



ValueAdded






This is the 133rd 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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Save the Date:
VBH-PA's 4th Annual Family Forum coming in October!

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@ValueOperations.com

Articles of general importance to the provider network will be considered for publication.

Program Integrity Audits



Federal authorities, such as the Office of Inspector General (OIG) and Centers for Medicare & Medicaid Services (CMS), as well as state agencies such as the Pennsylvania Bureau of Program Integrity (BPI), are dramatically increasing the level of oversight and monitoring of healthcare fraud, waste and abuse due to recent laws and amendments, governmental initiatives, and in large part, the federal government's specific goal to reduce fraud within the healthcare system. Aside from the obvious problems associated with fraudulent activity and the extremely large amount of money lost to it each year, the

corrective actions prescribed for healthcare agencies found to be non-compliant as a result of these audits can be costly and burdensome. In serious cases, exclusion from public healthcare programs can result.

As identified in recent audits (specifically CMS audits), state agencies, Managed Care Organizations (MCOs) and providers are finding that they may not be as equipped as they should be in preventing, identifying and resolving fraud, waste and abuse, within government funded programs such as Medicaid and Medicare. Some suggested questions providers can utilize in assessing their current Program Integrity efforts may be found below:

1. Audit-Type Questions for Providers regarding Program Integrity:

- Does the Provider have the seven elements of an effective compliance program?
 - Written policies and procedures
 - Compliance Officer and Committee
 - Effective training and education
 - Effective lines of communication
 - Internal monitoring and auditing
 - Disciplinary enforcement
 - Mechanisms for responding to detected problems
- Does the Provider proactively seek evidence of fraud, waste and abuse (data-mining)?
- Does the Provider return all falsely paid claims to the appropriate funding programs, as required, and document it?
- Is the Provider training & educating all employees on program integrity?
- Is the Provider communicating/reporting all fraud, waste and abuse issues to the MCO and/or appropriate agencies (BPI)?

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- What fraud, waste and abuse cases have been identified/documentated by the Provider and how were they resolved?
- Who are the Provider's direct contacts at the MCO regarding fraud, waste and abuse?
- How does the Provider test the effectiveness of its compliance program?

For more information on preventing fraud, waste and abuse, please visit:

- Office of Inspector General (OIG)
 - <http://oig.hhs.gov/>
- Centers for Medicaid & Medicare Services (CMS)
 - <http://www.cms.gov/MedicaidIntegrityProgram/>
- Pennsylvania Department of Public Welfare
 - <http://www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/DoingBusiness/FraudAbuse/>



It is **imperative** that all providers accurately reflect where services are being rendered when requesting an authorization. We refer to this as the "service location." The service location(s) needs to be under contract in order for the authorization to be entered. Please contact your Provider Field Coordinator at 1-877-615-8503 if you have any questions about your contracted service locations.

VBH-PA Staff Update



Tina Weidler started March 8, 2010, as a **CAFS Supervisor** in Erie. Tina was employed by Erie County Care Management as a CAFS Coordinator. She also worked as an Outpatient Therapist for the Center for Personal and Family Growth.

Dana McInchok started March 15, 2010, as a **Care Manager** in Trafford. Dana was employed by SPHS Torrance NTP as a Drug and Alcohol Counselor and was a Mobile Therapist for the Family Services Unit in Ligonier.

Teri Binduga started April 6, 2010, as an **Administrative Assistant III** in the **Peer Advisor Office**. Teri was employed at Pennsylvania Psychological Services as an Office Manager/Psychometrician for 15 years.

Karrisa Woodring started April 9, 2010, as an **Administrative Assistant** in the **Peer Advisor Office**. Karrisa was employed as a Planner/Scheduler and Document Control Assistant at Paul C. Rizzo and Associates.

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.

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 website 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.

Auto Authorization Process Went Live May 1, 2010

Value Behavioral Health of Pennsylvania is now offering our providers the ability to submit requests for Outpatient, Medication Management, Evaluations, and Clozapine Support Services online via ProviderConnect. This new enhancement will auto approve 72 units of Outpatient Services and 104 units of Clozapine Support Services for a 12-month period for the consumer.



Please review the reference materials that are posted on www.vbh-pa.com at the Web links below:

Users Guide: Tips for Submitting Auto Authorization Requests through ProviderConnect

http://www.vbh-pa.com/spotlight/Users_Guide_for_Auto_Authorization_via_PC.pdf

Frequently Asked Questions on Auto Authorizations

http://www.vbh-pa.com/provider/spotlight/FAQ_Auto_Auth_final.pdf

Auto Authorization PowerPoint Presentation

http://www.vbh-pa.com/provider/training/Auto_Auths_%20ProviderConnect.ppt

Value Behavioral Health of Pennsylvania is pleased to announce the 4th Annual

“Practical Possibilities for Impossible Problems: A Forum for Families with Children in HealthChoices”

**Friday, October 1, 2010
9:00 am to 3:00 pm**

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



Save the Date!

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 4th Annual Family Forum, featuring an inspirational keynote address, vendors, breakout sessions and the Exceptional Parent Awards Ceremony. Look for more information in future mailings.

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