



ValueAdded










This is the 144th 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 13, Issue 4

April 2011

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

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School-Wide Positive Behavioral Supports (SWPBS)

School-Wide Positive Behavioral Supports (SWPBS) is a proven strategy being adopted by schools across Pennsylvania to reduce violence and disruptive behavior, provide support to meet the needs of children at whatever level they function, and improve the health of the school's culture.



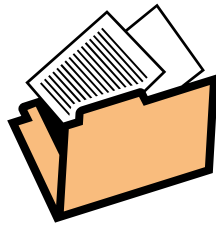
Using an approach adapted from the public health field, SWPBS uses a three-tiered system of interventions to address the full spectrum of child behaviors within a school:

- **Tier 1** focuses on removing triggers that contribute to negative behaviors, teaching expectations and skills, and providing incentives and positive recognition to reinforce desired behaviors. This is typically sufficient to meet the needs of about 80% of students within the school.
- **Tier 2** interventions offers more specialized attention, such as group sessions, and other supports to help challenging students respond to expectations. Approximately 15% of students typically need this level of assistance.
- **Tier 3** interventions focus on the three to seven percent of students with the most severe emotional and behavioral disturbances. Tier 3 interventions include treatment services and multi-system planning.

Value Behavioral Health of PA (VBH-PA) endorses School-Wide Positive Behavioral Supports and is an active participant on the Pennsylvania State Leadership Team. Many VBH-PA child mental health treatment providers offer services in cooperation with schools to meet their Tier 2 and 3 needs. We encourage all mental health providers to become familiar with this model which dovetails perfectly with strengths-based and recovery-focused child services.

One great way to get acquainted with SWPBS is through the Pennsylvania SWPBS website at papbs.org. From there you can download the latest newsletter and information about the upcoming **Implementer's Forum** on **May 18th and 19th in Harrisburg**. The **Implementer's Forum** features key speakers, results of early research in Pennsylvania, and information about all aspects of initiating SWPBS programs within schools. The conference fee has been waived so that participation is free to all.

Weekly Breakouts for TSS Authorizations



Effective April 4, 2011, Value Behavioral Health of Pennsylvania (VBH-PA) will begin to authorize TSS services weekly to more accurately reflect the way services are prescribed.

While authorizations have been entered in this manner since 2008 for Butler, Cambria, Crawford, Erie, Lawrence, Mercer, and Venango counties, the counties newly affected by this will be Armstrong, Beaver, Indiana, Greene, Washington and Westmoreland. The expansion of weekly TSS authorization ensures consistency for providers who deliver services in multiple counties.

Authorizations will be entered on a weekly basis from Sunday to Saturday for each week. VBH-PA will continue to utilize the codes YT3 for school and the YT1 for home/community. However, you will also see the addition of YT4 for school and YT2 for home/community; these two service classes will be the sum total number of units issued for YT3 and YT1 and will have dates for the entire plan of care time span.



Reminder: Pass Thru Units to Expire May 1, 2011

The Pass Thru units and claims functionality will expire on May 1, 2011. If you have not registered your consumers for Outpatient Services, please do so as soon as possible. Claims will deny if there is not an **effective authorization** for the service.

During 2010, both the Pass Thru units and the Auto Authorized units were available and the claims were to pay from the Auto Authorization units. The Pass Thru units served as a back-up. This arrangement was only a temporary measure so that VBH-PA could give our providers time to become proficient with the new online process via ProviderConnect.

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:

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

New Fax Numbers for VBH-PA



It was announced in the past few issues of *ValueAdded* for providers to be on the look-out for new fax numbers for VBH-PA. Listed below are the **REVISED** fax numbers which can be used immediately. The old fax numbers will be phased out during the next three months.

Department Fax	Old Fax #	New Fax #
CAFS	724-744-6557 724-744-6512	855-439-2441
Family Based	724-744-6522	855-439-2442
MPSR	724-744-6379	855-439-2443
OTR	724-744-6329	855-439-2444
Peer Advisor's Office	724-744-6320	855-439-2445
SCA	724-744-6360	855-439-2446
Cambria Office	814-534-4506	855-439-2447
Mercer Office	724-962-8042	855-439-2448

Save the Date!



For Value Behavioral Health of Pennsylvania's

5th Annual Family Forum

Friday, October 7, 2011

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

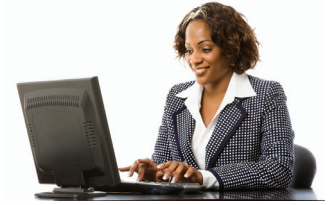
You're not going to want to miss the "Value"able information at this 5th Annual Family Forum, featuring an inspirational keynote address by sisters Gina Gallagher and Patricia Konjoian, authors of Shut Up About Your Perfect Kid: A Survival Guide for Ordinary Parents of Special Children.

