



# ValueAdded

This is the 154th 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.

Volume 14, Issue 2

February 2012

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

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## Reminder to Providers: Coordination of Care

The Pennsylvania Department of Public Welfare requires cooperation and coordination of care between the behavioral health provider and the primary care physician (PCP) to achieve optimal health for each member and in adherence to all applicable state and federal regulations. In addition, VBH-PA providers are expected to consult with the PCP, where appropriate, to exchange clinical information and coordinate services.

- The provider should obtain the member's consent to release information to the member's PCP. The provider should supply written notification of diagnostic/treatment services to the PCP and inform the PCP of any prescription for medication. The provider must also supply written notification of any changes in the member's medication to the PCP. A copy of the written notification to the PCP should be placed in the patient record.
- In the event that the member refuses to sign a release of information, the provider must document in the patient record all attempts to follow-up and obtain a release of information.
- VBH-PA conducts quality management record audits to ensure that releases are present in the patient record and notifications to PCPs have taken place.
- Both behavioral health clinicians and PCPs have the obligation to coordinate care of mutual patients. Consistent with state and federal confidentiality laws and regulations, both must:
  - Ascertain the member's PCP, and/or relevant physical health specialist, or behavioral health clinician and obtain applicable releases to share clinical information.
  - Make referrals for social, vocational, education, or human services when a need for such service is identified through assessment.
  - Provide health records to each other, as requested.
  - Assure coordination between behavioral and physical health care, including resolution of any clinical dispute.
  - Be available to each other for consultation.

Additional information can be accessed on [www.vbh-pa.com](http://www.vbh-pa.com), under the Coordination of Care section in the Provider Manual.

# Inpatient Credentialing Criteria Change

On January 11, 2012, the ValueOptions® National Credentialing Committee approved the addition (highlighted below) to the inpatient psychiatric credentialing criteria, based on a request from the ValueOptions® National Clinical and Quality teams, to ensure consistency with ValueOptions® medical necessity criteria. Please note that all the criteria below will be reviewed during VBH-PA Quality, Compliance and/or other audits and/or reviews of inpatient psychiatric providers.

## Program Specific Criteria:

1. Inpatient Psychiatric
  - a) Must provide 24hr/7 days per week skilled nursing staff
  - b) Must accept admissions 24hrs/7 days per week
  - c) Must have written admission and discharge criteria
  - d) Must provide medical diagnostic services on-site or by contract
  - e) Must provide a full range of treatment programming seven days per week
  - f) Must provide individualized treatment plans
  - g) Must provide emergency psychiatric/medical services on-site or by contract
  - h) Must receive oversight from a Medical Director
  - i) Must have an initial visit with an attending physician within 24 hours of admission for evaluation and treatment planning and a documented daily visit with an attending licensed prescribing provider

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## A Simple, But Important Documentation Standard



In the VBH-PA Credentialing/Recredentialing Site Visit document, there is a question that asks, “*Does the facility record meet professional standards for documentation?*”

Incorporated into this standard is the requirement that every page of the client record, both front and back, must contain the client’s name and identification number. “Every page” means every page, and includes information or documentation inserted into the client record that did not necessarily originate with the current treating agency. If even one page in the record does not have the client’s name and identification number, it will be a finding on a compliance audit.

Please refer to the online Provider Manual found on our [www.vbh-pa.com](http://www.vbh-pa.com) website, Section IV Participating Provider Responsibilities, “Treatment Record Standards.”

**“ValueOptions® will no longer accept 4010 batch claims submission after March 31, 2012 when the discretionary period allowed by CMS ends.”**

## HIPAA 5010 Information and Testing

It has come to our attention that some providers are continuing to submit claims using ACS (X12) version 4010A1. ValueOptions® has made the changes to comply with the modifications for compliance to ASC (X12) version 5010. The current Version 4010 standards will be replaced with Version 5010 standards. Recently, the Centers for Medicare & Medicaid Services (CMS) announced their delay in enforcing 5010 standards until March 31, 2012. ValueOptions® will **no longer accept 4010 batch claims submission after March 31, 2012** when the discretionary period allowed by CMS ends.

