



ValueAdded

This is the 153rd 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.

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January 2012

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

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Full Compliance Audits in 2012

This is a reminder to all providers that the Value Behavioral Health of PA, Inc. (VBH-PA) Compliance Department will be continuing with our auditing efforts. Please review the following suggestions to help providers with preparing for each of the different scope components of the Full Compliance Audits:

A. Service Description or Requirements Assessment

- The provider should review all service requirements documented in regulations, best practices, service descriptions, provider manuals, and the VBH-PA provider webpage, <http://www.vbh-pa.com/providers.htm>, for the framework and administration of the service delivery requirements.
- The provider may complete self-audits to ensure compliance with the level of service requirements.

B. Quality Chart Audit

- The provider should access the quality tool for the level of service on the VBH-PA provider webpage at the following address: http://www.vbh-pa.com/provider/prv_information.htm.
- The provider may select a sample of member charts and complete self-audits to ensure that the member charts receive an acceptable score of at least 85%.

C. Clinical Assessment

- The provider should refer to the VBH-PA fraud, waste and abuse webpage, http://www.vbh-pa.com/fraud_abuse.htm, and the Centers for Medicare and Medicaid Service (CMS) website, www.cms.gov, for information related to the following clinical requirements for member charts and progress notes.
- Correspondingly, the provider may complete self-audits to ensure member charts and progress notes meet the following clinical standards:
 1. The medical record should be complete and legible.
 2. The documentation of each patient encounter should include:
 - the date;
 - time of the encounter (auditor: if no time is indicated, a single unit and/or minimum time limit for the procedure code type is scored);
 - the reason for the encounter;
 - list of the patient's current symptoms and issues addressed in the session; and
 - the specific treatment goal(s) being addressed.

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3. The patient's progress, including response to treatment, change in treatment, change in diagnosis, and patient non-compliance, should be documented.
4. Relevant health risk factors should be identified
5. Any referrals and consultations, if applicable;
6. Any patient/family education delivered, if appropriate
7. The documentation should support the intensity of the patient evaluation and/or treatment, as evidenced by clinical processes and the complexity of medical decision-making as it relates to the patient's chief complaint for the encounter.
8. What specific interventions/action steps were taken during the encounter?
9. What is the plan for the next encounter and or discharge plan?
10. All entries to the medical record should be dated and authenticated with credentials.
11. The CPT/ICD-9-CM codes reported on the CMS-1500 claim form should reflect the documentation in the medical record.

D. Claims Billing Audit

- The provider should review all claims submission requirements stated in regulations, provider manuals, and the VBH-PA FWA webpage.
- The provider may complete self-audits to ensure that each billed encounter has a progress note and encounter form according to the billing requirements.

E. Compliance Evaluation

- The provider should access the Program Integrity Checklist located on the VBH-PA FWA webpage for the Compliance Programs requirements that providers are required to implement.
- The provider should maintain documentation to support the following requirements:
 1. Written policies and procedures;
 2. Compliance officer and Compliance committee;
 3. Effective training and education;
 4. Effective lines of communication between the compliance officer, board, executive management and staff, including an anonymous reporting function;
 5. Internal monitoring and auditing;
 6. Disciplinary enforcement;
 7. Mechanisms for responding to detected problems;
 8. *Is the Compliance Program effective and documented to demonstrate the effectiveness?*

Please contact the VBH-PA Director of Compliance, Melissa Hooks, with any questions related to compliance or this article at Melissa.Hooks@valueoptions.com.

Pennsylvania HealthChoices (Medicaid) Recipients that Become Ineligible During Institutionalization or Incarceration

The Federal Government, through the oversight of the Centers of Medicare and Medicaid Services (CMS), has enacted regulations **that prohibit federally-funded programs**, such as State welfare programs, from submitting payments made to, or on behalf of, a person who is an inmate of a public institution. Subsequently, in the PA Code, Chapter 55, Section 161 requires that any Pennsylvania HealthChoices recipients that become institutionalized or incarcerated to automatically become ineligible. Therefore, services provided to members that are institutionalized or incarcerated are non-billable to PA HealthChoices and Medicaid programs. Please refer to the following section of Chapter 55 for the PA Code:

§ 161.73. Requirements:

(a) General. A person in a correctional institution under the supervision and control of the Department of Corrections or in a jail operated by local authorities will be ineligible for MA either as a patient in a hospital of the institution or as a patient in any other hospital. A person may not be eligible for MA services provided to him in an institution under the following circumstances:

- (1) He is an inmate of a public institution, except as a patient in a medical institution.
- (2) He is a patient in an institution for tuberculosis, and is under age 65.
- (3) He is a patient in an institution for mental diseases and is between 21 and 65 years of age.

Subsequently, **providers are prohibited** from billing VBH-PA for patients that are institutionalized or incarcerated on the date of the service, even if the Pennsylvania Eligibility System confirms the patients' eligibility. Additionally, if VBH-PA or DPW determines that claims were paid during institutionalization or incarceration, the VBH-PA Compliance Department will recover all overpayments and submit necessary fraud, waste and abuse referrals to the DPW agencies.

Providers should notify the VBH-PA Compliance Department using the appropriate form on the fraud, waste and abuse webpage at http://www.vbh-pa.com/fraud/pdfs/Institutionalized_or_Incarcerated_Referral_Form.pdf for the following eligibility situations related to patients that are institutionalized or incarcerated:

- If a provider determines that patients are institutionalized or incarcerated and the Pennsylvania Eligibility System indicates that the patient is eligible, however the provider submitted no claims for payment, please notify the Compliance Manager with the *Institutionalized or Incarcerated Referral Form*.
- And, if a provider determines that claims were submitted to VBH-PA for patients during institutionalization or incarceration, please submit the appropriate *Self-Referral Form* with the overpayment recovery amounts.

