



***Value Behavioral Health of
Pennsylvania, Inc.***

ProviderConnect

Gary Kordes, Clinical Manager

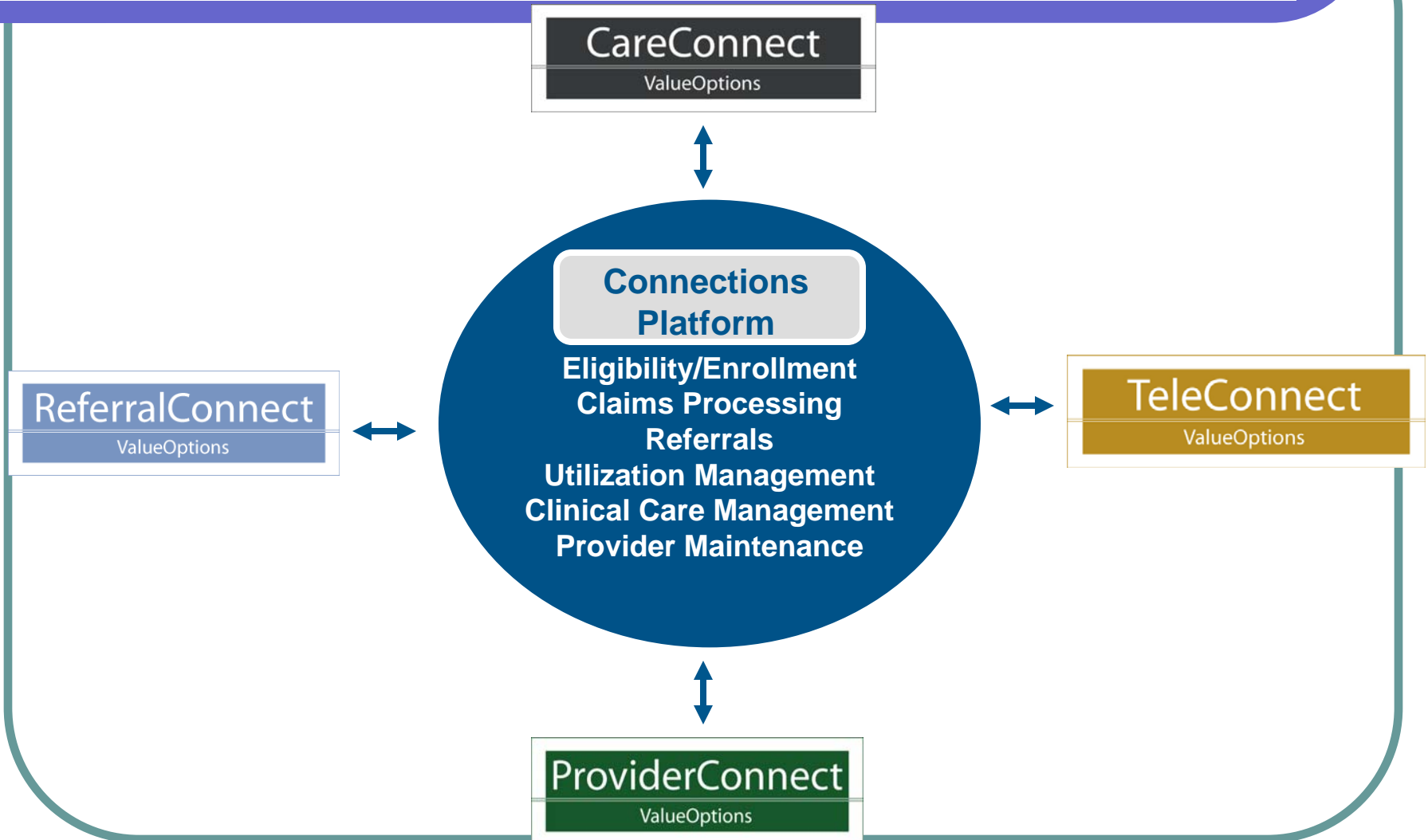
Jim Friend, Special Projects Manager

Pennsylvania Service Center

Agenda

- Overview of the ValueOptions Connect Applications
- ProviderConnect
- Contact Information
- Questions and Answers

Integrated IT Touch Points



ProviderConnect (*Provider Online Service*)

