



ValueAdded












This is the 142nd 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 2

February 2011

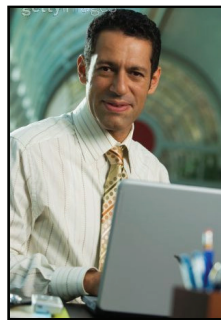
An information update from Value Behavioral Health of PA, Inc.

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Past issues of *ValueAdded* can be accessed at:
[VBH-PA - Provider Information Center](http://www.vbh-pa.com/provider/prv_information.htm)

Compliance Training and VBH-PA Fraud, Waste and Abuse Webpage



Thank you to everyone that attended the 2011 Provider Compliance Training Forums!! If you completed the training, you will receive a certificate by email to include in your documentation for your compliance program.

The Value Behavioral Health of PA (VBH-PA) Compliance Department has received many responses and questions about compliance programs for Fraud, Waste and Abuse. Due to the overwhelming interest in the information and presentation, the VBH-PA Compliance Department has posted all the information on the VBH-PA website.

Please visit the VBH-PA Fraud, Waste and Abuse webpage at http://www.vbh-pa.com/fraud_abuse.htm and review the following Fraud, Waste and Abuse topics currently available:

- Reporting Procedures
- Laws and Regulations
- Training
- News
- Program Integrity Links



Additionally, if you missed the mandatory 2011 Provider Compliance Training Forums, **please complete the 2011 Provider Compliance Training Make-Up** available on the VBH-PA Fraud, Waste and Abuse webpage at http://www.vbh-pa.com/fraud_abuse.htm#training by **March 31, 2011**.

Sign Up Online to Receive *ValueAdded*

Don't miss out on getting this provider newsletter delivered to you monthly. Upcoming provider forums and articles of general importance to the provider network are published in *ValueAdded*! 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

Review Process Enhancements for Psychological Testing Requests



VBH-PA will soon be streamlining the review process for psychological testing requests. This process improvement is being made to reduce the amount of time network psychologists spend in the review process and to more efficiently meet the needs of our members.

Once a network psychologist completes the Psychological Evaluation Request (PER) form and faxes the form to (724) 744-6320 for review, a peer reviewer will review the PER and make a determination whether the clinical information provided is sufficient to meet the medical necessity criteria for psychological testing. If so, an authorization will be entered. The requesting psychologist can simply check ProviderConnect to see if the authorization has been entered (within ten business days of the receipt of the fax). There will be no need for the psychologist to have further discussions of the case with a peer reviewer.

If the clinical information provided on the PER is not sufficient to meet medical necessity criteria, a telephonic peer review will be scheduled (within two business days) to give the network psychologist the opportunity to further clarify the information presented on the PER and/or to answer questions the peer reviewer may have about the information provided. A final determination will be made whether the request meets medical necessity criteria at the time of the scheduled peer review.

The PER form for Pre-authorization of Neuropsychological or Psychological Testing will be available online at: http://vbh-pa.com/provider/prv_forms.htm and will be updated as of April 30, 2011. Please use this form to make future psychological testing requests. It is important that psychologists include enough clinical information on the PER so that a determination can be made whether the request meets medical necessity criteria. Doing so will save you time in the review process, resulting in more available time for direct clinical care.

If you have any questions, please call VBH-PA's Provider Line at **1-877-615-8503**.

VBH-PA Staff Update



Elena Donnelly started on January 10 as an **Administrative Assistant** in VBH-PA's Peer Review Office. Elena most recently worked as a Probation Clerk for the United States Courts in Pittsburgh for over twenty years. **Justin DeFonso** started on January 31 as a **Care Manager** in the Clinical Department. Justin comes to VBH-PA from Family Services of Western PA where he was an Outpatient Therapy Team Leader. He was also supervisor of the Psychology Department at Allegheny Valley School and a Family Counselor at Holy Family Social Services. **Welcome, Elena and Justin!!**

Summer Therapeutic Activities Programs (STAP)

Please consider summer plans when completing evaluations for children.

Evaluations recommending STAP 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 may be 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.

***For all STAP providers, please check with your respective counties to determine if a letter of support will be required. This is a change from 2010.**

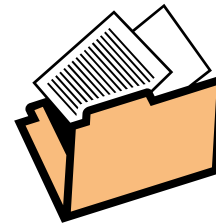
Providers who hold a Provider Type 50 and are considering providing a Summer Therapeutic Activities Program in 2010 are required to submit a **VBH-PA application** for STAP. Applications are located on our website at www.vbh-pa.com.

STAP Packets for Authorization

Mail **complete packets** (Evaluation, Evaluation Cover Sheet, ISPT Sign-in Sheet, Treatment Plan, Plan of Care, and Family Choice Form) for STAP authorizations to:

For Erie County Members:

VBH-PA
1601 Sassafras St.
Erie, PA 16502
Attention: VBH-PA Clinical Supervisor



For all other VBH 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**.



Applications, County Letters of Support and Service Descriptions for STAP are due to VBH-PA by March 15, 2011, Attention: Todd Jukes (1601 Sassafras St. Erie, PA 16502). These documents are required every year.

