



ValueAdded

This is the 141st 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 1

January 2011

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



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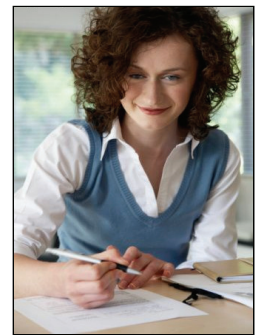
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Click on the link below to be added to the ValueAdded email distribution list:

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

ATTENTION Licensed Master's Level Mental Health Practitioners (Licensed Social Workers, Licensed Professional Counselors & Licensed Marriage and Family Therapists)

The Department of Public Welfare, Office of Mental Health and Substance Abuse Services (OMHSAS) has defined the scope of practice for providers that can participate in HealthChoices. Master's level licensed practitioners (excluding master's level psychologists*) are defined/designated as Provider Type 11/112 (Mental Health Outpatient Practitioner). **In order to obtain this recognized designation, practitioners must submit a Supplemental Services Enrollment Application to OMHSAS. This process allows licensed master's level practitioners to validate that they have a needed specialty in order to become an in-network HealthChoices provider with Value Behavioral Health of Pennsylvania (VBH-PA).** Furthermore, such approval also will generate the necessary PROMISE Identification Number (formerly Medicaid Identification Number) that is **required** for billing of services provided to HealthChoices members.



As the Behavioral Health Managed Care Organization, it is the intention of VBH-PA to assist all newly credentialed, licensed, master's level individuals* with this process. If you are a new provider, you will be asked by one of our Provider Field Coordinators to complete a Supplemental Service Application as part of this process. Your application will be checked for accuracy and completeness by the Provider Field Coordinator and forwarded, on your behalf, to OMHSAS for approval. **Please note that this is a mandatory requirement in order for you to be reimbursed with HealthChoices' dollars for the services that you deliver to VBH-PA members.** The State's Provider Type 11 Enrollment Process/Supplemental Service Application process is an extension of the VBH-PA's credentialing and contracting process. Going forward, we will be contacting those practitioners who, for whatever reason, have not obtained approval for Provider Type 11.

Licensed master's level therapists are a vital part of VBH-PA's network. Your cooperation with this effort allows us to expand the continuum of care that we offer to our members.

Please note: All providers, facilities and individuals (including Psychiatrists, Psychologists, Certified Registered Nurse Practitioners, Licensed Social Workers, Licensed Professional Counselors & Licensed Marriage and Family Therapists) must have a PROMISE identification number in order to bill for HealthChoices' Medicaid members.

TCM Billable Services (Rounding Up)

In October 2010, Sherry Snyder, DPW Acting Deputy Secretary, issued a letter to County Administrators and Behavioral Health Managed Care Organizations (BHMCO's) regarding documentation and recordkeeping for providers of Targeted Case Management (TCM). The letter also addressed TCM billable and non-billable services. Under this category, Ms. Snyder states that:

"The unit of service for billing purposes shall be ¼ hour of service (15 minutes) in which the targeted case manager or targeted case manager supervisor is in face-to-face or telephone contact with the consumer, the consumer's family or friends, service providers or other essential persons for the purpose of assisting the consumer in meeting his needs. Multiple contacts cannot be combined to claim as a unit of service (example: three distinct contacts, each lasting five minutes cannot be combined to bill as one unit of service). Additionally, time spent on activities that do not constitute actual contacts are not Medicaid reimbursable (example: leaving a voice mail message or just waiting for consumer)."

VBH-PA wants to draw your attention to Ms. Snyder's correspondence, as providers can anticipate that the above clarification will affect billable units of services that have historically been rendered in less than 15-minute increments. The inability to bill for these fractional units may ultimately affect provider revenue and staffing patterns.

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.

Claims Corner Claims Corner



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

(Claims Corner Continued on Next Page)

Accounting for a Negative Balance

On specific occasions, VBH-PA will retract payment on claims. This retraction will show on the provider summary voucher. The retraction may be the result of an error in billing, overpayment with a primary insurance, or for a variety of other reasons resulting in an overpayment.



