



# ValueAdded













This is the 143rd 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 3

March 2011

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

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## Provider Self-Audit and Referrals to the Compliance Department at VBH-PA

The Commonwealth of Pennsylvania requires that all providers that receive payments from the Department of Public Welfare (DPW) for Medicaid recipients conduct self-audits and make referrals for the claim overpayments to be adjusted. The self-audits and referrals are important because providers are able to report and adjust claims without being subject to monetary and criminal penalties. DPW states the following about self-audits and referrals:

“When, either in the course of regular business or by using one of the options specified below, providers believe that they have been inappropriately paid, they should promptly contact the [Managed Care Organization] or Bureau of Program Integrity (BPI) to expedite the return of the inappropriate payment. Providers benefit from self audits in several ways. By coming forward and identifying instances of possible noncompliance, the provider, rather than DPW, is conducting the review of his/her records. Further, and perhaps most importantly, when the provider properly identifies an inappropriate payment and reports it to DPW, and the acts underlying such conduct are not fraudulent, **DPW will not seek double damages, but will accept repayment without penalty.**”

VBH-PA has added a new form to the Fraud, Waste and Abuse webpage for providers to report self-audits and referrals. The **Provider Self-Audit and Referral Form** can be located on the FWA webpage under Reporting Procedures. To complete a Provider Self-Audit and Referral, please complete the following:

1. Go to [http://www.vbh-pa.com/fraud\\_abuse.htm](http://www.vbh-pa.com/fraud_abuse.htm)
2. Complete the Provider Self-Audit and Referral Form
3. Complete a spreadsheet of the claims to be adjusted.
  - The spreadsheet should contain the claims to be adjusted and the following information for each claim:
    - Member Name
    - Medical Assistance #
    - Date of Service
    - Service Code
    - Claim Number
    - Paid Amount
    - Units to be Recovered
4. Submit form and spreadsheet to Sandra Leisifer, Fraud & Abuse Coordinator at VBH-PA by Fax or Email. **Fax Number is** (724) 744-6303; **Email Address:** [Sandra.Leisifer@valueoptions.com](mailto:Sandra.Leisifer@valueoptions.com).

# 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.**

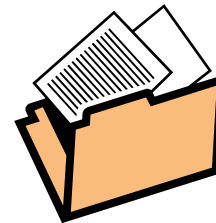
Providers who hold a Provider Type 50 and are considering providing a Summer Therapeutic Activities Program in 2010 are required to submit a **VBH-PA application** for STAP. Applications are located on our website at [www.vbh-pa.com](http://www.vbh-pa.com).

## **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 second installment of **Answering the Call**, a new monthly column highlighting the Journey of Recovery.

## Answering the Call Consumer-Run Services

Peer support is a system of giving and receiving help by and from individuals in recovery. It is founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful. In 2004, OMHSAS received a three year Mental Health Systems Transformation Grant from the Centers for Medicare and Medicaid Services (CMS) to implement a Medicaid-funded Peer Support service.

Peer support services are provided by individuals who utilized services in the behavioral health system and are trained and certified as Certified Peer Specialists (CPS). Peer support is not based on psychiatric models and diagnostic criteria but rather on empathetic understanding of another's situation through shared emotional and psychological experiences. The mutual experience creates a connection without the constraints of a traditional expert/patient relationship. The trust that is engendered results in hope and allows people to move beyond self-concepts built on disability, diagnosis, and trauma.

The Mental Health Association of Southeastern Pennsylvania partnered with OMHSAS to develop a statewide CPS training curriculum. The curriculum, recently adopted by the Veterans Administration, has specialized training for transition-age youth, adults, older adults, justice-involved, and bilingual individuals. In 2006, CPS services were added to Pennsylvania's Medicaid State Plan, allowing federal match for these important services. Pennsylvania added "Certified Peer Specialist" as a civil service classification in 2008, the first new civil service class in 12 years.

In 2009, Pennsylvania had almost 600 people employed as peer specialists, more than any other state. Of the 21 other states that employ peer specialists, none had over 400, and only two had more than 300. **In Pennsylvania, 100 programs are licensed to provide peer support services, and 30 of these are contracted with VBH-PA.**

Not only do peer specialists impact the culture of the service system, these CPS positions offer employment, recognition, and incomes. And, peer specialists contribute to the compelling stories of recovery throughout the Pennsylvania.