- Provides an online alternative to faxing the authorizations requests using the ORF-1 form
- Gives providers a 24/7 available, easy-to-use tool for completing everyday service requests
- Allows users to check eligibility, authorizations, claims status, claims history, claims payment
- Enables providers to view correspondence online which includes authorizations (**Note:** *requests for outpatient & inpatient authorizations are also available*)
- Allows single and batch claims submissions
- Enables providers to view their demographic information and submit changes online



Authorization Demonstration

Value Behavioral Health of PA Homepage

For Providers Only

- Go to: www.vbh-pa.com
- Click on: For Providers
- Click on: ProviderConnect
- Enter: User ID
- Enter Password

The screenshot shows the homepage of Value Behavioral Health of Pennsylvania. At the top left is the logo and name: "VALUE BEHAVIORAL HEALTH of PENNSYLVANIA" with "A VALUEOPTIONS COMPANY" below it. To the right is a navigation menu with buttons for "About", "Services", "VBH-Counties", and "Contact". Below the navigation is a "In the Spotlight ..." section with three links: "2008 Recovering PA Conference", "National Provider Identifier (NPI) Frequently Asked Questions", and "VBH-PA announces PaySpan Health". To the right of this is a large photograph of a red covered bridge over a stream. Below the spotlight is a "News & Events" section with two links: "Learning How to Use ProviderConnect" and "ProviderConnect RFS Form". To the right of the news section are two buttons: "For Providers" (highlighted with a red border) and "For Members". At the bottom right, there is a section titled "VALUE BEHAVIORAL HEALTH OF PENNSYLVANIA" with a paragraph of text starting "On July 1, 2007 Value Behavioral Health of Pennsylvania, Inc. (VBH-PA) began managing the behavioral health services for Erie, Crawford, Mercer, Venango, and..."

Value Behavioral Health of PA Web-Site

The screenshot shows a web browser window titled "VBH-PA - Provider Online Services Home - Windows Internet Explorer". The address bar displays "http://www.vbh-pa.com/providers.htm". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows navigation buttons, a search box with "Google", and various utility icons. The website header features the logo for "VALUE BEHAVIORAL HEALTH of PENNSYLVANIA A VALUEOPTIONS COMPANY" and a navigation menu with links for "About", "Services", "VBH-Counties", and "Contact".

The main content area is titled "Provider Online Services" and includes a sub-header "Welcome to Value Behavioral Health of Pennsylvania (VBH-PA) Provider Online Services!". Below this is a "PROVIDERCONNECT" section with "Log In" and "Register" buttons. The "Log In" button is highlighted with a red box. The text below the buttons states: "To better serve HealthChoices members, VBH-PA remains committed to providing education, information, and resources for providers." It also mentions a "Provider Manual" and a "Provider Information Center".

On the left side, there is a "Provider Online Services" section with a list of links: Home, Provider Home, Provider Manual, Provider Forms, Provider Information, and Medical Necessity Criteria. The "Provider Home" link is highlighted with a green square.

The bottom of the browser window shows the Windows taskbar with the Start button and several open applications, including "Inbox - Micros...", "C:\Documents...", "K:\DWHData...", "Microsoft O...", "Microsoft Powe...", and "VBH-PA - Provi...". The system tray shows the time as 10:08 AM.

ProviderConnect Logon Homepage

ProviderConnect - Providers - Login - Windows Internet Explorer

http://pcr14stg/pc/review/genericNonValidate.do?nonValidateParam=RFSToProviderHome&downloadFileType=&currDate=01%2F19%2F2010

ValueOptions Home Provider Home Contact Us Log In

Home
EDl Homepage
Specific Member Search
Register Member
Authorization Listing
Enter an Authorization Request
View Clinical Request Drafts
Claim Listing and Submission
My Online Profile
View Practice Profile
Provider Data Sheet
Compliance
Handbooks
Forms
Network Specific Information
Education Center
ValueSelect Designation
Contact Us

Unable to confirm your current logged in status. Please log in again.

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

*Password [Forgot Your Password?](#)

The information and resources provided through the ValueOptions site are provided for informational purposes only. Behavioral health providers utilizing the ValueOptions site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing ValueOptions information and resources in providing services to their patients. No information or resource provided through the ValueOptions site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through ValueOptions is consistent with their scope of licensure under applicable laws and ethical standards.

It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.

New User?

Please register for access.

