



ValueAdded









This is the 146th 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 6

June 2011

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

In this Issue:

-  Pass Thru Units Expired May 1st
-  New VBH-PA Fax Numbers
-  Reporting 100% Capacity
-  New BHRS Recovery Toolkit
-  New Psychological Testing Request Form & Fax
-  Act 62 Alert
-  HealthChoices Billing 101 Webinar
-  Answering the Call 2011 Leadership in Recovery Award Winners

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

Pass Thru Units with Value Behavioral Health Expired May 1, 2011



As of May 1, 2011, Pass Thru Units with Value Behavioral Health of PA (VBH-PA) ended. **It is now necessary to request authorization for traditional outpatient mental health and substance abuse services, including medication management.** If you have delivered these services to VBH-PA members since May 1, 2011, and you have not obtained an effective authorization within the timeframes listed below, your claims will deny for no authorization.

You may obtain authorization through Provider Connect using the process that was presented in webinar trainings throughout the year. Here is a link to the presentation:

http://www.vbh-pa.com/provider/training/Auto_Auths_%20ProviderConnect.ppt

In choosing this option, you have 30 days from the date that you see your patients to request the authorization. There is no need to request authorizations for all your patients at once. As you see them, request the authorization, this way they will be staggered and more manageable if you need to request additional time.

If you do not have internet capability, you can choose to fax an outpatient review form to VBH to request authorization. Here are links to these forms:

http://www.vbh-pa.com/provider/info/clinical_ut/Outpatient_Psych_ORF.doc
http://www.vbh-pa.com/provider/info/clinical_ut/CL_Outpatient_DA_ORF.doc

In choosing this option, you will have five business days request an initial authorization. The concurrent authorization process remains the same as it has always been.

Please act accordingly to ensure that you are reimbursed for the services that you are providing.

New Fax Numbers for VBH-PA



It has been announced in the past few issues of *ValueAdded* for providers to be on the lookout for new fax numbers for VBH-PA. Listed below are the fax numbers which can be used immediately. The old fax numbers will be phased out by June 30, 2011.

Department Fax	Old Fax #	New Fax #
CAFS	724-744-6557	855-439-2441
	724-744-6512	
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

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. Specifically for BHRs providers, you must notify VBH-PA if you are not able to provide any part of BHRs services (BSC, MT, TSS). For example, if you are at capacity for MT, then you would report just that. You would still receive referrals for BSC and TSS. 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 your Provider Field Coordinator. VBH-PA requests this information as a means to manage and monitor required HealthChoices access standards.

NEW BHRIS Recovery Toolkit

VBH-PA is very pleased to release the new **VBH-PA BHRIS Recovery Toolkit**. The toolkit is intended as a reference for BHRIS providers to help meet the challenges of providing BHRIS as recovery-focused treatment.



BHRIS is an ideal support for children and families on their journey to recovery. It is individualized and strengths-based, and encourages growth in all domains of life. Ideally, BHRIS is a source of growth and empowerment for children and families. The toolkit is designed to encourage delivery of BHRIS in a way that realizes recovery principles.

This toolkit was developed out of the work of the VBH-PA BHRIS Summits, through collaboration between BHRIS providers, county mental health staff, oversight agencies and VBH-PA managed care staff. We are grateful for the participation of many talented and experienced people in this project.

The toolkit is available on the VBH-PA website, www.vbh-pa.com, for easy downloading, or by clicking [here](#). Please feel free to copy any portions of this document for your adaptation and use.

VBH-PA thanks the BHRIS Summit participants for their ongoing efforts to improve treatment for the children and families we serve.

New Form and Fax for Psychological Testing Requests

The Psychological Evaluation Request Form (PER) form for Pre-authorization of Neuropsychological or Psychological Testing has been updated and is available online. This form can be found at www.vbh-pa.com. Once you have entered the VBH-PA website, click on the following tabs:



- 1.) For Providers
- 2.) On the left hand side of the page click on Provider Form, then
- 3.) Under Clinical/Utilization Management forms, click the PER Form tab

Please notice that the fax number for submission of your PER form has changed. The new fax number is **855-439-2445**. Testing requests submitted on the old form will no longer be accepted after **September 1, 2011**.

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

Claims Corner Claims Corner



!! ACT 62 Alert !!

Please be advised that it is **imperative** that the Group Plan Renewal Date of the private insurance policy be provided to VBH-PA in order for our records to be reflective of the date that ACT 62 may be applicable to your client.