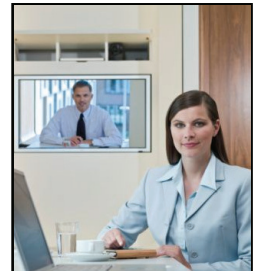
VBH-PA retracts this payment one time. The provider summary voucher will show the entire amount of the retraction until the balance is satisfied. This balance may show on multiple provider summary vouchers which will depend on how many claims payments are completed and how often claims are submitted. Seeing this retraction more than once does not mean that the entire amount is being retracted again. The negative balance may also result in the provider summary voucher showing a different amount for the check than the paid claims amount.

Balance sheets in the providers' offices should record this retraction one time. Any amount paid toward this negative balance should be posted as paid. Also, all payments and denials should be posted in a timely manner so all accounts are followed up in a timely manner.

If you have any questions regarding a negative balance, please contact the Customer Service Department at 1-877-615-8503. We are available Monday through Friday from 8:00 AM through 5:00 PM.

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:

- **January 12 – Bipolar Disorder in Older Adults**
- **January 26 – Reactive Attachment Disorder**
- **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.

**VBH-PA
January
2011
Webinar
Schedule**



Value Behavioral Health of Pennsylvania

**** January 2011 Webinar Schedule ****

<p>January 7, 2011 10:00 AM - 11:30 AM-EST</p>	<p>Crisis Prevention Planning for Family Based Mental Health Services</p> <p>This webinar focuses on assisting Family Based Mental Health Services providers develop crisis prevention plans in which the consumer and their planning team identify triggers for crisis, indicators that the individual may be nearing a crisis, and activities which will help avoid or mitigate a crisis.</p> <p>Intended Audience: Family Based Mental Health Services teams, supervisors and program directors</p>	<p>1) You can register at: https://www2.gotomeeting.com/register/412912235</p> <p>2) You will then be prompted to enter registration information at the bottom of the page.</p> <p>3) A confirmation email with both the call-in number and webinar instructions will be sent to you after you successfully register.</p> <p>4) For the audio component, the call-in number is 1-877-329-0172, and the participant code is 9429776</p>
<p>January 26, 2011 10:00 PM -11:30 PM-EST</p>	<p>Second Level Complaint and Grievance Committee Training</p> <p>This is a mandatory training for all VBH/County/Consumer and Family Representatives who may participate as a voting panel member on a Second Level Complaint or Grievance Committee. Second Level Committee facilitators are also required to attend. This training explains the complaint and grievance processes, what to expect during a Second Level Committee Meeting and the responsibilities of the voting panel members.</p>	<p>1) You can register at: https://www2.gotomeeting.com/register/375230890</p> <p>2) You will then be prompted to enter registration information at the bottom of the page.</p> <p>3) A confirmation email with both the call-in number and webinar instructions will be sent to you after you successfully register.</p> <p>4) For the audio component, the call-in number is 1-877-329-0172, and the participant code is 9429776</p>
<p>January 28, 2011 1:00 PM - 2:30 PM EST</p>	<p>VBH-PA Auto Approval for Outpatient and Clozapine Support Services on ProviderConnect</p> <p>This presentation will specifically show providers how to submit requests for Outpatient, Medication Management, Evaluations, and for Clozapine support services online.</p> <p>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.</p>	<p>1) You can register at: https://www2.gotomeeting.com/register/557166978</p> <p>2) You will then be prompted to enter registration information at the bottom of the page.</p> <p>3) A confirmation email with both the call-in number and webinar instructions will be sent to you after you successfully register.</p> <p>4) For the audio component, the call-in number is 1-877-329-0172, and the participant code is 9429776</p>

**Kudos to Kids
Count and
Cornell Abraxas
for their
outstanding
efforts in
securing follow-
up services for
adolescents
reentering their
communities
after residential
treatment!**

Best Practices to Ensure Residential Treatment Facility (RTF) Discharge Follow-Up Rates

The VBH-PA Quality Management Department produces provider profiles annually for multiple levels of care and reviews all provider profile documents internally through the multi-departmental Provider Profiling Advisory Committee. During the Committee's review of the Residential Treatment Facility (RTF) provider profile, it was noted that two providers, Kids Count Inc. and Cornell Abraxas Group Inc., had achieved 100% follow-up rates within 90 days for both 2008 and 2009 discharges from their facilities. The Profiling Advisory Committee recommended that these two providers be contacted to ascertain their process for achieving 100% follow up, in order to share their protocol with our network as a part of a best practice, through *ValueAdded* and the QMC process.

