



ValueAdded












This is the 134th 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 12, Issue 6

June 2010

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

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Upcoming VBH-PA Forums:

9/8/10 – Erie County Family & Adult Member Recovery Forum

9/9/10 – Suicide Assessment: What Should You Know?

10/1/10 – 4th Annual Family Forum

School Therapeutic Staff Support (TSS) Changes Beginning 2010-2011 School Year

Important Information for BHRS Providers

Effective with the 2010-2011 school year, Value Behavioral Health of Pennsylvania (VBH-PA) will be implementing changes to the codes designated for Therapeutic Staff Support (TSS) hours delivered in the school. School TSS services will be coded differently from the home and community TSS services.

The new service class for school TSS will be YT3. In the counties where authorizations are entered weekly, authorization letters will show the service class of YT4. The new service code that will need to be used for billing purposes is H2021 with a modifier of U3. The **only** place of service code (POS) that will be accepted when H2021 U3 is billed will be POS code 03, school.

If a child is receiving TSS services in school, providers will need to indicate on the plan of care the start date for school, as well as the specific dates of major school breaks (e.g., Christmas and Easter holidays). If the child is on a prescription that runs past the end date of school, the provider will also need to indicate the last day of school TSS services.

All providers will be receiving contract amendments shortly.

If you have any questions about this, please contact the VBH-PA Provider Line at 1-877-615-8503 and ask to speak to your Provider Field Coordinator.

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.

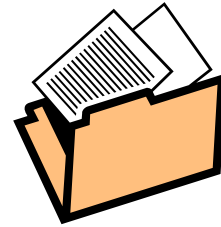
Completed Packets

Important Information for BHRS and RTF Providers

Some providers are raising questions about “completed packets,” including what constitutes a completed packet, what are the time frames for submission, and where the packets should be sent.

A completed packet includes the following:

- Evaluation
- Plan of Care Summary
- ISPT Sign-In Sheet
- Family Choice Form
- Service Delivery Schedule
- Current Treatment Plan (for concurrent cases)
- ISPT Summary Form



Following an ISPT meeting, the packet is to be faxed to VBH-PA and the County within **two (2) business days**.

When faxing to VBH-PA, please use the following fax numbers:

BHRS and RTF Members	
County of Residence	Fax Number
Armstrong, Butler, Indiana, Lawrence, Washington and Westmoreland	724-744-6557
Fayette	724-437-5907
Erie	814-528-0603
BHRS Members	
County of Residence	Fax Number
Cambria	814-534-4506
Beaver	724-891-6057
Greene	724-627-5363
Mercer	724-962-8042
Crawford	814-337-6718
Venango	814-432-3127
RTF Members	
County of Residence	Fax Number
Cambria, Beaver and Greene	724-744-6557
Mercer, Crawford and Venango	724-962-8042

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 must 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.

Please remember to obtain a letter of support from the county for whose children you plan to provide services, if required*.

Providers who hold a Provider Type 50 and are considering providing a Summer Therapeutic Activities Program in 2010 are required to submit a **VBH-PA application for STAP**. Applications are located on our Web site at www.vbh-pa.com.

STAP Packets for Authorization

Mail **complete packets** for STAP authorizations as follows:

For Erie County Members:

VBH-PA, 1601 Sassafras St., Erie, PA 16502
Attention: VBH-PA Clinical Supervisor



For all other VBH-PA Members:

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

If you have any questions about STAP, please email or call Todd Jukes at **Todd.Jukes@valueoptions.com** or **814-878-1675**.



VBH-PA applications, county letters of support* and service descriptions for STAP are required every year.

*Please note that for providers in Cambria, Mercer, Venango, Crawford, Armstrong/Indiana, Butler, Lawrence, Westmoreland and Washington counties, a county letter of support is not needed for any provider that was enrolled as of last year and plans to follow the same approved program description for this year.

10th Annual Consumer Recovery Forum Proves to Be a Success!

Value Behavioral Health of Pennsylvania's 10th Annual Consumer Recovery Forum, "**Realizing Recovery – How Other Possibilities Emerge,**" was held on April 16, 2010, at Westmoreland County Community College.



