



# ValueAdded

This is the 126th 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 10

October 2009

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



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## Providers Using Windows Internet Explorer Version 8.0

Providers that use Internet Explorer version 8.0 may have some difficulties when requesting authorizations on ProviderConnect. They may either receive an error message or some of the drop-down boxes do not appear. **Below is a work-around that will help:**

If you are using Internet Explorer 8, you can follow the following steps:

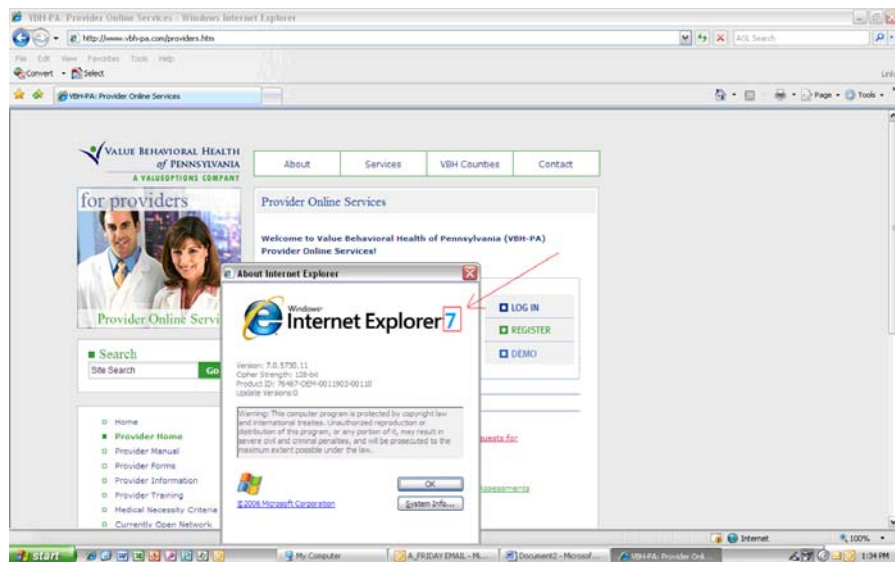
- 1) Click on the "Tools" menu at the top of your browser.
- 2) Click on "Compatibility View Settings"
- 3) Type in: valueoptions.com, and click the "Add" button.
- 4) Click the "Close" button.

If you are using Internet Explorer 6 or 7, you should be able to continue using our website as usual. If you upgrade to Internet Explorer 8, please follow the above instructions.

You can visit the following website for more information.

<http://blogs.msdn.com/ie/archive/2008/08/27/introducing-compatibility-view.aspx>

If you do not know what version of Internet Explorer you have, select **Help** then **About Internet Explorer**. The example below shows a computer with Internet Explorer version 7.0.



# Individual Preferred Provider Criteria for the Treatment of Sexual Offenders

**VBH-PA and our county partners believe that the treatment of sexual offenders is fundamentally different from traditional psychotherapy in a numbers of ways.** Traditional clients seek treatment of their own volition because they are aware of their need for change, help and growth. Sexual offenders are usually court ordered to treatment, and change, regardless of their desire, is imperative for the community at large. In addition, sexual offender treatment providers must have knowledge and experience beyond that of the traditional psychotherapist. **They must be able to demonstrate significant knowledge about:**

- **The criminal justice and corrections systems**
- **Specific treatment techniques for specific age groups**
- **Psychosocial diagnosis**
- **Normal and aberrant human sexual development**
- **Psychological and psycho-physiological testing relevant to appropriate sexuality and sexual deviance**

In an effort to develop a preferred prescriber network, VBH-PA began a workgroup of interested county representatives and cross-departmental representatives from VBH-PA in 2006. This workgroup adopted criteria for acceptance as a preferred provider for the treatment of sexual offenders. The criteria included *current certification from the Pennsylvania Sexual Offender Assessment Board (SOAB)*. Although preferred, VBH-PA is now waiving this criterion (except in Crawford, Mercer and Venango counties) in lieu of documentation of fifteen (15) hours of continuing education annually that is specific to the treatment of sex offenders / sexually deviant behaviors.\*

These revised minimum standards are effective August 28, 2009.