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

Verifying Member Eligibility Online

In order to ensure reimbursement for services provided to a member of the HealthChoices Program, providers must verify the member's date of eligibility and participation via one of the following methods:

- ValueOptions/Value Behavioral Health of Pennsylvania's ProviderConnect
- Department of Public Welfare's (DPW) Eligibility Verification System (EVS)
- DPW's PROMISE website.



The VBH-PA Provider Manual's Member Eligibility Section (www.vbh-pa.com/provider/info/prvmanual/2_GettingStarted/verify_mbr_elig.htm) was recently revised to include the following instructions on how to use the PROMISE website:

- Go to www.dpw.state.pa.us/provider/promise/index.htm
- Log on to PROMISE or register
- Click on "Eligibility" to enter the Eligibility Verification System (EVS)

Keep in mind that member eligibility is highly variable. There are a multitude of eligibility changes that can impact service authorization and claims payment. For example, when a member moves to a new county, there may be a break or termination in HealthChoices eligibility. The member may return to fee-for-service. Members must register with the respective County Assistance Office (CAO) when there are changes in eligibility. These changes often result in gaps of eligibility.

Authorization is not a guarantee of payment. Payment is based on member eligibility at the time the service was rendered. **IT IS THE PROVIDER'S RESPONSIBILITY TO VERIFY THE MEMBER'S ELIGIBILITY FOR EACH DATE OF SERVICE.**

User's Guide for Searching for Authorization Letters on ProviderConnect

There are three methods for searching for authorization letters in ProviderConnect:

1. View My Recent Authorization Letters
2. Authorization listing
3. Specific Member Search



Click below for the **Searching for Authorization Letters User's Guide**:

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

Answering the Call is a monthly column highlighting the Journey of Recovery.

Answering the Call

The Power of Language



Discovering ways to promote and support recovery for every person who has experienced, or is experiencing, a mental illness is a considerable undertaking. This new obligation requires reconsidering and revamping our roles as helpers of persons with mental illness. And in that, each of us needs to consider the language we use to describe consumers and the services we render.

One way in which we can make our language more recovery-oriented is to use more specific words and phrases. For example, a lack of specificity can lead to terms like "issues," "appropriate and inappropriate," or "low and high functioning." More specific communication of "low functioning" might include "needs reminders to complete hygiene;" "at times, needs help recognizing social cues and body language;" and "has difficulty maintaining motivation for extended periods." Rather than "issues," specific descriptions such as "fear of failure," and "nervous about speaking in public" could be used. In general, behavioral descriptions should be used rather than overly simplistic generalizations.

Another way we can change our language is to determine if the words and phrases we use are derogatory, defeatist, or demoralizing and reframe them. For example, "poor prognosis" might be reframed as "may have severe difficulties remaining sober," and "in denial" could be addressed in terms such as "a time when accepting one's role is too difficult to address."

Finally, making a statement that something might be a possibility rather than as a definite implies a nonjudgmental attitude and helps to balance the power between us and the individuals with whom we work. For example, "is passive aggressive" could be better stated as "may be afraid of losing control over the situation," "is decompensating" might be said as "is re-experiencing symptoms of depression."

A thought provoking quote which captures the essence of the use of language comes from Don Coyhis, the co-founder of the Wellbriety movement. "Words are important. If you want to care for something, you call it a 'flower;' if you want to kill something you call it a 'weed.'"

For questions or suggestions, please call or email the Quality Management Department at 724-744-6523 or email Theresa.Wray@valueoptions.com.

Value Behavioral Health of Pennsylvania is Now Accepting Registrations for the **11th Annual Consumer Recovery Forum**



Realizing Recovery: Journey to a New Horizon

Friday, May 13, 2011

8:45 am to 3:15 pm

Pittsburgh Marriott North
100 Cranberry Woods Drive
Cranberry, PA 16066

Join us for a day of education and celebration, featuring an inspirational keynote address ... ***The New Force in Mental Health*** ... workshops, lunch and the ever-inspiring Leadership in Recovery Awards ceremony.

Space is limited, so please register early. Click on the link below for the registration brochure or visit our website at www.vbh-pa.com.

[Click here for the Forum Brochure and Registration](#)

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

Click on the link below to be added to the *ValueAdded* email distribution list:
http://www.vbh-pa.com/provider/prv_information.htm#newsletters

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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