Done

Local intranet 100%

start | Inboxes - Microsoft Office... | TEST MEMBERS | Microsoft Office... | ProviderConnect - P... | Microsoft Excel - Jim... | 10:31 AM

ProviderConnect

ValueOptions Online Services - Providers - Home - Windows Internet Explorer

https://www.valueoptions.com/pc/eProvider/providerAuthenticateRedirect.do

File Edit View Favorites Tools Help

Links Customize Links Free Hotmail Grandma Faith's Website Windows Windows Marketplace Windows Media

ValueOptions Online Services - Providers - Home

ValueOptions Home Provider Home Contact Us Log Out

PROVIDERCONNECT
VALUEOPTIONS

Home
EDI Homepage
Specific Member Search
Register Member
Authorization Listing
Enter an Authorization Request
Claim Listing and Submission
My Online Profile
My Practice Information
Provider Data Sheet
Compliance
Handbooks
Forms
Network Specific Information
Education Center
ValueSelect Designation
Contact Us

Welcome . Thank you for using ValueOptions ProviderConnect.

WHAT DO YOU WANT TO DO TODAY?

- ▶ [Specific Member Search \(eligibility, benefits, claims, authorizations\)](#)
- ▶ [Register Member](#)
- ▶ [Review Claims](#)
- ▶ [Enter a Claim](#)
- ▶ [Review an Authorization](#)
- ▶ [Enter an Authorization Request](#)

YOUR MESSAGE CENTER

INBOX SENT

Select Enter an Authorization Request

Your Recent Inquiries box is empty

NEWS & ALERTS

- ▶ [Make sure your contact information is up to date.](#)

ValueOptions is continually striving to increase the ease in which you can interact with us by developing online communications solutions. Using ProviderConnect allows you to accomplish an array of daily transactions through a secure, password-protected portal. By using ProviderConnect, you agree to abide by all privacy, HIPAA, and other governing laws.

start | Inbox - Mic... | 2 Window... | Microsoft P... | VBH-PA - Pr... | Webpage h... | ValueOption... | 2 Microsof... | 10:49 AM

ProviderConnect-Member Search

Search a Member

The Search a Member screen will display.

Enter the member's ID in the **Member ID** field.

Enter the member's date of birth in the **Date of Birth** field

The screenshot shows a web browser window displaying the 'Search a Member' page. The page title is 'ProviderConnect - Providers - Members - Windows Internet Explorer'. The URL is 'http://pcr14stg/pc/eProvider/providerMemberRF5.do?requestForService=true'. The page content includes a search form with the following fields:

- *Member ID** (No spaces or dashes)
- Last Name
- First Name
- *Date of Birth** (MMDDYYYY)
- As of Date (06242010) (MMDDYYYY)

A 'Search' button is located below the form. The page footer indicates '© 2010 ValueOptions® ProviderConnect v3.14.00'. The Windows taskbar at the bottom shows the system time as 11:02 AM.

ProviderConnect-Member Search

Review Demographics

The Demographics screen will display.

Review the member's information.

Click **Next**

The screenshot shows the 'Demographics' tab of the ProviderConnect Member Search interface. The page displays member information for a specific member. A callout box highlights the Member ID field with the text 'Validate member information'.

Member eligibility does not guarantee payment. Eligibility is as of today's date and is provided by our clients.

Member?		Eligibility	
Member ID	PA 43111	Effective Date	07/01/20
Alternate ID	2901606869	Expiration Date	
Member Name	UNKNOWN	COB Effective Date?	
Date of Birth	02/05/2003		
Address	520 PLEASANT VALLEY RD TRAFFORD, PA 15085		
Alternate Address			
Marital Status	-		
Home Phone			
Work Phone			
Relationship	1		
Gender	U		

Subscriber	
Subscriber ID	PA 43111
Subscriber Name	UNKNOV

Buttons: View Member Auths, View Member Claims, View Empire Claims, View GHI-BMP Claims

ProviderConnect- Select correct service address

Capture Provider

The Provider screen will display.

Click the **Capture** button to capture the provider's information.

