



ValueAdded

This is the 138th 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 10

October 2010



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

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

Behavioral Health Rehabilitative Services (BHRs) Access Standards



In order for Behavioral Health Rehabilitative Services (BHRs) to be as effective as possible, given the needs of the child, services must begin promptly when they are prescribed and determined to be medically necessary. In July 2010, a memorandum was issued to all BHRs providers from Value Behavioral Health of PA (VBH-PA) for the purpose of reminding and reinforcing that

when a BHRs provider accepts a case, the expectation is that authorized services will begin within seven (7) calendar days.

A BHRs case should only be accepted by the providing agency if the agency is capable of providing all of the BHR services which were authorized and to do so within seven (7) calendar days of accepting the case. (VBH-PA considers a case "accepted" by a provider when the provider verbally agrees that they can and will provide BHR services for the member in question). For this to occur, contact with the family for the purpose of setting up the first face-to-face appointment should occur immediately after accepting the case. The first date offered should be the effective date for the plan of care and should be a date and time based on the needs of the family per the "BHRs Schedule". If for some reason the family cannot schedule a face-to-face meeting for that particular date, it should be documented as such. In general, it is in the provider's best interest to document attempts to set up the first face-to-face meeting in terms of attempted phone calls, messages left, cancellations, etc.

There are a number of factors that fall outside of provider responsibility which can result in timeframes being missed. Some of these factors include, but are not limited to, the following:

- missed/cancelled/rescheduled ISPT meetings,
- peer review/grievance processes,
- lack of timely replies on the part of the families, etc.

It is essential that a provider's lack of diligence in setting up the first face-to-face meeting not be the reason for which services do not begin within the mandated timeframe of 50 days from the evaluation.

Please contact your respective Provider Field Coordinator should you have any questions regarding the timeframes related to the provision of BHR Services.

Reporting 100% Capacity



Providers are responsible for immediately notifying VBH-PA when they reach full capacity for any contracted level of care at any service location. Providers in the VBH-PA network must provide face-to-face intervention within one hour for emergencies, within twenty-four hours for urgent situations, and within seven days for routine appointments and specialty referrals.

Full capacity is considered the point at which the provider is unable to meet the access standards noted above or is unable to accept referrals for a particular level of care. Notices for full (100%) capacity should contain the reason for reaching capacity, the effective date, and the steps the provider will take to resume functioning at normal capacity.

To report capacity issues, please call our toll-free provider line at **(877) 615-8503** and ask to speak with **Melanie King, Special Projects Provider Field Coordinator**. VBH-PA requests this information as a means to manage and monitor required HealthChoices access standards.

VBH-PA Staff Update



Leanne Craig started on Monday, September 13, 2010 as a **CAFS Coordinator** in VBH-PA's Hermitage office. Leanne comes to VBH-PA from Human Services Center, where she was a Family Based Mental Health Worker. She also held the same position with Unity Family Services and was a Resource Coordinator with Family Counseling Center of Armstrong County.

Welcome, Leanne!

Sign Up Online to Receive ValueAdded



Would you like to be added to our *ValueAdded* distribution list or know of a co-worker who would? Please click on the link below to be added to the *ValueAdded* email distribution list:

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Value Behavioral Health of Pennsylvania is pleased to present the



**3rd Annual HealthChoices NW3
(Crawford/Mercer and Venango Counties)
Behavioral Health Forum:**

"Acknowledging the Journey"

A Forum for Adult VBH-PA Members and Families of Child and Adolescent VBH-PA Members.

Wednesday, November 10, 2010

9:00 am to 4:15 pm

Registration begins at 8:00 am

(Lunch is included)

Radisson Hotel

Route 18 & I-80 • West Middlesex, PA

Featuring Exceptional Parent and Individual Awards Luncheon

FREE for all ATTENDEES

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

Vendors

If you are interested in reserving exhibit space at this year's forum, please complete the **Vendor Reservation Form** found in the **Forum Brochure** listed on our website at www.vbh-pa.com or [click here](#). Space is limited, so please sign up early to secure your place at the forum.