Welcome to the first installment of **Answering the Call**, a new monthly column highlighting the Journey of Recovery.

Answering the Call

Recovery and Recovery-Oriented Services

In 2003, the President's New Freedom Commission Final Report on Mental Health issued a call for sweeping transformation of the mental health service system throughout the United States. In Pennsylvania, *A Call for Change: Toward a Recovery-Oriented Mental Health Service System for Adults* issued the same directive for change within the Commonwealth. This document, published in 2005, established the foundation of the change as a system-wide focus on recovery.

Recovery is a self-determined, personal, and holistic journey on which an individual embarks to heal and grow. It is present when a person lives fully – regardless of the presence or absence of mental illness. The recovery process is made possible by relationships and environments that offer hope, empowerment, choices, and opportunities which encourage a person to reach his or her fullest potential.

From a consumer perspective, recovery includes everything that is essential to successfully manage and overcome the consequences of being diagnosed with a mental illness, and always occurs within the context of one's entire life, not simply within a service environment. Nevertheless, for many, service environments play a crucial part in their recovery. Therefore, it is imperative that services are committed to actively assisting each individual achieve full personal recovery through the delivery of recovery-oriented services.

There are ten basic principles of mental health recovery which serve as the foundation for recovery-oriented service delivery:

1. **Self-Direction:** Consumers lead, control, and determine their own path of recovery. By definition, recovery must be self-directed by the individual who determines his or her own life goals and designs a unique path directed towards those goals.
2. **Individualized and Person-Centered:** There are many pathways to recovery based on an individual's unique strengths. Recovery is a journey, an end result, and a paradigm for achieving optimal mental health and wellness.
3. **Empowerment:** Consumers have the authority to make choices and to participate in all decisions affecting their lives. Through empowerment, the individual gains control of his or her own destiny.
4. **Holistic:** Recovery encompasses an individual's entire being including mind, body, spirit, and community. Recovery embraces all aspects of life
5. **Non-Linear:** Recovery is not a step-by-step process. Rather, it is based on continual personal growth which may include occasional setbacks.
6. **Strengths-Based:** Recovery focuses on valuing and building on an individual's strengths and resiliencies to promote a process of recovery that is based on interaction with others in supportive, trust-based relationships.
7. **Peer Support:** Mutual support, including the sharing of experiential knowledge, plays an invaluable role in recovery. Consumers provide each other with a sense of value, belonging, and community.
8. **Respect:** Community, system, and societal acceptance are vital in achieving recovery. Respect ensures the inclusion of, and participation by, consumers in all aspects of their lives.
9. **Responsibility:** Consumers have a personal responsibility for their own recovery and self-care.
10. **Hope:** Recovery provides the essential and motivating message of a better future. Hope is the catalyst of the recovery process.

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

New Fax Numbers for VBH-PA



VBH-PA fax server lines are being replaced with 800 numbers over the next few months. We will keep you updated as this occurs. Here's a sneak peek at our new department fax numbers:

Department Fax	Old Fax #	New Fax #
CAFS	724-744-6557	855-237-9001
Family Based	724-744-6522	855-237-9002
MPSR	724-744-6379	855-237-9003
OTR	724-744-6329	855-237-9004
Peer Advisor's Office	724-744-6320	855-237-9005
SCA	724-744-6360	855-237-9006
Cambria Office	814-534-4506	855-237-9007
Mercer Office	724-962-8042	855-237-9008

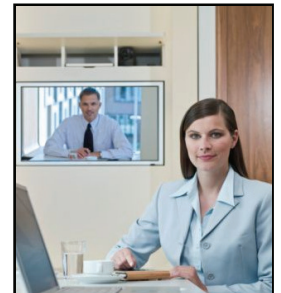
By changing to toll-free numbers, it will allow simultaneous (more than 2 or 3) calls to a number without busy signals and cut down on paper printing (more faxes being transmitted as files rather than paper faxes). **Look for an email from VBH-PA when this change-over has been completed.**

2011 WPIC VideoConference Series

VBH-PA is pleased to announce that our Service Center will once again be a videoconferencing site for the WPIC Office of Education and Regional Programming videoconference series. These programs are **free of charge** to participants and there are **NO** fees for continuing education credits.

Upcoming 2011 videoconferences include:

- **February 9 – Treatment of Resistant Depression**
- **February 23 – Ethics in Professional Practice**
- **March 9 – The Evaluation and Treatment of Early Phase Schizophrenia**
- **March 23 – Treatment of Gambling Addiction**



The videoconferences are held from **9:00 a.m. to 11:00 a.m.** in the **Walnut Room** at VBH-PA's Trafford Service Center.

To register for one or all of these trainings, please visit the ValueOptions Provider Trainings Web page at: <https://www.valueoptions.com/forumRegistration/displayForumInfo.do> Select **Pennsylvania** from the state dropdown list, (DO NOT change any of the other fields) and then click on **Select**. Scroll down the screen and put a check mark in the box next to the event(s) and then hit **Register**. Phone-in registrations WILL NOT be accepted.

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

The 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 5th Annual Family Forum, featuring an inspirational keynote address, vendors, breakout sessions and the Exceptional Parent/Caregiver Awards Ceremony.