The Keynote Address, "H.O.P.E., How Other Possibilities Emerge" by Gina K. Calhoun, a Certified Peer Specialist and Recovery Trainer for OMHSAS, provided the 500 registered individuals an inspirational look at her journey in the recovery process. Twenty-five exhibitors, along with seven afternoon workshops, offered additional information and resources for those in attendance.

Once again, the Leadership in Recovery Awards ceremony generated cheers, tears and standing ovations. This year's forum provided the entire recovery community the privilege of honoring all previous Leadership in Recovery Award winners. Over 88 names were read representing persons in recovery, many of whom are, and have been, an inspiration to others and work as directors, peer specialists, peer specialist supervisors, peer mentors, CFST team leaders and CFST team staff, just to name a few. Several of the previous award winners were present during the Leadership in Recovery Awards ceremony to honor present and to celebrate future award winners. Congratulations to all!



Visit www.vbh-pa.com or [click here](#) to view photos from the forum.

VBH-PA Provider Manual Update: Practitioner and Facility Agreements



Every individual practitioner or facility signed a VBH-PA Agreement when they first joined the VBH-PA network. In most cases providers are not required to sign updated Agreements even though over the years there have been changes and additions to the VBH-PA Agreement.

Posted on the VBH-PA Web site, as an addition to the Provider Manual, are the most current versions of the Practitioner and Facility Agreements. All credentialed providers are responsible for reviewing and complying with the posted Agreements.

The Practitioner and Facility Agreements and BBA Addendum are available online at:

http://www.vbh-pa.com/provider/info/prvmanual/5_NetwkMgt/prac_facil_agree.htm

Claims Corner Claims Corner



Accurate Member Information

Please be sure to review member information before submitting claims. Due to HIPAA confidentiality guidelines, accuracy has become more important than ever. Pay special attention to the member's date of birth and spelling of first and last names. If we receive member information that does not match what DPW has given VBH-PA, your claim payment will be delayed or possibly denied under PAUNKNOWN.

To alert you to discrepancies, you will notice informational hold codes on your voucher when these claims are processed. Please pay special attention to these hold codes; they will identify members that you are billing with either date of birth or name discrepancies. The informational hold codes are as follows:

X10 – Check member date of birth on future submissions

X11 – Check spelling of name on future submissions

Helpful Hint: Submit the member's name exactly as it appears on your authorization letters and/or the member's ACCESS or Physical Health Plan Identification Card. This will ensure that your submission matches the eligibility data we receive from DPW. Pay special attention to nicknames and initials!

If you are unsure of the correct date of birth or spelling, or if you have an update to the demographics of a member, please call the VBH-PA Provider Line at 1-877-615-8503 and speak to a Member and Provider Service Representative.

Electronic Submission of Secondary Claims

Electronic Submission of Secondary Claims to VBH-PA is now available!

ValueOptions has enhanced ProviderConnect with the capability of receiving secondary claims submissions via this Web-based application. All you need is to be registered to use ProviderConnect!

Attach primary carrier Explanation of Benefits (EOB)/documentation to **Claims Submitted** using **Direct Claims Submission** (enter a claim option) within ProviderConnect.

- Claims can be tracked as soon as the claim is submitted - Currently it takes up to 2-3 weeks before your claim is manually keyed into our system
- Time from receipt to reimbursement is further reduced – Within 2 weeks you can be reimbursed for your secondary claim
- Reduces cost of paper handling – such as postage and forms purchases

(Claims Corner continued on next page)

Claims Corner Claims Corner



Secondary Claims Submission via ProviderConnect is Here!

As a part of our Go **Green**sm initiative, we have made a convenient, cost-effective, real-time solution to submitting secondary claims through a Web-based application versus mailing secondary claims to our Trafford Office for processing.

