



ValueAdded

This is the 148th issue of our VBH-PA information update. These updates will be 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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August 2011

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

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Recipient Signature Requirements and Encounter Form

In the PA Medicaid Bulletin# 99-03-021, Health Insurance Portability and Accountability Act (HIPAA) Transaction and Code Sets Updates, issued December 1, 2003, there are encounter form requirements. Value Behavioral Health of PA (VBH-PA) wants to remind providers that encounter forms are required for all **outpatient services***. Subsequently, the following requirements have been summarized in accordance with PA Medicaid Bulletin:



Providers who bill via continuous-print claim forms (pin fed) or electronic media must retain the recipient's signature on file using an encounter form. The purpose of the recipient's signature is to certify that the recipient received the service from the provider indicated on the claim form, and that the recipient listed on the Pennsylvania ACCESS Card is the individual who received the service.

Each encounter should include the following on the encounter form:

- Encounter details
 - Member name including member identification number (as required in the PA Medicaid Bulletin)
 - Type of service
 - Date with start and stop times
 - Total units billed
- Recipient's signature
- Clinician's signature

The encounter forms containing the recipient's signatures must be retained on file for a period of at least four years, must be independent documents within the medical records, and must be available for reviewing and copying by State and Federal officials or their duly authorized agents including VBH-PA.

Situations which do not require a recipient's signature also do not require the encounter forms. Please contact the VBH-PA Compliance Manager at Melissa.Hooks@valueoptions.com to discuss situations that may be exceptions to this PA Medicaid Bulletin.

***Outpatient services** are all mental/behavioral health services except inpatient services.

Ensuring Continued Consumer Medicaid Eligibility

The following information is being furnished in order that you, as a provider, may efficiently assist your Medicaid consumers in maintaining their Medicaid eligibility. Your agency may either obtain new software or utilize your existing software to become certified as a



"batch EVS submitter" with the PA Department of Public Welfare. The process should be automated and the batch submission capability should support your agency in submitting all active clients. Batch EVS submissions can be used to update the current MA eligibility for all clients active in your agency. Automated batch submissions should occur at least five (5) nights per week. Implementation of the batch EVS submissions has been shown in other provider agencies to reduce clerical time, eliminate duplicated work and errors, and increase cash flow.

Agencies should develop an electronic or other process to provide case managers or other designated staff a daily list of any clients who were identified in the previous night's eligibility update as having a change in their eligibility. The case manager or designated staff should contact the client and take all necessary and reasonable steps to assist the client in maintaining his/her MA eligibility without interruption.

VBH-PA and the Counties truly appreciate the support and willingness of providers who "go the extra mile" for Medicaid recipients and our HealthChoices consumers. All Counties are feeling the financial pressure of cuts in State dollars and very limited County dollars. We believe that the above steps will help those who are truly eligible for Medicaid services to take advantage of coverage that will maximize the Federal and State Medicaid dollars coming into the County. And, more important than the financial support is the increased access for consumers to pharmacy, physical and behavioral health benefits when there is no break in the consumers' Medicaid eligibility.

VBH-PA Staff Update



Demetrios Marousis started on August 1, 2011, as a **Clinical/Utilization Management Project Manager** in the Clinical Department. Demetrios most recently worked as the National Director of Transplant & Disease Management at United HealthCare. His duties included the creation and operation of a disease management program and transplant UM/CM program across 23 states and 3.4 million members. Prior to that, Demetrios worked as a Director of Integrated Case Management for AmeriChoice, who was acquired by United HealthCare. *Welcome, Demetrios!*

Bureau of Autism Services Training Staff Memorandum

TO: Trainers using the Functional Behavioral Assessment BAS DVD Training Curriculum AND/OR primary contacts for these sessions

FROM: Bureau of Autism Services Training Staff

This memo is intended to inform you of current and planned changes to FBA trainer policies and procedures.

The Bureau of Autism Services is contacting all FBA trainers who completed the formal 2008 **Train the Trainer Workshop** through BAS, or were trained to conduct FBA Trainings by participants of the original workshop.

The original intention of the Train the Trainer Workshop was to increase the pool of persons who could facilitate the two-day FBA training. We would like to be able to more effectively connect people who need the FBA training with the individuals that are in this pool of qualified, experienced trainers.

We are requesting to be informed of upcoming **Functional Behavioral Assessment and Treatment Plan Development** training sessions (using the DVD curriculum developed by the BAS Clinical Team) that can accommodate additional attendees.

Please notify BAS of any scheduled FBA Trainings in which you can offer spaces, and email it to ra-bastrainings@state.pa.us or fax it to 215-965-0548. Thank you.

New Trainers: Current trainers of the Functional Behavioral Assessment BAS DVD Training Curriculum may train others, who meet the qualifications, as FBA Trainers. For an overview of these qualifications and the notification form, email: ra-bastrainings@state.pa.us.