**If you have not already tested we encourage you to submit 5010 test claims with us as soon as possible.** If your (test) submission fails, please read the email returned to you for further instructions regarding the errors. Instructions for submitting 4010 and 5010 production files and 5010 test files can be accessed using the following link: [http://www.valueoptions.com/providers/Compliance/5010\\_File\\_Submission-Testing\\_Instructions.pdf](http://www.valueoptions.com/providers/Compliance/5010_File_Submission-Testing_Instructions.pdf)

In order to submit successful files, providers and trading partners will need to follow the instructions in addition to reading the ValueOptions® Companion Guide. Please consult the most recent version of the ValueOptions® 5010 Companion Guide by using the following link:

[http://www.valueoptions.com/providers/Compliance/ValueOptions\\_5010\\_Companion\\_Guide.pdf](http://www.valueoptions.com/providers/Compliance/ValueOptions_5010_Companion_Guide.pdf)

Please refer to the CMS announcement using the following link:

<https://www.cms.gov/ICD10/Downloads/CMSStatement5010EnforcementDiscretion111711.pdf>

If you have any questions regarding the 5010 transition please contact the ValueOptions® (e-Support Services Help Line) at [e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com).

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## TSS Workers Meeting in Groups with Consumers

VBH-PA encourages BHRS providers to reinforce with all staff that *TSS is an individual treatment service*. Under no circumstances is it permitted for a group of TSS to meet in the community with a group of children.

If a child's treatment needs would be better served in a group setting, then a licensed group treatment program should be considered. These programs are clinically designed to meet the special needs of children in a safe and appropriate context.

If a child does not require group treatment, he or she should be assisted with integrating into natural and community activities in accordance with CASSP principles.

If you have any questions regarding the VBH-PA position on this practice, you may contact your VBH-PA Provider Field Coordinator by dialing the toll-free Provider Line at (877) 615-8503.

# 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 staff member 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.**

**Please remember if you made any changes to your service description you will need to submit the changes for approval to OMHSAS.**

Providers who are considering providing a Summer Therapeutic Activities Program in 2012 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 all VBH-PA Members:**  
Value Behavioral Health of PA, Inc.  
520 Pleasant Valley Road  
Trafford, PA 15085  
Attention: Christina Bowman



If you have any questions about STAP, please email or call Kimberly Kerr at: [Kimberly.Kerr@valueoptions.com](mailto:Kimberly.Kerr@valueoptions.com) or (724) 744-6554.



**Applications, County letters of support and Service Descriptions for STAP are due to VBH-PA by March 15, 2012, Attention Kimberly Kerr, VBH-PA, 520 Pleasant Valley Road, Trafford, PA 15085. These documents are required every year.**

# 2012 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.

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. You are invited and welcome to attend!

## Upcoming 2012 Videoconferences:

### February 15

*Screening, Monitoring, Treatment and/or Referral for Psychiatric Patients who Meet Criteria for the Metabolic Syndrome*

### February 29

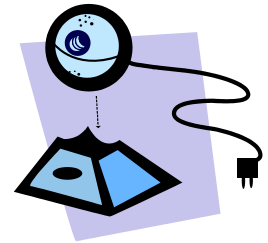
*Eye Movement Desensitization and Reprocessing (EMDR)*

### March 14

*Behavioral Interventions for Children and Adolescents with Pervasive Developmental Disorder*

### March 28

*Treatment of the Frail Elderly: Delirium Prevention and Management*



**For CEU information and the complete descriptions of these trainings, please click on this link:**

[http://www.vbh-pa.com/provider/training/WPIC\\_Videoconference\\_Series.pdf](http://www.vbh-pa.com/provider/training/WPIC_Videoconference_Series.pdf)

## Registration:

To register, please visit the ValueOptions Provider Trainings Web page at: <https://www.valueoptions.com/forumRegistration>. 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 and then hit **Register**. Phone-in registrations WILL NOT be accepted.

## Other Sites:

VBH-PA is one of many sites offering this opportunity. Please visit <http://www.wpic.pitt.edu/oerp/video/Winter2012ParticipatingSites.pdf> to view all locations offering this videoconference series. To register with another location, please contact the coordinator for that site.

## WPIC Information:

For more information about these videoconferences, or for upcoming WPIC/OERP programs, visit the OERP website at <http://www.wpic.pitt.edu/oerp>.