## **The Minimum Standards for Individual Preferred Providers of Sexual Offender Treatment:**

1. **Licensed and credentialed with VBH-PA.**
2. **Current *clinical* membership in the Association for Treatment of Sexual Offenders (ATSA).**
3. **Two years of documented clinical work experience with sexual offenders.**
4. **Current certification from the Pennsylvania Sexual Offender Assessment Board (required by Crawford, Mercer and Venango counties) or documentation and submission of fifteen (15) hours per calendar year of continuing education specific to the treatment of sex offenders / sexually deviant behaviors.\***



\*The waiver of certification from the Pennsylvania Sexual Offender Assessment Board (SOAB) does not apply to practitioners treating resident HealthChoices members of Crawford, Mercer or Venango counties.

**VBH-PA pays enhanced rates for evaluation and treatment and does not require psychological testing pre-certification for those meeting the above criteria. If you would like to learn more about meeting the criteria, please contact Carol Rico, Provider Field Coordinator, at 724-744-6361.**

**REGISTRANTS AND  
EXHIBITORS**

If you would like to attend and/or exhibit at this year's NW3 Family and Adult Members Forum, click [here](#) for the Registration Form.

**NOMINATE A  
PARENT OR  
INDIVIDUAL**

We need your help in nominating a parent or individual for the Exceptional Parent/Individual Awards. Click [here](#) for the Nomination Form.



**VALUE BEHAVIORAL HEALTH OF  
PENNSYLVANIA proudly announces the  
2<sup>nd</sup> ANNUAL HEALTHCHOICES  
NW3 Crawford-Mercer-Venango FAMILY  
AND ADULT MEMBERS**

**“ACKNOWLEDGING THE JOURNEY”  
BEHAVIORAL HEALTH FORUM**

**Featuring:**

**EXCEPTIONAL PARENT AND INDIVIDUAL AWARDS  
LUNCHEON**

**Confirmed Speakers:**

**Mary McIntosh, LCSW, BCBA --ADHD Bridges  
Program, Achievement Center**

**John McGonigle, Ph.D. – ASERT Western Regional Center**

**Herm Rushing – Drug & Alcohol Recovery**

**Denny Barger – “A Matter of the Heart”**

**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! Click [here](#) for the registration form and  
info on how to exhibit.**

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

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**Please Nominate an Exceptional Parent or Individual  
for the NW3 Family and Adult Members Forum**

To acknowledge a HealthChoices member's journey in the behavioral health system, VBH-PA will publicly recognize HealthChoices members from Crawford, Mercer and Venango Counties. Two awards will be presented for each county. One award will be presented to an adult HealthChoices member who has demonstrated courage, creativity and leadership in their community. A second award will be presented to a parent/caregiver of a HealthChoices child or adolescent who has been actively engaged in their child's treatment and has demonstrated strength and resiliency. Please nominate at least one HealthChoices adult and/or parent or caregiver residing in one of the counties (Crawford, Mercer Venango) whom you feel is deserving of this type of recognition. **The deadline to nominate is October 23, 2009.** Please click [here](#) for the Nomination Form.

# 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. 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.**



#### CCASBE-LD Evaluation Recommendations

When making recommendations in a CCASBE-LD evaluation, the Evaluator should specify where and when services are to be provided and the number of hours they believe are medically necessary. Hours are not to be written as “transferable” between home/community and school hours.

#### Mobile Therapists

Compensation for MT services is based on the amount of time the Therapist spends face-to-face with the Member. While clinical best practice dictates the MT collaborate with collateral contacts and attend ISPT meetings, these are not billable activities by the MT. The rate for MT was determined with the administrative activities built in.

### VBH-PA Staff Update



**Amanda Ratesic** started on September 21, 2009 as Care Manager. **Penny Thompson** started on September 21, 2009 as a Care Manager – Venango County. **Diane Huber** started on September 28, 2009 as CAFS Supervisor. **Debra Gerse** started on September 30, 2009 as a Care Manager. **Amy Villegas** started on October 5, 2009 as Account Executive for the NW3 counties. Welcome Amanda, Penny, Diane, Debra and Amy!

### VBH-PA Employees on the Move



**Tracy Phelps** is now an **OTR Screener** in the **Clinical Department** as of September 14, 2009. Tracy previously worked in the Claims Department as a Claims Processor.