Click **Next**

PROVIDERCONNECT
VALUEOPTIONS

ProviderConnect Home

Provider

Provider ID: CAROLINA
Provider Last Name: CAROLINA
Provider First Name:

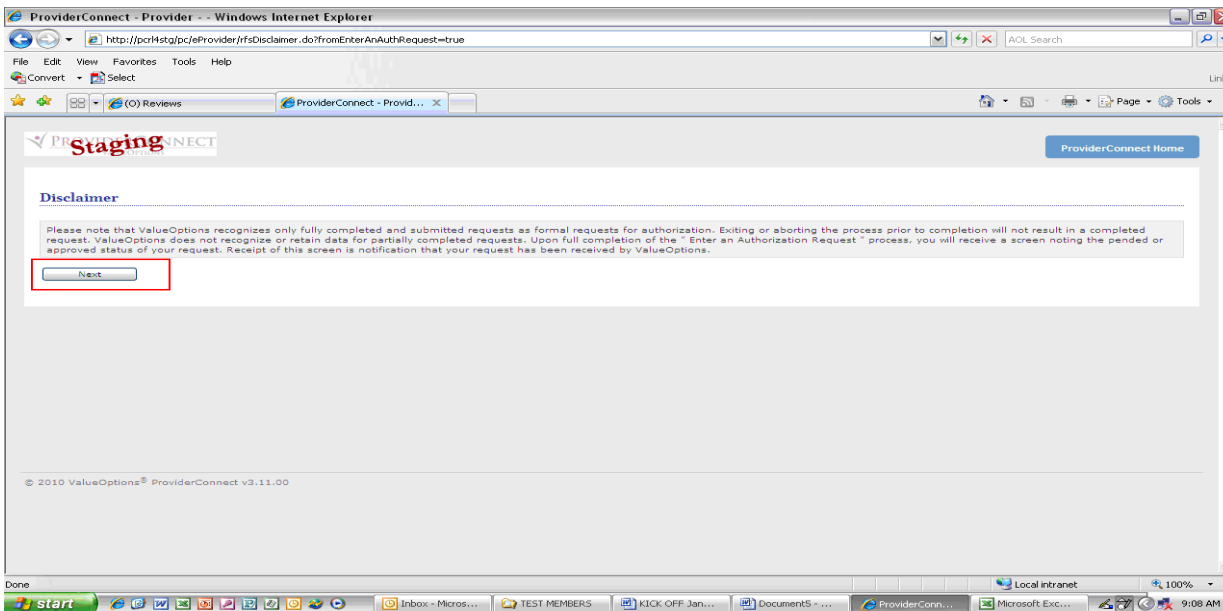
Select Service Address

Capture	Provider ID	Last Name	Vendor ID	Vendor Last Name
<input type="checkbox"/>	NCMC	CAROLINA CTR	C034309	CAROLINA CTR
<input type="checkbox"/>	010	CLINICAL SERVICES INC 2505 COURT DRIVE		CLINICAL SERVICES INC 2505 COURT DRIVE

Back Next

ProviderConnect-Disclaimer

- The Disclaimer screen will display.
- Read the disclaimer.
- Click **Next**.



ProviderConnect-Requested Services

Enter Requested Services

Enter a date in the **Requested Start Date** field. Select **Inpatient/HLOC Specialty** from the **Level of Service** drop-down list. **Partial Hospital** from Level of Care, select **Partial** from Type of Care, and enter Admit date, which must match the requested start date.

ProviderConnect - Provider - Windows Internet Explorer
http://pcr12stg/pc/review/reloadReviewEntry.do

Requested Services Header

All fields marked with an asterisk (*) are required.
Note: Disable pop-up blocker functionality to view all appropriate links.

*Requested Start Date (MMDDYYYY)
06302010

*Level of Service
INPATIENT/HLOC/SPECIALTY

*Type of Service
MENTAL HEALTH

*Level of Care
PARTIAL HOSPITAL

Type of Care
PARTIAL

*Admit Date (MMDDYYYY)
06302010

Provider

Tax ID	Provider ID	Provider Last Name	Vendor ID	Provider Alternate ID

Member

Member ID	Last Name	First Name	Date of Birth (MMDDYYYY)
PACV61111	BLOCKPYMNT HB	UNKNOWN	02052003

Attach a Document

Complete the form below to attach a document with this Request
The following fields are only required if you are uploading a document

*Document Type: Does this Document contain clinical information about the Member? Yes No

*Document Description: SELECT...
 Click to attach a document
 Click to delete an attached document

Attached Document:

Local intranet 100% 1:22 PM

Requests for Partial, do not require attaching a document.
Click OK as shown below

