



ValueAdded












This is the 139th 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 11

November 2010

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

In this Issue:

-  TSS Changes for 2010-11 School Year
-  Fraud, Waste & Abuse Trainings
-  Claims Corner
-  Please Bill With the Correct Diagnosis
-  Initial Evaluations vs. Re-Evaluations for Children's Services
-  VBH-PA Staff Update
-  VBH-PA Staff on the Move
-  Psych Testing Auth Requests
-  Save the Date!
-  A Very Successful First for the Erie County Recovery Forum
-  Another Successful Year for the Annual Family Forum

Click on the link below to be added to the ValueAdded email distribution list:

http://www.vbh-pa.com/provider/private_information.htm#newsletters

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



Clarification for BHRS Providers

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

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

If a child is receiving TSS services in school, providers need to indicate the start date for school on the plan of care 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 also needs to indicate the last day of school TSS services.

NOTE: Please continue billing all other services as you have in the past. Refer to the covered services grid with regard to which POS codes are valid for the service you are requesting reimbursement for.

Fraud, Waste and Abuse Trainings

In January 2011, VBH-PA will be conducting **mandatory** provider training regarding **Fraud, Waste and Abuse**. The provider training will include presentations and discussions about VBH-PA compliance processes and audits, VBH-PA's new fraud, waste and abuse webpage, Pennsylvania's Program Integrity initiatives, and federal and state audits. The final dates and details for the locations of the provider training will be posted in the December issue of ValueAdded. We look forward to seeing everyone there!





Place of Service (POS) Code Billing Requirements

Service/procedure codes must be billed with a valid POS code. Invalid submissions will be denied. All claims billed via an 837 Professional File or CMS-1500 requires a valid POS Code for adjudication. All valid POS codes are listed with the service code/modifier combination reimbursable by VBH-PA. This information can be reviewed at:

<http://www.vbh-pa.com/provider/info/pr/PrvCovSvcGrid.pdf>

Listed below are the valid POS codes and their descriptions.

CMS Code	Description
03	School
11	Office
12	Home
15	Mobile
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room Hospital
32	Nursing Facility
33	Custodial Care Facility
49	Independent Clinic
50	Federally Qualified Health Center
51	Inpatient Psychiatric Facility
52	Psychiatric Facility Partial
53	Community Mental Health Center
54	Immediate Care Facility/Mentally Retarded
55	Residential Substance Abuse Treatment Center
56	Psychiatric Residential Treatment Center
61	Comprehensive Inpatient Rehabilitation Facility
62	Comprehensive Outpatient Rehabilitation Facility
71	State or Local Public Health Clinic
72	Rural Health Clinic
81	Independent Laboratory
99	Other Unlisted Facility

Claim Denials

VBH-PA would like to point out some of the top reasons for denied claims. Please see the suggestions below as to what action you can take to investigate and resolve the denial and prevent future reimbursement issues.

Reason for Claim Denial	Investigation to Resolve Denial
Claim denied for no authorization	<ul style="list-style-type: none"> Review authorization using ProviderConnect to verify authorizations status, dates of authorization, units approved and paid-to-date
Claim denied due to an invalid procedure code and/or modifier	<ul style="list-style-type: none"> Review your contract to verify the appropriate procedure/service codes and modifiers assigned to your facility
Claim denied due to invalid diagnosis code	<ul style="list-style-type: none"> Review International Classification of Disease (ICD-9) to determine if the diagnosis code you billed is valid
Claim denied due to invalid date of service	<ul style="list-style-type: none"> Review dates of service submitted on original claim submission to determine and correct error
Claim denied due to invalid place of service (POS) code	<ul style="list-style-type: none"> Review the Provider Covered Services Grid to determine valid HCFA POS codes for the service code submitted
Claim denied due to an invalid service and/or billing address	<ul style="list-style-type: none"> Review the billing/pay-to address submitted on the claim and use ProviderConnect to validate what VBH-PA has on file If internal changes have been made, submit a change of address form to VBH-PA, or contact your Provider Field Coordinator to discuss the current set up
Claim denied due to the existence of Third Party Liability information in VBH-PA's system	<ul style="list-style-type: none"> Review COB information within ProviderConnect to determine if submission to the private insurance is warranted before submission to VBH-PA VBH-PA is the payor of last resort
Claim is denied as a duplicate submission	<ul style="list-style-type: none"> Review paid claims for the same date of service to validate previous submissions Claims denied as a duplicate cannot be adjusted for payment unless the claim information is corrected. A subsequent claim will be denied as a duplicate if the date(s) of service, POS code, and service code/modifier match a paid claim.
Claim is denied for being filed past the timely filing limit	<ul style="list-style-type: none"> Initial claims submissions must be received within 90 days of the date of service, date of discharge, or date of explanation of benefits from the private insurance plan Requests for adjustments must be received within 90 days of the VBH-PA Provider Summary Voucher