Kids Count Inc.

At Kids Count Inc. the case manager, Trisha Boyer, makes a dedicated effort to ensure follow up occurs after the client's discharge from RTF:

- At discharge the case manager explains to the parent/guardian that she will be calling for follow-up information.
- The parent/guardian sign consents to permit follow-up phone contacts at seven and 30 days post discharge.
- The case manager calls the designated number for the parent/guardian, and if necessary, an appropriate message is left requesting the call be returned. Several attempts are made to contact the parent.
- If the case manager is unable to contact the parent/guardian, she will call the provider where the follow-up referrals were made to ascertain if the member has made contact and received services.

This dedicated effort on the case manager's part has resulted in 100% follow up rates for Kids Count Inc. for all 2008 and 2009 discharges.

Cornell Abraxas Group Inc.

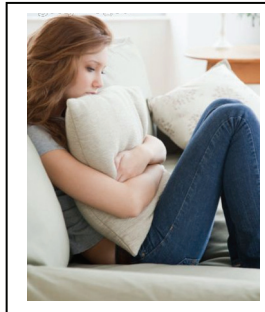
At Cornell Abraxas Group Inc. a Continuing Care Questionnaire (CCQ) is completed at three stages of the member's aftercare. The first follow-up is completed at 30-45 days, the second at six months, and the last at 12 months. The process is as follows:

- At the time of discharge an Administrative Assistant completes the internal exit interview with the client and a consent form for follow up is obtained. The discharge date is submitted to the Client Information Coordinator.
- The Coordinator enters the client's name, date of intake, date of discharge, and target completion dates for all three questionnaires and transfers the due dates to a monthly electronic calendar.
- Clinical supervisors review the calendar and due dates with the therapist on a weekly basis during group supervision.
- Completed CCQ's are submitted to the Client Information Coordinator who transfers the information to a spreadsheet.
- The tracking data is sent to the regional Quality & Compliance Department where completion percentages are compared with other Abraxas programs.
- The regional report is sent to all programs on a monthly basis for review and individual programs are required to submit justification for incomplete follow-ups for the previous month.
- In addition, the follow-up completion rates are reviewed monthly by the Performance Improvement Committee.

Cornell Abraxas Group Inc. believes that the combination of a little friendly competition among programs, heightened awareness among the clinical team, and accountability to the Quality & Compliance Department has aided them in ensuring that the questionnaires and subsequent responses are completed in a timely manner.

As a result of these combined efforts, Cornell Abraxas Group Inc. has achieved a 100% follow-up rate for all discharges in 2008 and 2009.

Parents Can Help Prevent Teen Dating Abuse



One in three teens reports abuse in their dating years. Abuse can be physical, emotional, sexual, or mental. Starting in the childhood years, parents can play an active part in preventing abuse. Data suggests that how a parent raises a child from the early years can affect teen dating experiences.

Children copy what is around them. If they are taught abuse, then abuse will be normal for them. If a parent hits or insults a child or another parent, then a child will learn abusive ways. Parents can teach children how to solve problems without hitting, putting down, threatening, or shouting. Parents can help a child to develop a healthy and respectful outlook when they:

- Speak in a clear and calm tone
- Consider the child's point of view and unique needs
- Teach the joy of life
- Go along with or celebrate a child's ideas
- Give love and kindness every day
- Laugh often with the child
- Discourage watching violent television and movies

Parents who are living with abuse can seek counseling. If a child sees abuse at home or on television, speak with the child on his or her level about the sadness of violence. Discuss with teens how violence negatively affects them and others they care about. By the time a teen is dating, respect and the right to say "no" should be understood.

For you and your child, always feel free to contact your local domestic violence shelter for counseling and other support options.

If you are worried about your safety and you need to talk, please 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)
www.loveisrespect.org

Help is available in English and Spanish and many other languages. All contact with the hotline 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.

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](#)

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