The screenshot shows a web browser window titled "ProviderConnect - Provider" with the URL "http://pchl2stg/pc/review/reloadReviewEntry.do". The page displays a "Requested Services Header" form with the following fields:

- *Requested Start Date (MMDDYYYY): 06302010
- *Level of Service: INPATIENT/HLOC/SPECIALTY
- *Type of Service: MENTAL HEALTH
- *Level of Care: PARTIAL HOSPITAL
- Type of Care: PARTIAL
- *Admit Date (MMDDYYYY): 06302010

A "Windows Internet Explorer" dialog box is overlaid on the form, containing the following text:

WARNING: You have not attached a document to this Request. Please click CANCEL to return to the screen to attach a document or click OK to proceed with your request without attaching a document.

The "OK" button in the dialog box is highlighted with a red box, and a red arrow points to it from the left. Below the dialog box, the "Attach a Document" section is visible, including fields for "Document Type", "Document Description", and "Document Description" (SELECT...), along with "UploadFile" and "Delete" buttons.

Complete preparer name and phone number. At least one contact field (name and phone) must be completed.

Requested Services Header

Requested Start Date 06/30/2010	Member Name BLOCKPYMINT HB, UNKNOWN	Provider Name [REDACTED]	Vendor ID [REDACTED]	<input type="button" value="Save Request as Draft"/>	
Type of Request INITIAL	Member ID PACV61111	Provider ID [REDACTED]	Provider Alternate ID 100033280006	NPI # for Authorization SELECT...	
Level of Service INPATIENT/HLOC	Type of Service MENTAL HEALTH	Level of Care PARTIAL HOSPITAL	Type of Care Partial	Authorized User [REDACTED]	

All fields marked with an asterisk () are required.
Note: Disable pop-up blocker functionality to view all appropriate links.*

Level of Care

Level of Care P - PARTIAL HOSPITAL	Type of Service MENTAL HEALTH
Treatment Unit/ Program [REDACTED]	Member's Guardian [REDACTED]
Member's Current Location SELECT...	Primary Referral Source PROVIDER/FACILITY

*At least one contact name and phone number is required.

Admitting Physician [REDACTED]	Phone # [REDACTED]	Attending Physician [REDACTED]	Phone # [REDACTED]	
Preparer Gary	Phone # 724 744 6335	Utilization Review Contact [REDACTED]	Phone # [REDACTED]	Fax [REDACTED]

The Current Risks need completed

ProviderConnect - Provider - Request Services - Windows Internet Explorer

http://pcr4stg/pc/review/RequestITRTypeOfService.do

File Edit View Favorites Tools Help

Convert Select

(O) Reviews ProviderConnect - Provid...

LEVEL OF CARE CURRENT RISKS CURRENT IMPAIRMENTS DIAGNOSIS TREATMENT HISTORY PSYCHOTROPIC MEDICATIONS SUBSTANCE ABUSE TREATMENT PLAN TREATMENT REQUEST RESULTS

PAGE 2 of 10

Requested Services Header

Requested Start Date 01/19/2010	Level of Service INPATIENT/HLOC	Member Name	Provider Name	Vendor ID	Authorized User
Type of Request INITIAL	Member ID	Provider ID	Provider Alternate ID		

Save Request as Draft

All fields marked with an asterisk (*) are required.
Note: Disable pop-up blocker functionality to view all appropriate links.

Current Risks

*Precipitant (Why Now?)

Please provide a brief explanation.

Key:
0 = None 1 = Mild or Mildly Incapacitating 2 = Moderate or Moderately Incapacitating 3 = Severe or Severely Incapacitating N/A = Not Assessed

*Member's Risk to Self 0 1 2 3 N/A

*Member's Risk to Others 0 1 2 3 N/A

Check all that apply (*Required if Risk is Moderate or Severe)

Ideation
 Intent
 Plan
 Means

Ideation
 Intent
 Plan
 Means

Done

Local intranet 100%

start

Inbox - Microsoft ... TEST MEMBERS Microsoft Office... ProviderConnect - ... Microsoft Excel - J... 9:17 AM

Complete (Why Now?) and Current Risks

Complete all the Current Impairments

Every Impairment rating must be completed

Current Impairments

Key:

0 = None 1 = Mild or Mildly Incapacitating 2 = Moderate or Moderately Incapacitating 3 = Severe or Severely Incapacitating N/A = Not Assessed

