



ValueAdded

This is the 127th 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 11

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



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Upcoming Forums:

- ❖ NW3 Family/Adult Members Forum
- ❖ Electronic Claims Resubmissions Forum

Email Encryption



All Value Behavioral Health of PA (VBH-PA) providers can utilize encrypted email with ValueOptions/VBH-PA. Just visit the Zix Secure Email Solution Web site and register! The Zix Secure Email Solution provides for user "self registration" and therefore providers will no longer be required to complete an eSAR (an internal request form for VBH-PA) for external user account registration. Our provider account registrations will now be maintained externally by ZIX.

When providers receive secure e-mail from ValueOptions, they will be asked to click on a link in the email which will connect them to our secure message center. There, they will register a private password to retrieve and reply to our secure messages. External users can also pre-register with ZIX at <https://securemail-valueoptions.com/s/preregister?b=valueoptions>.

To learn more about our email encryption system, please go to:

[Zix User Awareness](#) or

<http://userawareness.zixcorp.com/sites/index.php?b=eabcdb038422a0d6fb96a77269e4f1e3&type=1&p=2>.

If you have any additional questions concerning ValueOptions' secure email solution, please contact the **Technology Call Center** at **1-800-947-4108**. ZixCorp Support is also available to assist with any questions you may have on this service or any other aspect of your experience. Please email them at support@zixcorp.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.

Customer Service Corner

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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. 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 Customer Service Department at 724-744-6379.**

Financial Health of Your Practice

Medical billing can prove to be a challenge since there can be remarkable differences between the insurance companies; however, management of revenue is critical to the survival of any practice. Every employee in the organization is responsible for ensuring that there is an accurate flow of information for a patient's eligibility, authorization process, and billing requirements for an insurance company. ***Please keep in mind that staff from the provider office should be contacting VBH-PA, not the member, with all questions about eligibility, authorizations or billing.***

Whether you are an individual provider doing your own billing or in a large organization with a department dedicated to billing and collections, the financial health of the organization is what keeps the organization open for business.

VBH-PA wishes to take this opportunity to speak to you as a provider, including office managers, financial officers and account receivable supervisors who are responsible for properly training staff on internal procedures which include billing and bookkeeping processes. It is your responsibility for ensuring that outstanding accounts are billed and followed up in a timely manner if payment isn't forthcoming. All payments must be posted to prevent an inflated amount on the accounts receivable report. It is imperative that you communicate any changes for billing procedures or changes with an insurance company, to your employees.

When new staff is hired, you are responsible for properly training the new employee(s). Training new employees is a costly endeavor, which is why VBH-PA strongly suggests that the practice owner, along with other staff, be familiar with billing procedures. As a practice owner or financial officer, you should also be able to run reports to determine the main reasons why claims are denied in order to take the necessary steps to reduce these denials in the future. Denials on a claim may indicate that a billing error was made which leads to additional costs for resolution. This additional cost leads to paying one or more employees to resolve the denial along with operational expenses such as the claim form and postage.

Following standard business practices assists the practice owner and office manager in recognizing trends in billing so appropriate actions can be taken. Setting standards within your practice is an essential internal process to ensure consistent and prompt reimbursement so that the quality of care for patients is uninterrupted.

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

Faxing To VBH-PA Locations

Setting up Sender's Fax information

In an effort to help us better identify, track and troubleshoot any incoming fax issues, we ask that you ensure that your fax machine is set up with your sender's information, i.e. phone number and identifying name. You will find how to enter the sender's information in your fax machine's owner's manual.



If you need additional assistance, please email VBH-PA's Support Technician, Al Mondragon, at al.mondragon@valueoptions.com. Please include the make and model of your fax machine and all contact information in your email.

VBH-PA Employees on the Move



Dawn Mueseler has moved to the Provider Relations Department to assume the position of **Provider Field Coordinator** for **Cambria County** effective November 3, 2009. Congratulations, Dawn!

Best Practices to Ensure Delivery of BHRS Authorized Hours

In June 2009, nine site visits were conducted at Erie County BHRS provider sites to determine issues associated with data demonstrating discrepancy between BHR services authorized versus delivered. Several providers were positive outliers. The Erie County Quality Management Committee (QMC) recommended sharing with the provider network some of the best practices associated with providers who were most successful in delivering the authorized services.