IMPORTANT NOTICE: Please note that new testing procedures are under development. Please watch for emails later this summer.

VBH-PA Staff On the Move

Susan Smith accepted the position of **Provider Field Coordinator – Special Projects** in the Provider Relations Department, effective August 1, 2011. Susan started at VBH-PA as a customer service representative and was most recently an administrative specialist in the Quality Department. *Congratulations, Susan!*



HIPAA 5010 Transition

In January 2009, the Modifications to HIPAA Electronic Transaction Standards Final Rule were published as part of the Health Insurance Reform. The Final Rule replaces current Version 4010A1 standards with Version 5010 standards and takes effect January 1, 2012.

To highlight the updates to the standards, ValueOptions® has updated the HIPAA 5010 Frequently Asked Questions/General Information Document. The link to this document is below.

http://www.vbh-pa.com/provider/info/claimsdept/HIPAA_5010_Transition_FAQ-General_Info.pdf

Avoid Important Emails from Being Stuck in Spam Folders

If you are having trouble receiving emails from ValueOptions®, they may be stuck in your spam folder. ValueOptions® emails recredentialing applications from this address: centralsupport@valueoptions.com. Please add this to your email address book so that these emails are not identified as spam.

Provider Field Coordinator Spotlight



Jolene Loncaric has been with VBH-PA since February of 2011. She is a Provider Field Coordinator for Fayette County and a Prevention, Education, and Outreach Coordinator for Greene County.



Jolene has an Associate's degree in Nursing and a Bachelor's degree in Social Work. Prior to working at VBH-PA, she was a program director for an inpatient drug and alcohol facility located in Pittsburgh. Jolene has enjoyed working in the behavioral health field for the past 13 years.

Jolene resides in Pittsburgh, but was born and raised in Uniontown. She is the proud mother of four-year-old Maxwell, who is the light of her life. Jolene enjoys spending time with family, laughing, watching scary movies, and caring for her pit bull (Brooklynn) and lion head rabbit (Butters), both of whom she adopted from a local animal shelter. Jolene is afraid of bats and won't swim in water that she can't see through. There is a story behind it ... if you want to know, just ask her.

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

Answering the Call

Heroes of Recovery



Elizabeth Packard, 1816-1897, was judged to be “slightly insane” by her husband, the Reverend Theophilus Packard, after she began outwardly questioning his beliefs about religion and began expressing opinions that were contrary to his.

He enlisted the help of a doctor, who pretended to be a sewing machine salesman. During their conversation, Elizabeth complained of her husband’s domination and his accusations to others that she was insane. The doctor reported this conversation to Theophilus, who decided to have her committed. (At this time, it was legal for husbands to have wives committed without either a public hearing or her consent.) She learned of this decision when the county

sheriff arrived at her home to take her into custody.

She spent the next three years at the Jacksonville Developmental Center/Illinois State Hospital, and refused to agree that she was insane or to change her religious views. Finally, after public pressure, Elizabeth was brought out for a jury trial. The jury declared her falsely imprisoned, and she was released. In 1863, the doctors declared that she was incurable and discharged her. When she returned to her home, she found that her husband had rented their home and took her money, possessions and children, and left the state. She appealed to both the Supreme Court of Chicago and Boston, where her husband had taken her children, but had no legal recourse, as married women in these states at the time had no legal rights to their property or children.

At the subsequent trial, Theophilus’ lawyers produced witnesses from his family and congregation who testified that Elizabeth had argued with him and tried to withdraw from his congregation. These witnesses concurred that this was a sign of insanity. The record from the hospital stating that her condition was incurable was also entered into the record.

Elizabeth’s lawyers responded by calling witnesses that knew the Packards but were not members of the Reverend’s church. These witnesses testified that they never saw Elizabeth exhibit any signs of insanity. The final witness was Dr. Duncanson, who was both a physician and a theologian. He had interviewed Elizabeth and testified that while not necessarily agreeing with her religious beliefs, he would not call her insane because she differed with him. The jury took only seven minutes to find in Elizabeth Packard’s favor. She was legally declared sane, and an order was issued that she should not be confined.

Elizabeth realized how narrow her legal victory had been and became an advocate for women and those accused of being insane. She founded the Anti-Insane Asylum Society and published several books, including *Marital Power Exemplified*, *or Three Years Imprisonment for Religious Belief*, *Great Disclosure of Spiritual Wickedness in High Places*, *The Mystic Key or the Asylum Secret Unlocked*, and *The Prisoners’ Hidden Life, Or Insane Asylums Unveiled*. In 1867, the State of Illinois passed a “Bill for the Protection of Personal Liberty” which guaranteed all people accused of insanity, including wives, had the right to a public hearing. She also saw similar laws passed in three other states.

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

Providers:
Please post
in an area
accessible to
your
patients.

Brain Injury and Domestic Abuse

About one third of all domestic abuse victims suffer injuries to the head, neck and face. The abuse can cause traumatic brain injury (TBI).