[*Mood Disturbances \(Depression or Mania\)](#)

0 1 2 3 N/A

[*Weight Change Associated with a Behavioral Diagnosis](#)

0 1 2 3 N/A

[*Anxiety](#)

0 1 2 3 N/A

[*Medical/ Physical Conditions](#)

0 1 2 3 N/A

[*Psychosis/ Hallucinations/ Delusions](#)

0 1 2 3 N/A

[*Substance Abuse/ Dependence](#)

0 1 2 3 N/A

[*Thinking/ Cognition/ Memory/ Concentration Problems](#)

0 1 2 3 N/A

[*Job/ School Performance Problems](#)

0 1 2 3 N/A

[*Impulsive/ Reckless/ Aggressive Behavior](#)

0 1 2 3 N/A

[*Social Functioning/ Relationships/ Marital/ Family Problems](#)

0 1 2 3 N/A

[*Activities of Daily Living Problems](#)

0 1 2 3 N/A

[*Legal](#)

0 1 2 3 N/A

Back

Next

Axis (I-V) need completed

The screenshot shows a web browser window titled "ProviderConnect - Request Services - Request Services - Windows Internet Explorer". The address bar shows the URL "http://pcr14stg/pc/review/RequestITRDiagnosis.do". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help), a search bar (AOL Search), and a toolbar with navigation and utility icons. The main content area is divided into five sections, each with a red border:

- Axis I:** A table with two columns: "# Diagnosis Code 1" and "Description". The first row contains "296.21" and "MAJOR DEPRESSIVE D/O-SINGLE EPIS". Below are empty rows for "Diagnosis Code 2" and "Diagnosis Code 3".
- Axis II:** A table with two columns: "# Diagnosis Code 1" and "Description". The first row contains "799.9" and "DIAGNOSIS DEFERRED (AXIS 1 OR 2)". Below are empty rows for "Diagnosis Code 2" and "Diagnosis Code 3".
- Axis III:** A section with three dropdown menus labeled "Diagnosis Code 1", "Diagnosis Code 2", and "Diagnosis Code 3". The first dropdown is set to "ALLERGIES", and the others are set to "SELECT...".
- Axis IV:** A section titled "* Check all that apply" with a grid of checkboxes. The first column includes "None", "Educational problems", "Financial problems", "Housing problems", "Occupational problems", and "Other psychosocial and environmental problems". The second column includes "Problems with access to health care services", "Problems related to interaction w/legal system/crime", "Problems with Primary support group", "Problems related to the social environment", and "Unknown".
- Axis V:** A section with two input fields: "* Current GAF Score" and "Highest GAF Score in the Past Year".

At the bottom of the form are "Back" and "Next" buttons. The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time "9:25 AM".

Complete Treatment Plan

ProviderConnect - Request Services - Request Services - Windows Internet Explorer

http://pcr15stg/pc/review/RequestITRDiagnosis.do

File Edit View Favorites Tools Help

Convert Select

Favorites Suggested Sites Web Slice Gallery

(O) Home ProviderConnect - Reque...

Page Safety Tools

All fields marked with an asterisk (*) are required.
Note: Disable pop-up blocker functionality to view all appropriate links.

Treatment

Check all that apply

* Psychiatric Treatment in the Past 12 Months	* Substance Abuse Treatment in the Past 12 Months
<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown
<input type="checkbox"/> None	<input type="checkbox"/> None
<input type="checkbox"/> Outpatient (Excluding Current Course of Treatment)	<input type="checkbox"/> Outpatient (Excluding Current Course of Treatment)
<input type="checkbox"/> Intensive Outpatient/ Partial Hospital Program	<input type="checkbox"/> Intensive Outpatient/ Partial Hospital Program
<input type="checkbox"/> Hospitalization (including residential and group home)	<input type="checkbox"/> Hospitalization (including residential and group home)

Medical Treatment in the Past 12 Months
<input type="checkbox"/> Unknown
<input type="checkbox"/> None
<input type="checkbox"/> Routine Medical Treatment

Done Local intranet 100% 8:53 PM

start Inb... JU... 2 M. Pro... Mic...

Complete Discharge Information

ProviderConnect - Request Services - Request Services - Windows Internet Explorer

http://pcrl5stg/pc/review/RequestITRTreatmentPlanITR.do

File Edit View Favorites Tools Help

Convert Select

Favorites Suggested Sites Web Slice Gallery

(O) Home ProviderConnect - Reque...