The VBH-PA Customer Service Department (1-877-615-8503) is available Monday – Friday from 8:00 am to 5:00 pm to assist with any claims questions.

Please Bill With the Correct Diagnosis

VBH-PA realizes that many of the individuals you treat may have a co-occurring diagnosis and it is likely that you will address their clinical needs directly or through a referral. However, when submitting a claim, please remember that qualified mental health providers must use an ICD-9 CM diagnosis code that is specific to mental health as primary on Axis I. Likewise, qualified drug and alcohol providers must use an ICD-9 CM diagnosis code that is specific to drug and alcohol as primary on Axis I. The range of acceptable behavioral health ICD-9 CM diagnosis codes is 290-319. *For example, a clinician in a licensed mental health clinic delivers a billable service to a VBH-PA member who has major depression and alcohol abuse. The claims submission should indicate the ICD-CM diagnosis code for major depression as primary on Axis I, since the service is being rendered in a licensed outpatient psychiatric clinic, in order for the claim to be paid.*

Initial Evaluations vs. Re-Evaluations for Children's Services

As an evaluator, if you are conducting an evaluation on a child with whom you have never before had contact, the evaluation will be regarded as an initial evaluation and will be authorized up to ten (10) units.

Re-evaluations can be authorized up to six (6) units. An evaluation is considered to be a re-evaluation when the evaluator who is conducting the evaluation previously evaluated the child. The evaluator is familiar with the member and has access to information which had been previously collected.

Should you feel that a particular evaluation does not fit neatly within either scenario identified above, please consult with the VBH-PA Clinical Supervisor for your respective county.

VBH-PA Staff Update

Summer Green started on October 4, 2010, as a **Claims Processor** in the **Claims Department**. Summer worked as a title clearance agent at National Real Estate Information Services and a secretary at Allegheny Law Associates. She also worked at CVS Caremark doing claims and billing.

Charma Dudley, PhD, FPPR, started on October 27, 2010, as an **Associate Director of Behavioral Health** in the **Medical Director Department**. Charma has been a Peer Advisor for us for many years. She comes to VBH-PA from Family Resources where she held the positions of Director of Treatment Services, Associate Executive Director and Clinical Director.



VBH-PA Staff On the Move

Theresa Wray is now a **Quality Analyst/Prevention Specialist** in the **Quality Department** as of October 25, 2010. Congratulations, Theresa!

Psych Testing Authorization Requests Are Not Able to Be Processed Via ProviderConnect

Providers may have received an erroneous email from ValueOptions' e-Support Services on 10/14/2010 regarding Psych Testing.

Currently, Psych Testing **is not** able to be processed via ProviderConnect for VBH-PA providers even though it is listed as a possible choice (as shown below). The **Psychological Evaluation Request (PER)** form must be completed and **faxed** to **724-744-6320** for review. The **PER form** for Pre-authorization of Neuropsychological or Psychological testing is available on www.vbh-pa.com on the Forms page/Provider Forms/Clinic/Utilization Management Forms at:

http://www.vbh-pa.com/provider/info/clinical_ut/Psych_Eval_Request_Form_0706.pdf

The screenshot shows the 'Requested Services Header' section of the ProviderConnect interface. It includes a note: 'All fields marked with an asterisk (*) are required. Note: Disable pop-up blocker functionality to view all appropriate links.' The form fields are: '*Requested Start' (07292010), '*Level of Service' (OUTPATIENT), '*Type of Service' (PSYCH TESTING), and 'Type of Care' (SELECT...). A red callout box with the text 'Do Not Use' points to the 'PSYCH TESTING' option in the '*Type of Service' dropdown menu. The browser address bar shows 'Trusted sites' and '100%' zoom.