Providers,  
please plan  
to attend  
one of these  
Webinars



## ValueOptions®

Presents  
Webinar Series

### “ValueOptions® is going **Green**: An Introduction to PaySpan Health and ProviderConnect”

**This presentation will inform providers about electronic means of doing business, including on-line authorizations, Provider Summary Vouchers (PSVs), and direct claim submissions.**

Webinar details can be found at

[http://valueoptions.com/providers/Files/pdfs/GO\\_Green\\_Webinar\\_Invite\\_Commercial.pdf](http://valueoptions.com/providers/Files/pdfs/GO_Green_Webinar_Invite_Commercial.pdf)

**Pre-registration is Required & Space is Limited**

For more information, email [prelations@valueoptions.com](mailto:prelations@valueoptions.com) or call us at (800) 397-1630

**We look forward to your attendance!**



For information on the Clean Indoor Air law, please visit:  
Pennsylvania Department of Health  
[www.health.state.pa.us](http://www.health.state.pa.us)

Pennsylvania Alliance to Control Tobacco  
[www.pactonline.org](http://www.pactonline.org)

### Tobacco Free SWPA Service Coalition

The purpose of the coalition is to implement regional initiatives as planned by the Tobacco Free SWPA Executive Coalition. The regional initiatives include projects related to three key areas:

- Preventing initiation of tobacco use among young people.
- Promoting quitting among adults and young people.
- Eliminating nonsmokers' exposure to secondhand smoke.

Click here to visit: [Tobacco Free SWPA](http://www.tobaccofreeswpa.org/index.html)  
(<http://www.tobaccofreeswpa.org/index.html>)

## 2008 VBH-PA, Inc. Annual Provider and Member Satisfaction Survey Results

The Quality Management Department at Value Behavioral Health, Inc. (VBH-PA, Inc.) monitors provider and member satisfaction in a variety of ways. Fact Finders, Inc., an independent research company in New York, surveyed 50 of our providers from all fourteen counties.

The 2008 VBH-PA, Inc. Annual Provider Satisfaction Survey was released in February 2009. The survey covers several areas of interest, including overall satisfaction, certification of care, telephone service, claims payment, and peer advisor.

### **Provider Satisfaction**

The areas consistently meet or exceed the 85% target are as follows:

- Overall satisfaction with VBH-PA, Inc. (90%)
- For initial certification, the VBH-PA, Inc. procedure is easy (85%)
- Clinical Care Managers make coverage decisions appropriately (87%)
- When being credentialed or recertified, was the application processed in a timely manner (95%)
- VBH-PA, Inc. paying claims in a timely manner (86%)
- VBH-PA, Inc. paying claims accurately (85%)
- When calling VBH-PA, Inc. about claims, it is easy to reach someone (91%)
- Peer Advisor was professional and courteous (100%)
- Peer Advisor gave information about applicable criteria and reasons for decisions (90%)
- Provider Field Coordinator was courteous and professional (92%)
- VBH-PA, Inc. provider newsletter, *ValueAdded*, is informative (91%)
- Quality Management staff was courteous and professional (100%)

Items that improved from 2007 but remained below the 85% standard in 2008 include:

- Overall satisfaction with the quality of claims services (77% in 2007 to 82% in 2008)

The Quality Management Department at VBH-PA, Inc. review Consumer/Family Satisfaction Team satisfaction survey results and track member complaints. In addition, Fact Finders, Inc. surveys 1,200 of our members throughout our fourteen counties. The 2008 VBH-PA, Inc. Annual Member Satisfaction Survey was released in February 2009. The survey covers several areas of interest to providers, including member satisfaction with providers, access to services, coordination of care, and treatment outcomes.

### **Member Satisfaction**

The VBH-PA, Inc. Service Center network providers consistently meet or exceed the 85% target in the following areas:

- Sensitivity to culture or ethnic background (98%)
- Protection of confidentiality (98%)
- Communicates clearly (97%)

**(Article Continued on Page 7)**

- Satisfaction with progress toward goals (95%)
- Offers hope to achieve treatment goals (94%)
- Member involved in decisions about care (93%)
- Courtesy, respect and hopefulness (92%)
- Overall quality of services received from provider (91%)
- Satisfaction with inter-agency team meeting for child's treatment (94%)
- You and provider set goals for treatment (85%)
- Explained what treatment you would be getting (91%)

VBH-PA, Inc. values input from our provider network and we continuously strive to improve our services. We also congratulate our provider network for working to meet the needs of HealthChoices members.

**Save the Date!**

**The Behavioral Health Task Force for Persons who are Deaf, Hard of Hearing and DeafBlind**

**Presents their  
Regional Conference:**

**Toward New Horizons: Collaborative and Innovative Approaches to Services for Persons who are Deaf, DeafBlind and Hard of Hearing  
Monday, November 2, 2009**

Click [here](#) for more information on the conference.