"On June 6, 2005, I became a member of The Dauphin Clubhouse. For the first time, I was asked what I wanted to do, not told what to do. Within two weeks, I was at the clubhouse five days a week, from morning to night. The clubhouse had given me something that I had wanted my whole life: a sense of belonging to something noble, with no judgment. These people that I was ready to look down upon accepted me as me. They didn't care that I felt I was broken. They just cared. More importantly, that taught me to care. Today I work at The Dauphin Clubhouse as a peer support specialist. I carry the lessons I have learned from all my peers. That is the secret to being a peer support specialist. I love walking with other peers on their journey to do what they want to do with their lives. My favorite time is when a peer tells me, "Tom, I can take it from here." ~*Certified Peer Specialist*

**For questions or suggestions, please call or email the Quality Management Department at 724-744-6523 or email [Theresa.Wray@valueoptions.com](mailto:Theresa.Wray@valueoptions.com).**

## Provider Manual Revision Planned



VBH-PA posts its Provider Manual online at [www.vbh-pa.com/provider/info/prvmanual/toc.htm](http://www.vbh-pa.com/provider/info/prvmanual/toc.htm). It is an important tool for our providers and is updated throughout the year. However, according to our 2010 Provider Satisfaction Survey results, only 40% of the VBH-PA providers surveyed referred to the provider manual in the past year. In addition, our website statistics indicate that it is not a heavily visited page.

We would like to make the VBH-PA Provider Manual easier to use and make it an invaluable resource. **Please email any suggestions regarding manual content or layout to: Melanie King, Special Projects Coordinator at [Melanie.King@valueoptions.com](mailto:Melanie.King@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.**

Greene  
County  
providers,  
please post.



## Greene County Accepting Certified Peer Specialist Training Applications

Currently, Greene County has two Certified Peer Specialists that are taking referrals. Both Certified Peer Specialists are currently employed by Greene Arc, but two Certified Peer Specialists are not enough--many more are needed.



It is very important that all Greene County mental health consumers have the opportunity to broaden their recovery potential. A Certified Peer Specialist can help peers gain control over their lives and promote recovery. Most importantly, a Certified Peer Specialist can simply provide an outlet for a mental health consumer to talk with a peer who has experienced the same difficulties. By becoming a Certified Peer Specialist, you can make this difference in a peer's life by promoting self-determination and personal responsibility.

Greene County Human Services is now accepting applications for the Certified Peer Specialist training. You must meet these basic qualifications to be considered for Certified Peer Specialist training:

1. You must be able to identify yourself as a person who has received or is receiving services for a serious mental illness.
2. You must have a high school diploma or a GED.
3. You must have a total of 12 months full- or part-time employment or volunteer experience within the last three years.
4. If you do not have work or volunteer experience, you must have 24 credit hours of post secondary education within the past three years.
5. You must have a valid driver's license.
6. You must have Act 33 & 34 clearances.

If you are interested in this rewarding position as a Certified Peer Specialist, please contact Dean Virgili at Greene County Human Services at (724) 852-5276.



## 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:

- **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.

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## VBH-PA Staff Update



**Jolene Loncaric** started on February 7, 2011, as a part-time **Provider Field Coordinator** in Fayette County in the **Provider Relations Department**. Jolene comes to VBH-PA from Pyramid Healthcare, where she was a Program Director – Dual Diagnosis Residential Treatment. She was also an Addictions Counselor at Tadiso, Inc. and Partial Hospitalization and Outpatient MH Counselor at Chestnut Ridge Counseling Services.

**Lisa Graham** started on February 14, 2011, as an **Administrative Specialist in the Peer Advisor Office** in the **Clinical Department**. Lisa is a Medical Secretary who has worked for several physicians; she was also a Medical Office Assistant at Irwin Family Care.

**Becca Wescott** started on February 14, 2011, as a **Child, Adolescent and Family Services Coordinator – Crawford/Mercer County** in the **CACS Department**. Becca comes to VBH-PA from Bethesda Children's Home, where she was Assistant BHRS Supervisor. She was also Behavior Specialist Consultant/Mobile Therapist at NHS Human Services.

***Welcome Jolene, Lisa and Becca!!***

## Join Us for a Webinar on March 30

Value Behavioral Health of Pennsylvania (VBH-PA)  
Presents: **“BHRM Medical Necessity Criteria for Peer Advisors”**  
**March 30, 2011**  
**1:00 pm to 2:00 pm**

Mark Fuller, MD, VBH-PA Medical Director presenting.  
**BHRM Providers are welcomed to attend.**



This webinar will address the following and more:

For recommended services to be considered clinically necessary: the evaluation, treatment, and interventions must address a mental health or substance abuse disorder defined by standard diagnostic criteria (i.e. DSM-IV, qualified by all 5 axes). Interventions must be expected to improve and/or maintain an individual's condition or level of functioning. Services must be rendered by licensed and qualified mental health and substance abuse professionals or other providers credentialed by VBH-PA. Services must be provided at the appropriate level of care to meet a specific clinical, rehabilitation/recovery, and/or psychosocial need.