Page Safety Tools

Check all that apply

Treatment Request Information

Involuntary Admission Court Ordered

Voluntary Admission Frequency of Program

Fixed Length Program

Specify Length per

Treatment Includes

ECT Psych Testing

(Separate pre-authorization may be required.)

Primary Reason for Continued Stay
SELECT...

Primary Barrier to Discharge
SELECT...

Check all that apply

Baseline Functioning

Holds Job Functions Independently/ ADLs Satisfactory

Asymptomatic Abstinent

Manages Medications/ Medication Compliant Other

Expected Discharge Date (MMDDYYYY)

Estimated Return to Work Date (MMDDYYYY)
 N/A

*Planned Discharge Level of Care
SELECT...

*Planned Discharge Residence
SELECT...

Back Submit

Local intranet 100%

Confirmation Page

ProviderConnect - Request Services - Request Services - Windows Internet Explorer

http://pcrl5stg/pc/review/RequestITRTreatmentRequest.do

File Edit View Favorites Tools Help

Convert Select

Favorites Suggested Sites Web Slice Gallery

(O) Home ProviderConnect - Reque... X

Page Safety Tools

Determination Status: ***** **PENDED** *****

The services requested require additional review. You will be contacted regarding the status of this request if further information is needed. An authorization decision will be made within the required timeframes and details of that decision may be found under the member's authorization history.

Member Name	Member ID	Member DOB	Subscriber Name	Subscriber ID
UNKNOWN BLCKPYMNT HB	PAGR11111	02/05/2003	UNKNOWN BLCKPYMNT HB	PAGR11111
Pended Authorization #	Client Authorization #	Type of Request		
071110-1-6	N/A	INITIAL		
Date of Admission/ Start of Services	Requested From	Submission Date		
07/11/2010	07/11/2010	07/11/2010		
Level of Service	Type of Service	Level of Care	Type of Care	
INPATIENT/HLOC	MENTAL HEALTH	PARTIAL HOSPITAL	PARTIAL	
Reason Code				
P77				
Provider Name & Address	Provider ID	Provider Alternate ID	NPI # for Authorization	
			N/A	

Message

Done Local intranet 100%

Download PDF

The screenshot shows a Windows Internet Explorer browser window with the address bar displaying `http://pcrl5stg/pc/review/RequestITRTreatmentRequest.do`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar contains a search box with 'Live Search' and a search icon. The browser's toolbar shows various icons for navigation and printing. The main content area displays a web page with the following elements:

- File Download Dialog Box:** A modal dialog box titled 'File Download' is open, asking 'Do you want to open or save this file?'. It shows a PDF icon, the file name '...8_01-071110-1-6-ValueOptions PHI Download.pdf', the type 'Adobe Acrobat Document', and the source 'From: pcrl5stg'. There are 'Open', 'Save', and 'Cancel' buttons. A warning message at the bottom of the dialog reads: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)'
- Web Page Content:** The page displays 'Provider Alternate ID: 884' and 'NPI # for Authorization: N/A'. Below this, there is a red error message: 'ed with this Authorization Request'. Underneath, there is a section titled 'Authorization Printing & Downloading Options:' with the note '(For the best print results, please print in 'Landscape' format)'. This section contains four buttons: 'Print Authorization Result' (with subtext 'Print the Results page (this page)'), 'Print Authorization Request' (with subtext 'Print the entire Authorization Request'), 'Download Authorization Request' (with subtext 'Download the entire Authorization Request'), and 'Return to Provider Home' (with subtext 'Return to the ProviderConnect homepage').
- Download Format Selection:** Below the buttons, there is a red message: 'Download file in 'PDF' or 'XML' format. Please select a file format.' This is followed by two radio buttons: 'PDF?' (which is selected) and 'XML?'. A 'Continue' button is to the right of these options.
- Footer:** The bottom of the page contains the copyright notice: '© 2010 ValueOptions® ProviderConnect v3.15.00'.

The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time '9:15 PM' and 'Local intranet'.

Questions and Answers

Contact Information

Jim Friend - Special Projects Manager

724-744-6372

Gary Kordes – Clinical Manager 724-744-6335

James.Friend@ValueOptions.com

Gary.Kordes@ValueOptions.com