Save the Date!



For Value Behavioral Health of Pennsylvania's
11th Annual Consumer Recovery Forum

Friday, May 13, 2011
Pittsburgh Marriott North
Cranberry Township

More details will follow in future issues of *ValueAdded* and through separate announcements. Stay tuned!

A Very Successful First for the Erie County VBH-PA Recovery Forum

The 1st Annual Value Behavioral Health of Pennsylvania (VBH-PA) Erie County Recovery Forum, "**Rising to the Journey**," was held on September 8, 2010 at the Ambassador Conference Center. The forum was planned with the help of a VBH-PA Workgroup consisting of VBH-PA staff, Erie County HealthChoices' staff and Erie HealthChoices' Consumers and Family Members.

The forum was designed with the hope of providing Erie County HealthChoices' Consumers and Family Members encouragement, hope and energy throughout their recovery journey. The morning sessions, which focused on parents and family members, featured the remarkable **Denny Barger, Starfish Program Founder**. His keynote address, "**It's a Matter of the Heart**," provided the audience with 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, play such a key role in the recovery process.



The **Exceptional Parent-Family/Individual/Youth Awards** luncheon hosted approximately 195 members and family members with a delicious sit-down lunch, which began with an OMHSAS update by **Dr. Stan Mrozowski, Director, Children's Services Bureau, Department of Public Welfare**. The **Exceptional Parent-Family/Individual/Youth Awards** presentation by VBH-PA workgroup members generated cheers, tears and standing ovations as the award winners' nomination and acceptance speeches were given.

The afternoon sessions focused on our adult members where approximately 50 participants enjoyed **Richard Jones', Clinical Director of Residential Services, Outside In**, keynote address: "**No Hope with Dope: A Discussion on the Dynamics of Addiction and Recovery**". Richard provided information on the reality of addiction, drug statistics, effects of drug use and process of recovery in a very practical, useful, engaging and humorous way.

A big THANK YOU goes out to our photographer, Todd Jukes, VBH-PA, Provider Field Coordinator, Great photos, Todd!

To view photos from the 1st Annual Erie County Recovery Forum, please visit our website at www.vbh-pa.com.

Another Successful Year for the Annual VBH-PA Family Forum!

On October 1, 2010, the **4th Annual Value Behavioral Health of Pennsylvania (VBH-PA) Family Forum** was held at Westmoreland County Community College. The VBH-PA Family Forum represents HealthChoices' families living in Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland counties.



The awards ceremony was truly the highlight of the day. This year, 53 exceptional parents and caregivers were nominated for the **Exceptional Parent/Caregiver Awards**. One award was given to an exceptional parent or caregiver in each of the 10 counties represented. The family members' inspirational stories showed their courage and never-ending determination to pursue the best possible services for their children.

This year's Exceptional Parent/Caregiver Award recipients were:

County	Award Winner
Armstrong	Jason and Annette Kyle
Beaver	Angel Brown
Butler	Vonda Spencer
Cambria	Jennifer Cook
Fayette	Jessica Abbey
Greene	Kevin Morris
Indiana	Shari Holbert
Lawrence	Dorothy Miller
Washington	Maria Gaso
Westmoreland	Angela Apple

Keynote Speaker, **Scott Heller, Office of Mental Health and Substance Abuse Services**, provided an inspiring story of dealing with mental illness in his family. Seven breakout sessions during the day provided the attendees with educational and fun exercises.

A special thank you to photographer Rod Agras, Mental Health America-Westmoreland County, for taking the pictures and thanks to the Family Advisory Committee for planning and supporting this year's Forum.

To view photos from this year's Family Forum, please visit our website at www.vbh-pa.com.

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.

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

Value Behavioral Health of PA, Inc.
520 Pleasant Valley Rd
Trafford, PA 15085
Phone:
(877) 615-8503
Fax:
(724) 744-6363