Please contact the VBH-PA Director of Compliance, Melissa Hooks, with any questions related to compliance or this article at Melissa.Hooks@valueoptions.com.

Provider Web-Based Tutorials

VBH-PA has recently recorded several tutorials that we want you to be aware of that contains both the audio and the video components of a "Live" webinar presentation. If staff were unable to attend one of the scheduled "Live" webinars, they can visit www.vbh-pa.com in the Provider Training section and view the training at their convenience. Below is a listing of the 2011 tutorials that have been created:



Auto Auth Webinar: http://www.vbh-pa.com/provider/training/Auto_Auth_Webinar.wmv

ReferralConnect Webinar: http://www.vbh-pa.com/provider/training/Referral_Connect_Webinar.wmv

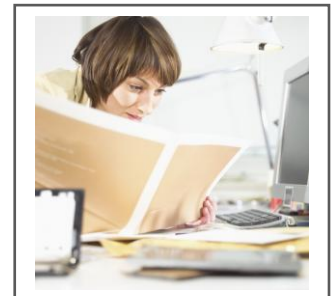
Intro to ProviderConnect: http://www.vbh-pa.com/provider/training/ProviderConnect_Tutorial.wmv

Inpatient Psych Pre-Cert via ProviderConnect: http://www.vbh-pa.com/provider/training/Inpatient_Psych_Pre-Cert_via_ProviderConnect_Webinar.wmv

HealthAlert-Entering Member Reminders via ProviderConnect: http://www.vbh-pa.com/media/Health_Alert_Tutorial.wmv

Assessment and Treatment of Suicidal Behaviors

A clinical toolkit designed to augment clinician skills around the assessment and treatment of suicidal behaviors has been published to VBH-PA's website. This toolkit contains articles from respected authorities; the complete practice guidelines published by the American Psychiatric Association (APA); the APA's quick reference guide; and ValueOptions' Suicide Risk Assessment form. It is available for viewing and use by following the link: http://www.vbh-pa.com/provider/prv_information.htm.



Claims Billing Reminder



Providers are required to submit all primary (Axis I) diagnoses related to the authorization and treatment plan of the services provided. This is a reminder that **VBH-PA accepts 4 primary (Axis I) diagnoses** and expects providers to submit claims accordingly.

Act 62 Alert

Please be advised that it is **imperative** that the Group Plan Renewal Date of the member's private health insurance policy be provided to Value Behavioral Health of PA (VBH-PA) in order for our records to be reflective of the date that Act 62 may be applicable to your patient.

Based on data exchanges from private health insurance plans and our providers, the majority of group plans renew on **January 1st or July 1st**. We wanted to remind our provider network 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 health insurance plan during the previous benefit year and continues to not apply as of the Group Plan Renewal Date, VBH-PA must be notified immediately 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 insurance 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 began notifying providers via the Provider Summary Voucher if additional coverage documentation related to Act 62 benefits is necessary. If your organization was 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 health insurance plan.

Please fax all documentation related to Act 62 updates to the VBH-PA **Claims Department** at **1-855-842-1285**. Feel free to contact VBH-PA Customer Service at 1-877-615-8503 if you have any questions.

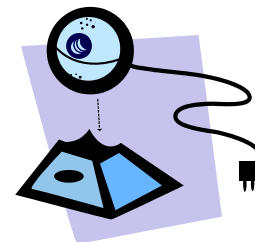
Claims Highlight

As of January 1, 2012, VBH-PA respectfully requests that claims submissions do not contain service dates for multiple years. Please **do not** include 2011 and 2012 dates of service on the same claim. Following this billing practice will ensure no disruption in reimbursement.

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:

January 11

Solution Focused Brief Therapy

January 25

Treatment of Tourette Syndrome

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

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>.

Provider Field Coordinator Spotlight



Kurt Fay has been with VBH-PA since July of 2007. He is a Provider Field Coordinator for the Northwest Behavioral Health Partnership (Crawford, Mercer and Venango Counties) for child and adolescent services.

Prior to working at VBH-PA, Kurt was employed in various positions in the behavioral health field for 15 years. He gained valuable experience working as a TSS, Adolescent Case Manager and Forensic Case Manager for adults.

Kurt resides in Edinboro, PA with his wife Gaylene and his two children, Derek and Megan. He enjoys anything sports-related and spending time with his family and friends.

If you ever have a question for Kurt, you may call him anytime by dialing our toll-free provider line at 1-877-615-8503.

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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VBH-PA Staff On the Move



Karan Steele is a **Prevention, Education and Outreach Coordinator** effective January 1, 2012. Karan has worked in the Prevention, Education and Outreach Department as a Recovery and Resiliency Specialist since 2005.

Have you visited our website lately?



Visit www.vbh-pa.com to get the latest provider news, information on upcoming events and reference materials. Provider info such as fraud and abuse rules and regulations, open networks, requests for proposals, specific county information, departmental forms, directories, archived trainings/webinars and much more can be found on the VBH-PA website. Stay up-to-date and check www.vbh-pa.com often.

Save the Date

Value Behavioral Health of Pennsylvania

Presents the

12th Annual Consumer Recovery Forum



Friday, April 20, 2012
Pittsburgh Marriott
North
Cranberry Township