Value Behavioral Health of Pennsylvania is pleased to announce the ...

## 12<sup>th</sup> Annual Consumer Recovery Forum Realizing Recovery: A Vision for Change



**Friday, April 20, 2012**  
**Pittsburgh Marriott North**  
100 Cranberry Woods Drive  
Cranberry Twp., PA 16066

Featuring: Keynote Address, Workshops, Exhibits, Leadership in Recovery Awards and much more! Registration information will follow in next month's issue of *ValueAdded*.

### Exhibitors

If you are interested in reserving exhibit space at this year's forum, please complete the 2012 Exhibitor Reservation Form by clicking [here](#) or by visiting our website at [www.vbh-pa.com](http://www.vbh-pa.com).

### Nominate a HealthChoices Member

To encourage consumer empowerment and recovery, VBH-PA will publicly acknowledge HealthChoices members who have demonstrated courage, creativity, and leadership in their community. We need your help nominating such individuals. Please complete the Recovery Award Nomination Form by clicking [here](#) or by visiting our website at [www.vbh-pa.com](http://www.vbh-pa.com).

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## Provider Field Coordinator Spotlight

**Andrea Poole** is new to VBH-PA. She is a part-time **Provider Field Coordinator** for **Fayette County**. Prior to working at VBH-PA, Andrea was a provider account manager for six years at Bravo Health, a Medicare Health Plan. She received her Bachelor of Science Degree in Health Science Administration from Slippery Rock University and graduated from Geibel Catholic High School.



Andrea resides in Mount Pleasant, PA with her husband and three children. She spends most of her time with family, volunteering at her church and exercising at her local CrossFit Gym.

**Providers:**

**Please post  
in an area  
accessible to  
your patients.**

## Children, Teens and Concussions

A head injury can cause a concussion. Head injuries happen in many ways. A child or teen may fall. Another way is to be hit or slammed into something. A child or teen may be hurt by a parent or caregiver. An abusive teen's boyfriend or girlfriend may cause a head injury.

It is helpful for parents to know the signs of a concussion. Some of the many signs are discussed below.

A child or teen does not have to lose consciousness to have a concussion. Mild signs include sleeping more or staying awake at night. There may also be a change in the way food tastes. A child or teen may have little or no energy.

Other mild signs include:

- Headache
- Sensitivity to noise or light
- Nausea
- Problems with balance
- Blurred vision
- Problems concentrating

Severe signs of concussion include not being able to wake a child or teen. There may be a headache that feels very bad and lasts for days. There may be memory problems. Someone may act differently.

Other severe symptoms include:

- Loss of consciousness
- Slurred speech
- Seizures
- Confusion
- Repeat vomiting

A parent who suspects a concussion can call a doctor and help get the child to medical care.

Parents can also call the **Brain Injury Helpline** at **1-866-412-4755**. A more complete list of concussion signs can be found at [http://www.cdc.gov/concussion/pdf/TBI\\_factsheets\\_PARENTS-508-a.pdf](http://www.cdc.gov/concussion/pdf/TBI_factsheets_PARENTS-508-a.pdf).

Teens who need help can call:

**National Teen Dating Abuse Helpline**  
**1-866-331-9474**  
**1-866-331-8453 (TTY for the Deaf)**

## Providers:

**Please post  
in an area  
accessible to  
your patients.**

Click on the link below  
to be added to the  
*ValueAdded* email  
distribution list:  
[http://www.vbh-  
pa.com/provider/prv\\_in  
formation.htm#newslet  
ters](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@Value  
Options.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**

# Las conmociones cerebrales en niños y adolescentes

Una lesión en la cabeza puede causar una conmoción cerebral. Las lesiones en la cabeza pueden ocurrir de muchas maneras. El niño o adolescente se puede caer, o puede ser golpeado o arrojado contra algo. Un niño o adolescente puede ser lastimado por uno de sus padres o por alguien que lo cuida. O podría ser que la novia o novio abusivo del adolescente le cause una lesión en la cabeza.

Es importante y útil que los padres conozcan los signos de una conmoción cerebral. A continuación se detallan algunos de los muchos síntomas.