Nominate an Exceptional Parent, Caregiver or Individual

To acknowledge VBH-PA members' journeys in the behavioral health system, VBH-PA will publicly acknowledge HealthChoices members from Crawford, Mercer and Venango Counties who have demonstrated courage, creativity and leadership in their journey. We need your help nominating such individuals. Please complete the **Award Nomination Form** found at the end of this newsletter and **fax** the form to **724-962-8042** or email to shelley.thomas@valueoptions.com.

Registration & More Information

If you would like to attend this year's forum or for more information about this uplifting event, please see the **Forum Brochure** located on our website at www.vbh-pa.com or [click here](#). If you have any questions, please call Shelley Thomas at 724-962-8032.

We look forward to seeing you there!

Value Behavioral Health of PA Crawford, Mercer and Venango County (NW3)

“Exceptional Individual/Parent Award”

2010 Nomination Form



Please HELP US:

To acknowledge VBH-PA members’ journey in the behavioral health system, Value Behavioral Health of Pennsylvania, Inc. (VBH-PA) will publicly acknowledge HealthChoices members from Crawford, Mercer and Venango Counties who have demonstrated courage, creativity and leadership in their journey. Two awards from each County will be presented. One VBH-PA member will receive an award for Adult Services and the other award will be given to a Family member(s) or Caregiver of a VBH child or adolescent who has received Children Services.

An acknowledgement in the form of a beautifully designed plaque that will be customized and presented during the luncheon on November 10, 2010 at the 3rd Annual **“Acknowledging the Journey” VBH-PA Member Forum at the Radisson in West Middlesex, PA.** VBH-PA respects and values the efforts of our HealthChoices members. The purpose of the “Exceptional Individual/Parent Award” is to acknowledge members who are actively engaged in their journey and to encourage other members in theirs. **Hope, Success, Wellness and Recovery will be the underlying theme of the “Acknowledging the Journey” Member Forum.**

Please nominate at least one HealthChoices member residing in one of the NW3 counties (**Crawford, Mercer or Venango**) whom you feel is deserving of this type of recognition. **The deadline to nominate is October 15, 2010.** Please write as much as you can because your nomination will be used in the remarks made to announce the person being honored. Our award ceremony is more enjoyable if the remarks include some personal touches or stories that are inspiring to those in the audience. Attach additional pages if you wish. Thank you for taking the time to assist us in this exciting event.

You may type your own information on a separate sheet to nominate as long as each of the sections listed within this form are answered in your nomination submission. You may also use additional sheets to this nomination form if you run out of space.

Nominee Information (please print or type): Crawford County nomination
(must be a VBH-PA member) Mercer County nomination
 Venango County nomination

Adult Services nomination _____ **OR** **Parent/Caregiver of Children Services nomination** _____

Nomination Name: _____

If this is a Parent/Caregiver nomination, please provide the name and birth date of the HealthChoices (Value Behavioral Health) child/adolescent.

Child/Adolescent Name: _____ **Date of Birth:** _____

Address: _____ **City:** _____

Zip Code: _____ **Telephone Number:** _____

Email address: _____

Person Nominating Name: _____

Address: _____ City: _____

Zip Code: _____ Telephone Number: _____

Email Address: _____

How do you know this nominee?

(Use additional sheets as necessary)

Examples of services/program that the nominee has been involved with (if known-not required if you don't know)

Why do you feel this person is worthy of receiving the "Exceptional Adult Individual/Parent/Caregiver Award"?

How has this nominee positively impacted others (i.e., other children, families, peers, Mental Health Association, Drop-In Centers, Church, Salvation Army, etc.), if not included within the narrative above.

THANK YOU FOR TAKING THE TIME TO "ACKNOWLEDGE THE JOURNEY!"

Please return this information to Shelley Thomas, PE&O Coordinator, VBH Hermitage Office, 1485 North Hermitage Road, Hermitage, PA 16148 or FAX Form to 724-962-8042 or email Shelley at shelley.thomas@valueoptions.com. If you have any questions regarding this nomination form you may also call Shelley Thomas at 724-962-8032.

DEADLINE TO NOMINATE IS OCTOBER 15, 2010