- **STAFFING:** Two providers offer full-time employment and benefit options in order to recruit and maintain their TSS staff. Recruiting by zip code is utilized to account for geographical issues and staff is hired with specific hours in mind so employees are aware of what is expected of them from the beginning. In order to share expertise of the autistic diagnosis and to supply additional back up for services, an autism field support person is maintained who also does training and fills in for vacations. This person also supplies three-day autism training to all staff. Any questions or concerns about this area of expertise and the supplying of services may be discussed with this support person.
- **RESOURCES:** Local BSCs have the ability to partner with BSCs in other counties where the provider maintains offices to allow for sharing of expertise and ideas for treatment plans. There is a monitoring department out of the provider's main office which contacts every family every month to inquire about each employee and to receive feedback. If the monitoring department cannot reach the member/family member by phone, a survey is mailed, along with encounter forms signed in the past, for the member/family member's comments.
- **TRAINING:** The provider developed training that includes transfer of skills in the schools. The BSC goes to the schools with this training to engage and incentivize the teachers.
- **DOCUMENTATION:** Every week progress notes are reviewed by a master's level therapist. If the notes are graded with a "C", they have to be redone. There is a "100%" management tool report that is run weekly. This is in an Access database and calculates the percentage of services delivered for each level and each employee. Issues of less than 100% are addressed weekly.
- **FAMILY PARTICIPATION:** A detailed explanation about the reality of the service should be given to the family at the very beginning in order to ensure the family is vested in treatment. What can be expected from the various levels (TSS, BSC and MT) should be detailed up front so the family does not have any misconceived expectations. If there is a problem with the family that hinders supplying the hours prescribed, a person on the team or the director will work with the family to determine and overcome the barriers. Staff personalities are considered in the assignment of cases in order to match appropriately with the families in order to aid in communication and cooperation.
- **PHILOSOPHY:** The provider promotes a "fun to work at" philosophy with daily morning staff meetings, gift card drawings and good communication at all levels.

Providers who utilize the best practices above have been successful in supplying a higher percentage of prescribed BHRS hours. VBH-PA encourages providers to consider implementation of these strategies to positively impact BHRS delivered services.

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



What is Stalking? Is it Happening to You?

Stalking is following someone in a way that causes the victim to feel afraid. It can cause serious emotional distress. Here are some examples of stalking behavior:

- Following someone on foot or by car
- Watching someone at work, home or school
- Sending unwanted emails or text messages
- Making unwanted telephone calls
- Leaving unwanted cards, flowers or gifts

Stalking can happen to anyone. Stalking often happens when a person tries to leave a relationship.

Many stalking victims think they did something to deserve it. This is not true.

Data shows that stalking often happens when you are leaving an abusive partner. According to the Stalking Resource Center:

- 59% of women victims are stalked by someone from their past
- 30% of victims are stalked by someone from their past

Stalking is a crime in Pennsylvania. There are two basic parts to the crime.

- The stalker must complete at least two acts of unwanted stalking behavior. It does **not matter when they happened**.
- The victim must have a **reasonable fear** of serious injury or **a lot of emotional distress**.

A Protection From Abuse Order (PFA) can be an important tool for stalking victims. It allows the police to arrest the stalker, even if they did not see the stalking. The process for getting a PFA is different in every county. A domestic violence advocate can tell you more about PFA's and how to protect yourself from a stalker.

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)

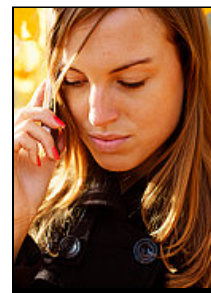
www.ndvh.org

National Teen Dating Abuse Hotline

1-866-331-9474

1-866-331-8453 (TTY for the Deaf)

www.loveisrespect.org



Help is available in English and Spanish and many other languages. All contact with the hotlines is free and confidential.

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¿Qué es el acoso? ¿Le está ocurriendo a Usted?

El acoso, también denominado acecho, consiste en perseguir a una persona de tal manera que la víctima se siente atemorizada. Puede causar graves desequilibrios emocionales. He aquí algunos ejemplos de actitudes de acoso:

- Perseguir a una persona a pie o en automóvil.
- Espiar a una persona en el trabajo, el hogar o la escuela
- Enviar emails o mensajes de texto no deseados
- Realizar llamadas telefónicas indeseadas
- Dejar tarjetas, flores o regalos cuando no son bienvenidos

Cualquier persona puede ser víctima de acoso o acecho. A menudo, el acoso ocurre cuando alguien trata de terminar una relación.

Muchas víctimas del acoso creen merecerlo por algo que hayan hecho. No es verdad.

La información demuestra que el acoso ocurre con frecuencia cuando uno termina la relación con una pareja abusiva. Según el centro de recursos sobre el acoso (Stalking Resource Center):

- Al 59% de las víctimas mujeres las acosan personas de su pasado
- Al 30% de las víctimas las acosan personas de su pasado

El acoso o acecho constituye un crimen en Pensilvania. Existen dos componentes fundamentales para se lo considere un crimen.