Un niño o adolescente no necesariamente perderá el conocimiento si tiene una conmoción cerebral. Los síntomas leves incluyen dormir más o quedarse despierto de noche. Es posible que cambie el sabor de la comida. Es posible que el niño o adolescente tenga muy poca energía.

Otros síntomas leves incluyen:

- Dolor de cabeza
- Sensibilidad al ruido o la luz
- Náusea
- Problemas de equilibrio
- Visión borrosa
- Dificultad para concentrarse

Los síntomas graves de una conmoción cerebral incluyen no poder despertar al niño o adolescente. Es posible que tenga un dolor de cabeza muy fuerte y que dure varios días. Es posible que tenga problemas de memoria. Alguien podría comportarse de manera diferente.

Otros síntomas graves incluyen:

- Pérdida del conocimiento
- Dificultad para pronunciar las palabras al hablar
- Convulsiones
- Confusión
- Vómitos frecuentes

Un padre que sospeche que su hijo sufrió una conmoción cerebral puede llamar a un médico y ayudar para que el niño reciba la atención médica que necesita.

Los padres también pueden llamar a la línea de ayuda para lesiones cerebrales (Brain Injury Helpline) al 1-866-412-4755. Podrá encontrar una lista más completa de los síntomas de una conmoción cerebral en la página de Internet:  
[http://www.cdc.gov/concussion/pdf/TBI\\_factsheets\\_PARENTS-508-a.pdf](http://www.cdc.gov/concussion/pdf/TBI_factsheets_PARENTS-508-a.pdf).

Los adolescentes que necesiten ayuda pueden llamar a la **National Teen Dating Abuse Helpline** (Línea Nacional de Ayuda en caso de Abuso en Parejas Adolescentes):  
**1-866-331-9474**  
**1-866-331-8453 (TTY para sordos)**

**REGIONAL**

**Family Forum**  
Hosted by  
**PA System of Care Partnership**

**Topic of discussion:**

The purpose of this interactive discussion is to gather feedback and generate ideas about how to transform the way services and supports are planned and provided to youth with complex behavioral health challenges and their families. The PA System of Care Partnership's current focus is on youth 8-18, who are receiving services from the mental health system, as well as juvenile justice and/or child welfare.

**Who should get involved?**

Family members raising children with mental health challenges and multi-system involvement who want to partner with others to improve outcomes and overall wellbeing for youth, families and their community.

**When?**

**Date:** Tuesday, Feb. 21st  
**Times:** 10:00am - 12:00pm or  
6:00pm - 8:00pm

**Where?**


**Location:** Value Behavioral Health  
520 Pleasant Valley Rd.  
Trafford, PA 15085

**For your time:**  
Meal provided  
Stipend  
Travel Expenses  
Child care costs, if needed

**Please RSVP**  
by Feb. 17th  
800 - 947 - 4941  
karenchakcm@upmc.edu  
 "like" us on  
**facebook**  
<http://www.facebook.com/PASystemofCare>

The PA System of Care Partnership is funded through a cooperative agreement with the Substance Abuse & Mental Health Services Administration (SAMHSA).

**Providers, please post in an area accessible to your patients.**



PA System of Care Partnership seeks  
**YOUTH LEADERS**  
to get involved in a creative process for expanding  
Systems of Care across the Commonwealth

**Innovative  
Ideas  
Needed!**

**Who?** Youth & young adults ages 16-26 who have participated in programs through the Mental Health, Substance Use, Juvenile Justice and/or Child Welfare systems.

### What you can bring?

You can offer your perspective and ideas on planning teams that will work to improve planning processes, services and community supports.

You can offer your expertise through lived experience on a leadership team in your area that will work to develop and improve your local systems.

### Youth Meeting

**Date:** Monday, Feb. 20th

**Time:** 6:00pm - 8:00pm

**Location:** Value Behavioral Health  
520 Pleasant Valley Rd.  
Trafford, PA 15085

**For your time:**  
Free Meal  
Stipend  
Travel Expenses  
Child care costs, if needed

**Contact:**  
Alex Knapp  
knappac@upmc.edu  
Call or Text (717) 798-0794



[www.facebook.com/PASystemofCare](http://www.facebook.com/PASystemofCare)

The PA System of Care Partnership is a cooperative agreement funded by the Substance Abuse & Mental Health Services Administration (SAMHSA).