**Attention BHRS Providers**



If you need to make a correction to a BHRS authorization, you may do so by using the BHRS authorization correction form located on page 9 of this newsletter. Please note you only have 10 business days from the date of your authorization letter to request a correction. Any corrections that are beyond 10 business days must be made by using the retro-authorization request process. Any correction forms that are sent beyond 10 business days from the date on the authorization letter will be returned to the provider with a request to use the retro-authorization process.

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](mailto: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](#)

## September 2009 VBH-PA Provider Manual Changes

VBH-PA made the following revisions to three sections of our Provider Manual in September 2009 (listed in order of appearance in the Provider Manual):

<b>Section III: Utilization Management</b>	
	<b>Changes</b>
Requests for Authorizations/Retro-Authorizations	<ul style="list-style-type: none"> <li>● Providers were informed that, upon receipt of a request for authorization for services, by phone or electronic or fax transmittal, VBH-PA has 10 business days to enter a provider's authorization and that a letter confirming that authorization is automatically generated at the time that the authorization is entered.</li> <li>● The letter should be received at the provider's designated mailing address no later than 14 business days from the date of the request, not 10 business days.</li> </ul>

<b>Section IV: Participating Provider Responsibilities</b>	
	<b>Changes</b>
BHRS Reporting Requirements	<ul style="list-style-type: none"> <li>● The access tracking grid completed by the County now includes whether or not an FBA was authorized.</li> <li>● Providers have 5 calendar days to respond to a VBH-PA request for documentation of timely access to services instead of 10 calendar days.</li> <li>● If a delay in the start of services was due to provider unavailability, providers must submit an explanation and a plan of correction within 5 calendar days instead of 10 calendar days.</li> </ul>
POMS Initial Consumer Registration / POMS Quarterly Status Update	<ul style="list-style-type: none"> <li>● Providers may submit initial and quarterly POMS data using ProviderConnect, under "Specific Member Search."</li> </ul>

<b>Section VI: Claims Payment</b>	
	<b>Claims</b>
Claims Adjustments	<ul style="list-style-type: none"> <li>● Providers have 90 days <u>of the date</u> of the remittance advice (voucher) to submit a request for an adjustment. It used to be worded 90 days of the remittance advice.</li> <li>● In addition to mail, fax, or phone, requests for adjustments to outpatient claims may be submitted via ProviderConnect.</li> </ul>
Claims Submissions	<ul style="list-style-type: none"> <li>● The table listing VBH-PA's dedicated addresses for claims was revised, so that it is easier to understand.</li> <li>● Now there are four ways for providers to submit claims electronically, not three. The additional way is Direct Claims Submission within ProviderConnect (outpatient claims only).</li> <li>● Providers using their own software or a billing service are directed to contact the EDI Helpdesk to obtain an application to submit EDI.</li> </ul>
Going Online with ValueOptions	<ul style="list-style-type: none"> <li>● Providers are informed that they can view their Provider Summary Vouchers and can submit outpatient claims electronically using ProviderConnect.</li> <li>● Claims files that pass format verification are transferred to our claims processing systems the following business day, not on the same day.</li> <li>● The Forms section is now a subsection of Section III.</li> <li>● The section formerly called Single Claims Submission was renamed Direct Claims Submission.</li> </ul>
Summary Voucher / Electronic Remittance Advice (ERA)	<ul style="list-style-type: none"> <li>● Providers can view their Provider Summary Vouchers online 24-48 hours after the check run at ProviderConnect.</li> <li>● Providers can also access electronic PSVs immediately after the check run, sign up for Electronic Funds Transfer, and can obtain an ERA file using PaySpan Health.</li> </ul>

The Provider Manual is online at <http://www.vbh-pa.com/provider/info/prvmanual/toc.htm>. Providers can access ProviderConnect at [www.vbh-pa.com/providers.htm](http://www.vbh-pa.com/providers.htm) and PaySpan Health at [www.payspanhealth.com](http://www.payspanhealth.com). Please call the VBH-PA Provider Toll-Free Number at 877-615-8503 if you have any questions.

**BHRS Authorization Correction Form**

**Please note you only have 10 business days from the date of your authorization letter to request a correction. Corrections that are beyond 10 business days must be made by utilizing the retro-authorization process.**

Member Name: \_\_\_\_\_ Member DOB: \_\_\_\_\_

Member ID#: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Provider Address: \_\_\_\_\_  
\_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Plan of Care Dates: \_\_\_\_\_

**Please enter below the Prescription Hours Below**

Service	Hours Prescribed
TSS	
MT	
BSC	
Site Based	
CRR	
Other	

Please provide a brief description of what is incorrect with the authorization.

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**Please fax all authorization correction requests to  
724-744-6557.**