Domestic abuse victims may suffer TBI from being:

- Hit on the head
- Shaken
- Pushed down stairs
- Thrown
- Shot in the head
- Stabbed in the head
- Slammed against a wall or floor

A victim with TBI may not be able to make good choices. It may be hard to keep safe or find help. An abuser may use these problems to confuse and abuse a victim even more.

TBI may cause a person to become anxious or depressed. A person with TBI may have trouble holding a job. Paying attention or doing tasks may be hard.

TBI can affect how a person relates to his or her children and other family members. TBI can cause trouble with finding the right words, being patient or dealing with emotions.

Other problems that may result from TBI are reduced memory or thinking speed. A person with TBI may be confused or very sleepy. He or she may be less aware or less creative. Repeated hits to the head may cause worse damage to the brain or even death.

TBI is serious, but can be treated. A victim who may have TBI must see a doctor. If the person has a TBI, he or she can ask about ways to heal.

If you or someone close to you needs to learn more about TBI, please contact the **Brain Injury Line** at **1-866-412-4755, TTY 1-877-232-7640**.

To speak with someone about abuse or locate a local domestic violence program:

National Domestic Violence Hotline
1-800-799-7233 (SAFE)
1-800-787-3224 (TTY for the Deaf)

For more information, visit: www.ndvh.org



Save the Date!



For Value Behavioral Health of Pennsylvania's

5th Annual Family Forum

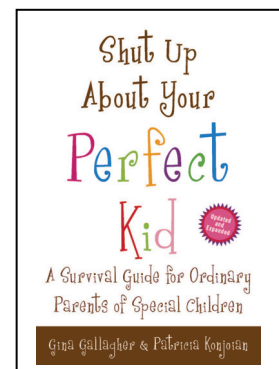
Friday, October 7, 2011

Westmoreland County Community College --
Science Hall

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, many vendors, breakout sessions and the Exceptional Parent/Caregiver Awards Ceremony.

Be on the lookout for more information coming soon!



Nominate an Exceptional Parent or Caregiver

The purpose of the Exceptional Parent/Caregiver Award is to acknowledge families of children less than 22 years of age who are actively engaged in their child's treatment and who encourage/support other families who are involved in the mental health system. [Click here](#) for the nomination form. Deadline for nominations is August 26, 2011.



Exhibit at the Forum

Reserve your space now to exhibit at the forum. There is no cost to exhibit, but space is limited so reserve early! [Click here](#) for the exhibitor reservation form. Deadline for exhibitor registration is September 9, 2011.

Save the Date!

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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Value Behavioral Health of Pennsylvania is pleased to present the



4th Annual HealthChoices NW3 (Crawford/Mercer and Venango Counties) Behavioral Health Forum:

"Acknowledging the Journey"

This forum is for adults and family members of children and adolescents in the HealthChoices' program (members of VBH-PA) with behavioral health needs who reside in Crawford, Mercer or Venango Counties.

Thursday, November 10, 2011

9:00 am to 4:15 pm

Registration begins at 8:00 am

Radisson Hotel

3377 New Castle Road • West Middlesex, PA 16159

Featuring the Exceptional Parent and Individual Awards* Luncheon

The forum is free for all attendees. Providers are encouraged to bring a member along with them.

Speakers and topics to be announced at a later date. Registration Information for attendees and exhibitors coming soon. Stay tuned!

For more information, please call Shelley Thomas, PE&O Coordinator, at (724) 962-8032 or (866) 404-4561.



**Please start thinking about people whom you would like to nominate for the Exceptional Individual and Parent Awards.*

Providers, please detach this page and post in your waiting room or other prominent location to be viewed by your Medicaid Recipients/HealthChoices Consumers.

Renewal Deadline for Medical Assistance Eligibility

By August 12, 2011, the Department of Public Welfare (DPW), through the County Assistance Offices, will review all Medical Assistance (MA) files for individuals whose eligibility reevaluations are overdue. According to information distributed by the Disability Rights Network (DRN), persons who previously received notice about renewal and did not return the necessary papers will be sent new notices that their MA benefits will be terminated in 15 days. A notice of appeal must be filed within 13 days of the date of the notice with a request for aid pending appeal in order to maintain benefits.

DPW will also send renewal notices to those whose benefits are overdue for eligibility review, but did not previously receive notice. DPW will allow only 10 days for submission of the needed financial information. If the information is not submitted within 10 days, MA benefits will terminate with a 15-day notice. These individuals can maintain benefits by filing an appeal within 13 days.

Individuals with disabilities may require assistance to complete the renewal form and collect the requested documents, including such items as most recent bank statement, cash value of life insurance policy, insurance, and any other resources that may have changed since the last review. Assistance may also be needed to ensure that the information is submitted by the deadlines established by DPW so that essential MA benefits, including waiver services, are not lost.

Please contact your County Assistance Office for additional information.

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