Using "Direct Claims Submission," your claims are:

- Received by VBH-PA with no postage cost incurred to your organization
- Entered into our claim inventory immediately so there is never a fear of a "lost claim"
- Processed quicker, resulting in expedited payment

Click on the link below to see the **Direct Claims Submission Guide** for more details.

http://www.valueoptions.com/providers/Compliance/Guide_to_Using_Direct_Claim_Submission.pdf

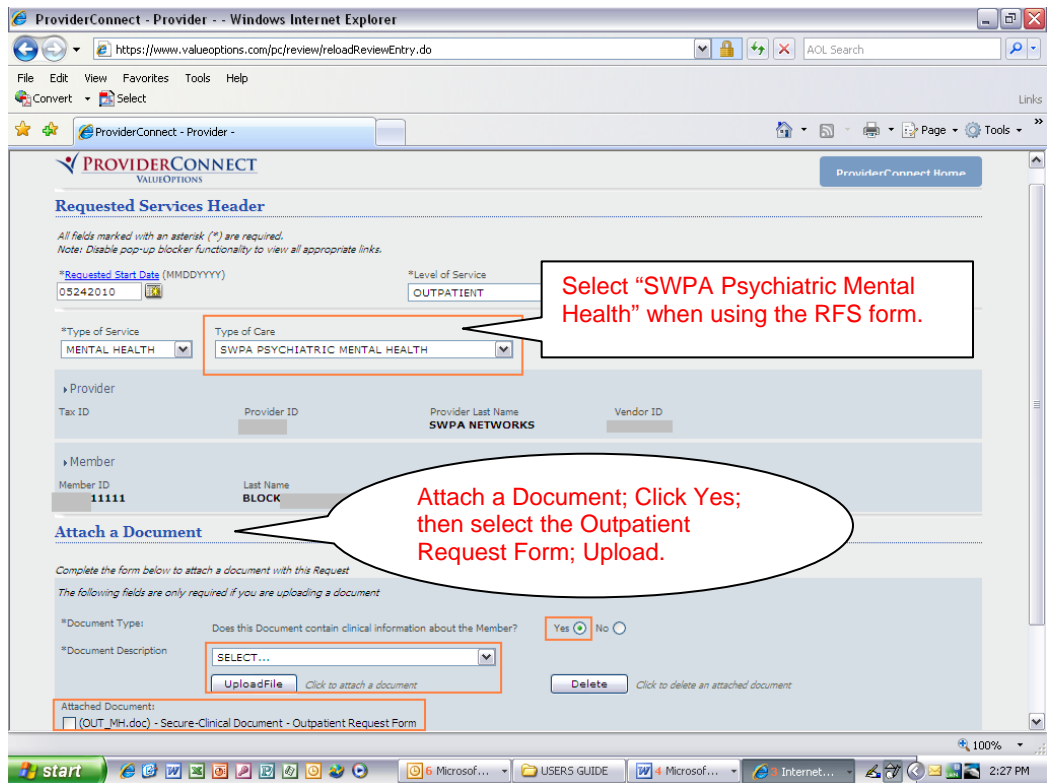
ProviderConnect Outpatient Authorizations for Review

Requests for outpatient services that need to be *reviewed* cannot be processed in the same manner as the auto authorizations. For either mental health or substance abuse services that need to be reviewed (listed below) a **Request for Services Form (RFS)** needs to be attached. The **Type of Care** needs to be changed so that the auto authorization system does not offer you 72 units when you will be requesting one of the services below. To prevent this occurrence, please see the screen shots that follow on page 7.