- El acosador debe llevar a cabo al menos dos acciones que representen un comportamiento de acoso no solicitado. **No importa cuándo tuvieron lugar.**
- La víctima debe sentir un **temor fundado** de daños graves o un **gran desequilibrio emocional.**

Una Orden de Protección contra el Abuso (por sus siglas en inglés, PFA) puede ser una herramienta fundamental para las víctimas del acoso, pues permite a la policía arrestar al acosador, aún sin haber presenciado el acto de acoso. El procedimiento para conseguir una PFA es diferente en cada condado. Un defensor contra la violencia doméstica puede brindarle mayor información sobre las PFAs y sobre cómo protegerse de un acosador.

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

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

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

Another Great Year for the VBH-PA Family Forum!



The 3rd Annual Family Forum, **“Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices,”** was held on October 1, 2009 at Westmoreland County Community College. This year’s forum was planned with the help of the VBH-PA Family Advisory Committee. The event opened with welcoming remarks by VBH-PA staff Karan Steele, Recovery and Resiliency Specialist, Laverne Cichon, CEO, and Dr. Mark Fuller, Medical Director.

The Keynote Address, “Parenting in the New Millennium From and To the Heart,” by Denny Barger, founder of the Starfish Program, provided 225 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 parenting process.

The first ever **Exceptional Parent/Caregiver Awards Ceremony** generated cheers, tears and standing ovations. Exceptional HealthChoices’ parents and caregivers who have demonstrated courage, creativity, strength and resiliency while being actively engaged in their child’s treatment were acknowledged with a beautifully designed award to honor their achievements. A big **thank you** to our photographer, Rod Agras, from Mental Health America of Westmoreland County. Great photos, Rod!

Thirty-one exhibitors, along with eight breakout sessions throughout the day, offered additional information and resources for those in attendance. Thanks to all our exhibitors who donated gift baskets for the end of day raffle.

Click [here](#) to see pictures from the Forum and the Exceptional Parent/Caregiver Award Winners.

There’s still time to register to attend the 2nd Annual HealthChoices NW3 (Crawford, Mercer, Venango) Family and Adult Members HealthChoices Behavioral Health Forum! **Providers, we encourage your consumers and adult family members to attend this worthwhile event.**

“ACKNOWLEDGING THE JOURNEY”

**Tuesday, November 10, 2009
9:00 a.m. – 4:15 p.m.
Registration begins at 8:00 a.m.
Radisson Hotel, Rt. 18 and I-80
West Middlesex, PA**

FREE to all Attendees--lunch is included. Click [here](#) for the registration form.

For more information, please call 724-962-8032 or 1-866-404-4561.

Electronic Claims Resubmissions Provider Forum



To further fulfill our **Go-Green** Initiative, VBH-PA would like to announce that on December 1, 2009, we will be able to accept **Electronic Claims Resubmissions (Corrected Claims)**. We invite you to attend one of our upcoming provider forums to discuss this exciting opportunity for your agency to reduce some of the administrative cost burdens associated with re-filing claims.

Please plan to attend one of the forums listed below:

<p>Thursday, November 12, 2009 9:00 a.m. to 11:00 a.m. (Registration starts at 8:30 a.m.)</p> <p>Mercer County Behavioral Health Commission, Inc. 8406 Sharon-Mercer Road Mercer, PA 16137</p>	<p>Friday, November 13, 2009 1:00 p.m. to 3:00 p.m. (Registration starts at 12:30 p.m.)</p> <p>Bel-Aire Hotel & Conference Center 2800 West 8th Street Erie, PA 16505</p>
<p>Monday, November 16, 2009 9:30 a.m. to 11:30 a.m. (Registration starts at 9:00 a.m.)</p> <p>Four Points Sheraton Cranberry 910 Sheraton Drive Mars, PA 16046</p>	<p>Thursday, November 19, 2009 1:00 p.m. to 3:00 p.m. (Registration starts at 12:30 p.m.)</p> <p>Cambria County MH/MR Program 2nd Floor Auditorium Central Park Complex 110 Franklin Street Johnstown, PA 15901</p>
<p>Friday, November 20, 2009 9:30 a.m. to 11:30 a.m. (Registration starts at 9:00 a.m.)</p> <p>Meadowlands Holiday Inn 340 Racetrack Road Washington, PA 15301</p>	

There is no charge for these forums. Light refreshments will be served.

Registration

Please call Kim Tzoulis at (724) 744-6377 or toll-free at (877) 615-8503, ext. 346377. You may also email her at Kimberly.Tzoulis@ValueOptions.com.

Please register early as space is limited.



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:
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