directly to VBH-PA Risk Management. We realize that you may have multiple reporting requirements such as HCSIS, ACHI, county base service units and county HealthChoices offices; however, that does not nullify your reporting requirements to our Trafford Service Center's Risk Management Department.

Please see the **Table Summary of Critical Incidents** on the next page that describes which incidents need to be reported. Incident reports may be faxed to **724-744-6505**, or you may report by calling VBH-PA **Risk Management** and leave a confidential voicemail at:

724-744-6365 (Six Counties and Erie)

724-744-6525 (NW 3 Counties, Fayette, Greene, Cambria and Beaver)

Table Summary of Critical Incidents

Code	Adverse Critical Incidents	Critical "Tracking" Incidents
01	Completed suicide while in any level of care, attempted suicide while inpatient or if needed emergent care and last discharge was within 7 days (VO).	Attempted suicide at any other level of care than inpatient with no apparent provider culpability
02	Completed homicide while in any level of treatment	Attempted homicide in any level of care with no apparent provider culpability
03	Death by any cause while inpatient for psychiatric /substance abuse treatment or death by an unknown cause while in any other level of care (VO).	Death by any cause while in any other level of care
04	Allegations of sexual or physical abuse/neglect/exploitation by a provider or non-consensual sex between consumers while in a facility	Allegations of sexual or physical abuse/neglect/exploitation by non/provider and consensual sex between consumers while in a facility
05	Assaults while in a facility that require serious medical treatment	Assaults while in a facility that require minor or no medical treatment
06	Absent without leave and at risk to self or others	Absent without leave with no apparent serious risk
07	Undesirable events inconsistent with routine patient care of a serious nature (adverse medical complications, inebriation, etc.)	Undesirable events inconsistent with routine patient care of a moderate nature
08	Breach of Confidentiality	
09	Parents or guardian taking child AMA from any inpatient setting with child at risk due to AMA (kidnapping, etc.)	All Other AMA's
10	Serious accidental injuries either in a facility or a providers office	Non-serious accidental injuries either in a facility or in a providers office
11	Medication /treatment errors causing severe or potentially severe harm or distress to consumer	Medication/treatment errors not resulting in severe or potentially severe harm or distress to consumer
12	Adverse reactions to medication/treatment causing severe or potentially severe harm or distress to consumers (NMS, etc.)	Adverse reactions to medication/treatment of a moderate or minor nature
13	Fire setting/Property damage resulting in life threatening risk to self or others, or causing major damage while in a facility or for which fire fighters were summoned to the scene.	Fire setting/Property damage without major risk or damage while in a facility and for which fire fighters were not summoned to the scene
14	Any condition that results in temporary closure of a facility	
15	Possession of a deadly weapon while in any facility at all levels of care	
16	Outbreak of a serious communicable disease	
17	Other	Other
18		Administrative Discharge
19	ANY real or threatened litigation in a case	

Did You Know?



The **Health Education Answers** (HEA) Website offers an optional personal health risk assessment that:

- is written at an 8th-grade literacy level
- produces a personal, 10-page report, including:
 - top 10 mortality risks vs. the US average
 - discussion of "at-risk" behavior
 - recommendations for improvement in high-risk areas
 - encouragement in areas of reduced risk
 - list of Internet resources including specific health overview modules within HEA that provide further information about risk areas
- is available via a link on the HEA Welcome page

This general health risk assessment gives you an idea if you have characteristics that are similar to those known to have various diseases and conditions. Questions address factors such as smoking, driving safely, exercising, and career choice.

To find out how healthy you are, visit the **Health Education Answers** Website at <http://www.healtheducationanswers.com/Launch/VBHPA>

Is Mobile Mental Health Treatment exempt from Third Party Liability rules for persons with Medicare coverage as primary?



A recent OMHSAS clarification states that Mobile Mental Health Treatment (MMHT) is not a covered service in Medicare due to the place of service, and therefore it is not subject to the TPL process. Medicaid must be the sole payer. Obtaining Medicare denials for every MMHT claim would be cumbersome and is unnecessary in Fee-for-Service (FFS); however, the provider must obtain at least one denial from Medicare for a MMHT claim per year. The denial from Medicare must state the service is being denied because it is not a Medicare covered service. All FFS MMHT claims then must have the appropriate denial code (50) on the invoice. Claims must be submitted by the facility, not the individual provider, and with the appropriate location modifier. Please see Medical Assistance Bulletin #08-06-18 for fee schedule information. (Please note that some changes have been made since the Bulletin: Procedure code 96100 and 96117 were end-dated 1/2/2007 and replaced with 96101 and 96118 respectively.) For HealthChoices recipients, all claims should be billed directly to VBH-PA.

VBH-PA Staff Update

Sandy Golomb started on May 4, 2009, as **HR Specialist** in the **Human Resources Department**. Sandy was the Human Resources Coordinator at Zoresco Equipment Company. She also worked at Iron City Uniform Rental as the Human Resources Manager.



Another Successful Year for the VBH-PA Annual Consumer Recovery Forum

The ninth Annual Consumer Recovery Forum, "Realizing Recovery – Giving Hope a Future," was held on April 17, 2009 at Westmoreland County Community College. This year's forum was planned with the help of a Forum Workgroup consisting of VBH-PA staff, HealthChoices Consumers and Providers. The event opened with welcoming remarks by Sue Klaus, VBH-PA's Prevention, Education & Outreach Manager.

The forum started with the wonderful and creative story, "Realizing Recovery – Giving Hope a Future," written by Cherie Greenspring and beautifully illustrated by Ed DeCory. Her story is about recovery and that those along the journey can have the realization of hope by "staying out of the past, being fully in the present moment so that worry may be replaced by hope for a brighter future."

The Keynote Address, "Recovery – Yours and Others, It's a Matter of the Heart," by Denny Barger, founder of the Starfish Program, provided 375 registered individuals a humorous, motivational and inspirational look at how one's heart is the center of the recovery journey and why reconnecting with your heart and the hearts of others plays such an important key role in the recovery process.

Once again, the Leadership in Recovery Awards generated cheers, tears and standing ovations. Mentors from each county represented were on hand to announce each winner and Dr. Mark Fuller, Chief Medical Director of VBH-PA presented the award to each individual followed by a photograph with Dr. Fuller, the mentor and the Leadership in Recovery Award winner. To view photos from the Leadership in Recovery Awards ceremony, please visit our Website at www.vbh-pa.com. **A big THANK YOU to our photographer, Rod Agras, from Mental Health America of Westmoreland County. Great photos, Rod!** Gay Linda Everett concluded our day by sharing her own inspiring story of recovery. Gay Linda showed us how perseverance and an optimistic attitude can go a long way!

Twenty exhibitors along with six afternoon workshops offered additional information and resources for those in attendance. **Thanks to all our exhibitors who donated gift baskets** for the end of day raffle and **thanks again to our friends at Torrance State Hospital Greenhouse for the lovely table centerpieces** which made a trip home with the lucky winners to be planted and nurtured this summer.



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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