**Space is limited.** Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/858929323>

After registering you will receive a confirmation email containing information about joining the Webinar.

# Save the Date!

**For the 9<sup>th</sup> Annual Spirituality & Mental Health Recovery Conference ...**

**“Sing with Spirit”**

April 7, 2011

11:00 am to 4:30 pm

Erie Bayfront Convention Center

Free for consumers!! CEU's for professionals are available for a registration fee of \$30.00. Please see the VBH-PA Erie County web page for more information and how to register:

[http://www.vbh-pa.com/vbh\\_counties/erie/Sing\\_with\\_the\\_Spirit.pdf](http://www.vbh-pa.com/vbh_counties/erie/Sing_with_the_Spirit.pdf)

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](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](mailto: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

# Save the Date!



For Value Behavioral Health of Pennsylvania's  
**5<sup>th</sup> 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 by sisters Gina Gallagher and Patricia Konjoian, authors of Shut Up About Your Perfect Kid: A Survival Guide for Ordinary Parents of Special Children, plus many 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!**

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## **Critical Incident Reporting**



We want to remind providers of the continuing need to report all critical incidents to VBH-PA Risk Management. This is a requirement included in our contracts with all network providers.

Please see the attached Table of Incidents (on page 9 of this newsletter) that describes which incidents need to be reported. We ask that you destroy earlier versions as AMA Discharges (Code 09) has been eliminated as a reportable incident. However, children who are placed at risk due to their parent/guardian taking them AMA does still need to be reported.

Incident reports may be faxed to 724-744-6505, or you may report by calling VBH-PA **Risk Management** and leave a confidential voicemail at:

724-744-6365 (Six Counties and Erie)  
724-744-6525 (NW 3 Counties, Fayette, Cambria and Beaver)

## Adverse/Critical Incidents

Following is a table summary of Critical Incidents:

Code	Adverse Critical Incidents	Critical "Tracking" Incidents
01	Completed suicide while in any level of care, attempted suicide while inpatient or if needed emergent care and last discharge was within 7 days (VO).	Attempted suicide at any other level of care than inpatient with no apparent provider culpability
02	Completed homicide while in any level of treatment	Attempted homicide in any level of care with no apparent provider culpability
03	Death by any cause while inpatient for psychiatric /substance abuse treatment or death by an unknown cause while in any other level of care (VO).	Death by any cause while in any other level of care
04	Allegations of sexual or physical abuse/neglect/exploitation by a provider or non-consensual sex between consumers while in a facility	Allegations of sexual or physical abuse/neglect/exploitation by non/provider and consensual sex between consumers while in a facility
05	Assaults while in a facility that require serious medical treatment	Assaults while in a facility that require minor or no medical treatment
06	Absent without leave and at risk to self or others	Absent without leave with no apparent serious risk
07	Undesirable events inconsistent with routine patient care of a serious nature (adverse medical complications, inebriation, etc.)	Undesirable events inconsistent with routine patient care of a moderate nature
08	Breach of Confidentiality	
09	Parents or guardian taking child AMA from any inpatient setting with child at risk due to AMA (kidnapping, etc.)	
10	Serious accidental injuries either in a facility or a providers office	Non-serious accidental injuries either in a facility or in a providers office
11	Medication /treatment errors causing severe or potentially severe harm or distress to consumer	Medication/treatment errors not resulting in severe or potentially severe harm or distress to consumer
12	Adverse reactions to medication/treatment causing severe or potentially severe harm or distress to consumers (NMS, etc.)	Adverse reactions to medication/treatment of a moderate or minor nature
13	Fire setting/Property damage resulting in life threatening risk to self or others, or causing major damage while in a facility or for which fire fighters were summoned to the scene.	Fire setting/Property damage without major risk or damage while in a facility and for which fire fighters were not summoned to the scene
14	Any condition that results in temporary closure of a facility	
15	Possession of a deadly weapon while in any facility at all levels of care	
16	Outbreak of a serious communicable disease	
17	Other	Other
18		Administrative Discharge
19	ANY real or threatened litigation in a case	



# VBH-PA 11<sup>th</sup> Annual Consumer Recovery Forum

## 2011 Leadership in Recovery Nomination Form

To acknowledge HealthChoices members' journeys in the behavioral health system, Value Behavioral Health of Pennsylvania, Inc. (VBH-PA) will publicly acknowledge **HealthChoices members from the following counties\***: **Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland** whom have demonstrated courage, creativity and leadership in their journeys. One award from each county will be presented.