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

Second Webinar Added to Meet Increased Demand

VBH-PA has had an overwhelming response to the January 28, 2011 Auto Approval Webinar, so we are offering an additional webinar to meet the increased demand. **This February webinar will present the same information presented in the January 28 webinar.**

Webinar: Auto Approval for Outpatient and Clozapine Support Services on ProviderConnect

**February
8, 2011
10:00 AM
- 11:30
AM EST**

VBH-PA Auto Approval for Outpatient and Clozapine Support Services on ProviderConnect

This presentation will specifically show providers how to submit requests for Outpatient, Medication Management, Evaluations, and for Clozapine support services online. VBH-PA offered this webinar in 2010 and we wanted to offer it again this year to insure that everyone had an opportunity to attend the training.

1) You can register at:
<https://www2.gotomeeting.com/register/994295066>
You will then be prompted to enter registration information at the bottom of the page.
2) A confirmation email with both the call-in number and webinar instructions will be sent to you after you successfully register.

Additional
Webinar
Scheduled



Teen Dating Abuse Signs

One in three teens experience dating abuse. What are the signs a teen is being abused by a boyfriend or girlfriend?

Teen abuse can look like adult abuse. Abuse can occur in new, casual, or long-term relationships. Abuse does not happen to one type of person. Abuse can happen to males or females. Abuse can happen in gay and lesbian relationships. Abuse can happen to people of any race, religion, or national background. It can happen at any income level.

Only a person who is being abused can make the decision to seek help. Friends or family may see signs of abuse before the victim will accept help. Here are some signs that a dating teen maybe in an abusive relationship:

- Unexplained marks on the body
- General unhappiness
- Drastic change in clothing style
- Loss of interest in activities or school
- Less contact with friends and family

More signs of abuse may include crying often and a decline in grades. They may have an eating disorder. Victims may have low self-esteem. They may be indecisive. Pregnancy and sexually transmitted diseases can be signs of abuse as well.

Dating abuse is a dangerous expression of control. For victims, abuse is not a game. Abuse does not mean love. Dating teens who show any of these signs may be abused. Please gently share your concern with that person. Give them the telephone numbers below.

Please keep an eye out for our next article on teen dating abuse and intervention. If you or someone you know needs help, call:

National Domestic Violence Hotline

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY for the Deaf)

www.ndvh.org

National Teen Dating Abuse Hotline

1-866-331-9474

1-866-331-8453 (TTY for the Deaf)

Teens can also join on line chats at: www.loveisrespect.org

Help is available in English and Spanish and many other languages. All contact with the hotlines is confidential and at no cost to you.

This information is available in Spanish. Call our toll-free number at 1-877-615-8503 to request it. Esta información está disponible en español. Llame nuestro número gratis en 1-877-615-8503 para solicitarlo.

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.

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

The Bureau of Autism Services (BAS), PA Department of Public Welfare, is pleased to offer the following training opportunities



Functional Behavioral Assessment & Treatment Plan Development
Presented by WPIC ASERT, Western Region; Curriculum developed by BAS Clinical Team

Center County Training Registration Deadline: 2/23/11	
Day 1	Day 2
Monday, February 28, 2011 8:30 am to 4:30 pm	Monday, March 28, 2011 8:30 am to 4:30 pm
Location	
Days Inn Penn State 240 South Pugh Street State College, PA 16801	
Bedford County Training Registration Deadline: 3/10/11	
Day 1	Day 2
Monday, March 14, 2011 8:30 am to 4:30 pm	Monday, April 11, 2011 8:30 am to 4:30 pm
Location	
Best Western – Bedford 4517 Business 220 (Exit 146 PA Turnpike) Bedford, PA 15522	
Washington County Training Registration Deadline: 3/10/11	
Day 1	Day 2
Thursday, March 17, 2011 8:30 am to 4:30 pm	Tuesday, April 19, 2011 8:30 am to 4:30 pm
Location	
Cambria Suites 451 Racetrack Road Washington, PA 15301	

These are two-day trainings. Attendance at both dates is required for registrants.

There is no fee for this training. Travel, luncheon, and hotel accommodations will not be provided.

Who should go: Adult Autism Waiver BSS providers, Behavior Specialist Consultants, Therapeutic Staff Support, Qualified Mental Retardation Professionals, Program Specialists and Psychologists working with children, adolescents and adults living with Autism Spectrum Disorders (ASD). **Training description:** This two-day training will focus on assessment and replacement of challenging behaviors using a Functional Behavioral Assessment (FBA) and the development of a treatment or behavior support plan that can be used across settings. **Prerequisites:** Attendees working with children and adolescents are expected to have previously viewed the BAS training DVD "Introduction to Autism Spectrum Disorders." Attendees working with adults are expected to have previously viewed the "Autism 101" training. These videos are housed in the *BAS Virtual Training & Resource Center (VTC)*: <http://bastraining.tiu11.org>

To register or for more information: www.asert.pitt.edu and click on "Educational Materials." Or contact John McGonigle, PhD, at mccgoniglejj@upmc.edu or PH: 412-235-5484 or FAX: 412-235-5487.