Based on data exchanges from the private insurance plans and our providers, the majority of group plans renew on **January 1st or July 1st**. Since July 1st is approaching quickly, we want to remind our provider staff that it is very important that the benefits are verified by the servicing provider on an **annual** basis.

If there were no ACT 62 benefits provided under the private insurance plan during the previous benefit year and ACT 62 continues to not apply as of the Group Plan Renewal Date, VBH-PA must be notified immediately with verification documentation to ensure no disruption in reimbursement for services provided.

If ACT 62 did apply during the previous benefit year and the group plan has renewed and the member continues to have ACT 62 coverage under the same private health plan, no action is required. VBH-PA will process your claims as secondary and coordinate benefits based on the private insurance explanation of benefits.

Effective July 2011, VBH-PA will notify providers via the Provider Summary Voucher if additional coverage documentation related to ACT 62 benefits is necessary. If your organization is notified that additional documentation is needed for your client, the documentation must be received within 90 days to confirm the status of ACT 62 benefits under the private insurance plan.

Please feel free to contact VBH-PA Customer Service at 877-615-8503 for assistance or with any questions.

Upcoming Webinar

Value Behavioral Health of Pennsylvania presents:

HealthChoices Billing 101 Seminar



This Webinar will walk step-by-step through the basic information required to verify eligibility and authorizations, submission and status of initial claims, and request claims reprocessing/adjustments. In addition, we will discuss timely filing, secondary claim submission, and review the provider summary voucher.

More details will follow in future issues of *ValueAdded*. Stay tuned!!!

Answering the Call

Heroes of Recovery

It can sometimes be tempting to think of the recovery movement as simply a new treatment modality or fad. However, recovery is not a new idea in mental health; rather, it is a re-emergence of fundamental values and long-standing knowledge about what it takes for people with serious mental illness to regain and live meaningful and productive lives. In many ways, recovery is a return to basics, enhanced, not only by the phenomenal contributions of science and research, but also by the thousands of accounts of those individuals who have made this journey to recovery. The following is just one of these "Heroes of Recovery."



Clifford Beers, 1876-1943, graduated from Sheffield Scientific School at Yale University in 1897. Three years later, he was confined to mental institutions, private hospitals, and state hospitals for depression and paranoia. This hero wrote an autobiographical account of the abuses he witnessed and suffered while institutionalized. [A Mind that Found Itself](#), published in 1908, gained the support of medical and social service providers to reform the system.

In 1909, he founded the National Committee for Mental Hygiene, which is now known as Mental Health America. He also started the first outpatient mental health clinic in the United States, the Clifford Beers Clinic in New Haven, CT, founded in 1913. He is quoted as saying:

A pen rather than a lance has been my weapon of offence and defense; with its point I should prick the civic conscience and bring into a neglected field men and women who should act as champions for those afflicted thousands least able to fight for themselves.

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

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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

Congratulations to the 2011 Leadership in Recovery Award Winners

Value Behavioral Health of Pennsylvania had the privilege of recognizing and honoring "leaders in recovery" at our 11th Annual Consumer Recovery Forum, **Realizing Recovery: Journey to a New Horizon**, held on May 13, 2011, at the Pittsburgh Marriott North in Cranberry, Pennsylvania.

Providers, community members, drop-in center staff, certified peer specialists, mental health administrators, case managers, friends and family submitted nominations from March through April 2011. A total of 39 nominations from the ten counties (Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Lawrence, Indiana, Washington, and Westmoreland) were received.

The Forum Planning Workgroup (consisting of VBH-PA staff, providers, and HealthChoices members) reviewed all the nominations and made the final selection for this year's award winners.

The individuals chosen to be 2011 award recipients are described by the quote from Jerry Porras, co-author of Success Built to Last: Creating a Life that Matters:

Extraordinary individuals take one step back and two steps forward with most every challenge—and sometimes two steps back to one step forward. They harvest useful lessons and knowledge from what doesn't work, and they display a remarkable resiliency and ability to bounce back from adversity.

Congratulations go out to this year's Leadership in Recovery Award Winners:

Joan Moore, Armstrong County

Maryann Bezuk, Beaver County

Adam Lesseski and Dakota Baier, Butler County

Barb Gula, Cambria County

Jonathan Connelly, Fayette County

Ryan Tyler, Greene County

Harold Ruffner, Indiana County

Sara Rucker, Lawrence County

Jennifer Lohr, Washington County

John Herrmann, Westmoreland County



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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