This is not a cash reward, but an acknowledgement in the form of a beautifully designed award that will be customized and presented on May 13, 2011 during the VBH-PA Annual Consumer Recovery Forum at the Marriot North in Cranberry, Pennsylvania. VBH-PA respects and values the efforts of our HealthChoices members. The purpose of the **Leadership in Recovery Award** is to acknowledge members who are actively engaged in their recovery and to encourage other members in the recovery process.

Please nominate at least one HealthChoices member residing in one of the counties listed above whom you feel is deserving of this type of recognition. **The deadline to nominate is April 1, 2011.** Please write as much as you can because your nomination will be used in the remarks made to announce the person being honored. Our awards ceremony is more enjoyable if the remarks include some personal touches or stories that are inspiring to those in the audience. Thank you for taking the time to assist us in this exciting event. We hope to see you May 13<sup>th</sup> at our 2011 Consumer Recovery Forum.

**You may type your own information on a separate sheet to nominate an individual. You may also use additional sheets to this nomination form if you run out of space.**

### Nominee Information (please print or type)

Name		Date of Birth	
Address			
Affiliation ( <i>MHA, Drop-in Center, Clubhouse, etc.</i> )			
City		County	
State			
Zip Code			
Telephone			

### Person Making the Nomination

Name			
Title			
Phone		email	

How do you know this nominee?

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Examples of services/programs that the nominee has been involved with, if known (*not required*):

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What makes this person worthy of receiving the “Leadership in Recovery Award”? (*Please provide examples of leadership shown by this individual*)

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How has this person shown courage in his/her recovery?

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How has this nominee’s journey given hope to others?

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**THANK YOU FOR TAKING THE TIME TO NOMINATE THIS INDIVIDUAL!**

Please return this information to Sue Miller, PE&O Coordinator at VBH-PA Cambria County Office, 411 Main St., Johnstown, PA 15901 or FAX to 814-534-4506 or email Sue at [Suzanne.miller@valueoptions.com](mailto:Suzanne.miller@valueoptions.com). If you have any questions regarding this nomination form you may also call Sue Miller at 814- 534-4505. **DEADLINE TO NOMINATE IS APRIL 1, 2011**

\* Erie, Mercer, Crawford, and Venango HealthChoices members will have the opportunity to be nominated at other regionally located VBH-PA Forums in 2011.

# VBH-PA 11<sup>th</sup> Annual Consumer Recovery Forum



## 2011 Exhibitor Reservation Form



Value Behavioral Health of Pennsylvania (VBH-PA) is pleased to announce the 11<sup>th</sup> Annual Consumer Recovery Forum, **Realizing Recovery: Journey to a New Horizon**. This year's forum will be held at the Pittsburgh Marriott North Hotel on Friday, May 13, 2011, from 8:45 a.m. to 3:15 p.m. Visit their website at [www.marriott.com](http://www.marriott.com) for driving directions. **Two complimentary registrations** are provided for exhibitors. In addition to all-day exhibit space, complimentary registration includes keynote, Recovery Awards Ceremony, lunch, and afternoon breakout sessions.

If you and your staff are interested in exhibiting at the 11<sup>th</sup> Annual Consumer Recovery Forum, please complete the following and return to **Sue Klaus** by fax at **724-744-6363** or by email at [Suzanne.Klaus@ValueOptions.com](mailto:Suzanne.Klaus@ValueOptions.com). Reserve your space early as space is limited. Deadline for exhibitor registrations is **April 29, 2011**.

### Exhibitor Information (please print or type)

Name of Organization			
Contact Person		Phone	
Email Address		Fax	

### Complimentary Registration for Two Staff

1. Name			
2. Name			
Can you supply a gift basket for a raffle?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

### Afternoon Breakout Sessions (Write 1 as your first choice and 2 as your second choice)

Exhibitor #1	Exhibitor #2	Breakout Sessions
		<b>Co-Occurring Disorders</b> – presented by Ken Montrose
		<b>Wellness Recovery Action Plan (WRAP)</b> – presented by Randy Overly
		<b>Yes, You CAN Work</b> – presenters to be announced
		<b>Overcoming Stigma in the Media</b> – panel to be announced



Exhibit space is free and available on a first come, first served basis. Exhibit space includes a 6' table and two chairs. Set-up for exhibitors begins at 7:30 a.m. Registration and exhibits begin at 8:45 a.m. and exhibits run until 2:45 p.m. Questions? Please call Sue at 724-744-6501.