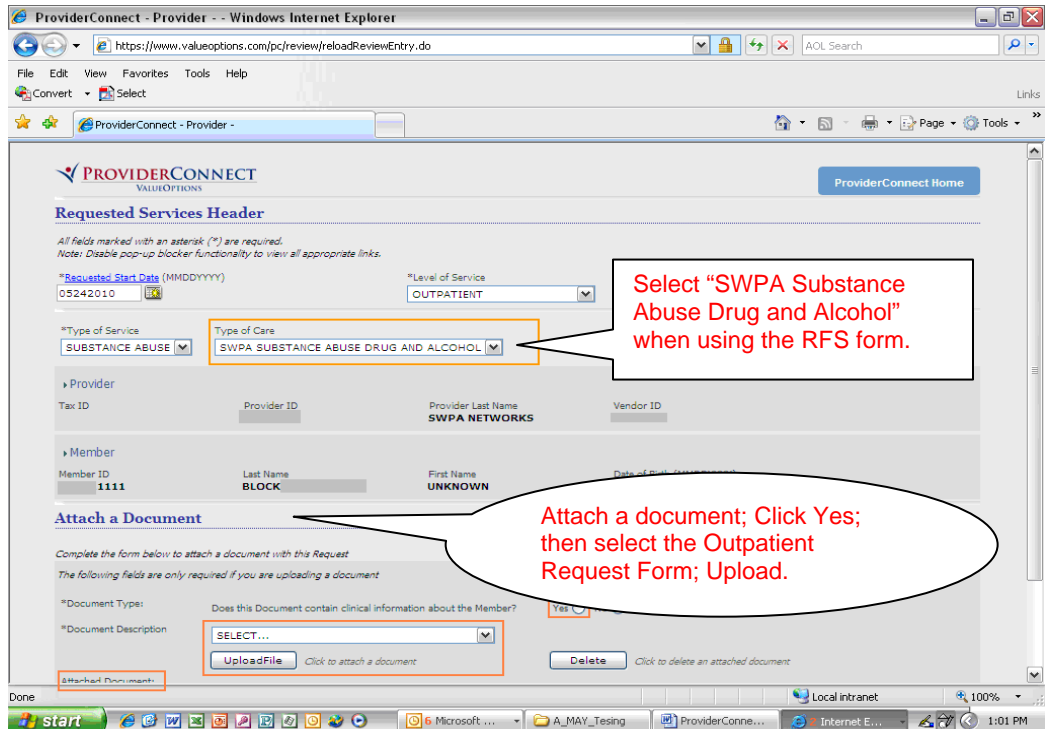
Services that need reviewed
Non-Acute Partial Hospitalization
Intensive Case Management / Resource Coordination (ICM/RC)
Intensive Outpatient (IOP)
Methadone Maintenance-use form**

In order to prevent the automatic offering of 72 units for Outpatient Mental Health, please select the Type of Care "**SWPA PSYCHIATRIC MENTAL HEALTH**". This will allow you to upload the **RFS** form and request one of the above services.

(Article continues on next page)



In order to prevent the automatic offering of 72 units for Outpatient Substance Abuse, please select the Type of Care **"SWPA SUBSTANCE ABUSE DRUG AND ALCOHOL"**. This will allow you to upload the **RFS** form and request one of the above services. See the screen print below.



Auto Authorizations Tips

Please **review and check that the start date** for services is correct. Once the review has been submitted, the start date of care cannot be adjusted to reflect any date prior to the review date. If you made a mistake and need to make a change to the authorization, the best way is to “Submit an Inquiry” via ProviderConnect.

If your request is **approved** upon submission and you realize it was either submitted in error or is not what you wanted, an inquiry can be created immediately. However, if your auto authorization request has **pending**, please allow VBH-PA staff 10 business days to review your request before initiating an inquiry. Once you receive verification that your pending authorization has been approved, an inquiry can be initiated if necessary.

If you have any questions, please call 877-615-8503 immediately and a Provider Services Representative will be happy to assist you.

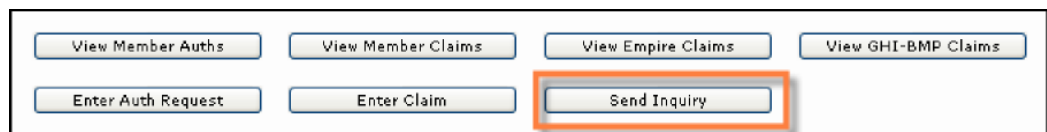
The “Submit Inquiry” button is acceptable for submitting correction requests. Please make sure the documentation is clear and concise for all corrections. **A contact name and phone number (including extension) is required.** The contact name and number should be the person who is submitting the authorization and is familiar with this authorization request. It may not be the therapist.

Please reference the following directions for entering an inquiry:

Send Inquiry

A user can submit an inquiry about a specific member to the VBH-PA Customer Service Department electronically.

1. Click the **Send Inquiry** button on the **Demographics** tab. *Note: This button is also located on the Enrollment History, COB, and Benefits screens.*



The **Customer Service Inquiry** screen will display.

1. Review the information in the **Current Member** section for accuracy.
2. Review the authorization in question.
3. Enter a name in the **Contact Name and Phone Number (including extension).**
4. Please include the **authorization number.**
5. Enter the reason for the inquiry in the **State your reason for the inquiry in the text box.** Note: This text box contains up to 1,500 characters. All correction requests must have concise documentation.
6. Hit **SUBMIT**

(Article continues on next page)

PROVIDERCONNECT
VALUEOPTIONS

ValueOptions Home | Provider Home | Contact Us | Log Out

Home
EDI Homepage
Specific Member Search
Authorization Listing
Enter an Authorization Request
Claim Listing and Submission
My Online Profile
My Practice Information
Provider Data Sheet
Compliance
Handbooks
Forms
Network Specific Information
Education Center
Contact Us

Customer Service Inquiry

Required fields are denoted by an asterisk (*) adjacent to the label.

Member information has been captured for this inquiry. Please provide additional information below before submitting the inquiry.

Please note, inquiries are responded to within 5 business days. The response from ValueOptions will appear in your Inbox in ProviderConnect.

Current Member

Member ID	130
Effective Date	09/01/2003
Expiration Date	
Member Name	ROOK,
Alternate ID	8904
Date of Birth	01/20/19
Client	NEW YORK STATE EMPIRE PLAN

Contact Details

Provider ID	01
Provider Name	BARRY
Contact Name (if other than provider)	<input type="text"/>

*State your reason for the inquiry.

Maximum characters: 1500
You have 1500 characters left.

Attach a Document

[Click here to attach a document](#)

Submit

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The inquiry will be sent to the VBH-PA Customer Service Center. A confirmation of the submission and a number will be displayed. If further follow-up is necessary, you will be contacted. If the information provided is sufficient, the correction will be made to the authorization.

Tip for Auto Authorizations: There is a window to request authorizations, either within 30 days prior or within 30 days after. If you submit a request that is more than 30 days prior to the start date of the service, the request will Pend (P70). If the request is more than 30 days after the start date, the request will also Pend (P71). **Example:** If today's date is June 4, 2010, and the request for service is to start April 4, 2010 (60 days prior), the request will **Pend because it is greater than 30 days**. If the start date is May 10, 2010, the request will auto approve because it is within the 30 day requirement.

Career Corner



Value Behavioral Health of Pennsylvania is seeking a qualified candidate for a new position at our Service Center.

Title: Compliance Manager

Description: Implements the Program Integrity Plan and all related activities at the Pennsylvania Service Center under the direction of the National Compliance Manager and Service Center Vice-President/CEO. Chairs the VBH Compliance Committee and is responsible for all of the Committee's functions and activities. Operates as the primary resource and contact for all fraud, waste and abuse investigation and prevention, provider monitoring and audit related activities with BPI, DPW, the relevant counties, OHCO, OIG and the Attorney General's Office – MFCU.

Physical Work Site: 520 Pleasant Valley Road, Trafford, PA 15085

For more information on this position and to apply, please visit www.ValueOptions.com or [click here](#).

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](#)

Save the Date: Upcoming VBH-PA Forums

1st Annual Erie County Family and Adult Member Recovery Forum: "Rising to the Journey"

September 8, 2010 • 9:00 am - 3:00 pm • Ambassador Conference Center • Erie, PA

Suicide Assessment: What Should You Know?

September 9, 2010 • 8:00 am to 4:30 pm • Sheraton Four Points North • Mars, PA

4th Annual Family Forum: "Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices"

October 1, 2010 • 9:00 am to 3:00 pm • Westmoreland County Community College • Youngwood, PA

Look for more information about these upcoming forums in future issues of *ValueAdded* and through separate mailings.

Are You Certified?

As a professional in the substance abuse and other behavioral health field, how often are you asked that question by your peers, your employers and by those clients you serve? Don't delay any longer in obtaining the most widely recognized and respected credentials in the addiction field today.

For information on certification of Addiction Counselors, Clinical Supervisors, Prevention Specialists, Case Managers/Supervisors, Criminal Justice Addictions Professionals, Co-Occurring Disorders Professionals, Allied Addiction Practitioners and Recovery Specialists call the **Pennsylvania Certification Board (PCB)** at **(717) 540-4455** or visit their website at www.pacertboard.org.