

ValueAdded

This is the 186th 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.

How Medicare Works with HealthChoices Medicaid Coverage

If an individual has Medicare and HealthChoices, each type of coverage is called a "payer." When there is more than one payer, coordination of benefits rules decide which one pays first. In Pennsylvania, the HealthChoices program is always the payer of last resort, meaning that HealthChoices' funds may not be used for any service for which payment has been made, or "can reasonably be expected to be made," by any other payer, including Medicare. The primary payer (Medicare) pays what it owes first and then sends an explanation of benefits (EOB) to the rendering provider and member. If there are remaining monies owed for deductibles, coinsurance and/or co-pays for a service covered under HealthChoices that Medicare did not cover, a HealthChoices claim may be submitted to Value Behavioral Health of Pennsylvania (VBH-PA).

What it means to pay primary/secondary

- The insurance that pays first (Medicare as the primary payer) pays up to the limits of its coverage.
- The one that pays second (Medicaid HealthChoices as the secondary payer) only pays if there are costs like deductibles, copays and/or co-insurance that the primary insurer did not cover.
- If a member has questions about who pays first, or if their insurance changes, they may call the Medicare Benefits Coordination & Recovery Center (BCRC) at 1-855-798-2627. TTY users should call 1-855-797-2627.

Members with Medicare prime should be referred to a Medicare provider. Members and providers seeking services for HealthChoices members with Medicare prime, can log onto www.medicare.gov/ to find providers in close proximity to their location, including behavioral health doctors, providers and hospitals. HealthChoices members with primary Medicare coverage may also be referred back to VBH-PA for a referral to a Medicare provider.



Inside this issue

Act 62 Alert.....	2
Claims Addresses	2
Webinars: Reporting Critical Incidents & Navigating the VBH-PA Website	3
Another Successful Year for the NW3 Behavioral Health Forum	4
Save the Date for the 15th Annual Consumer Recovery Forum	5
Seeking Nominations for Exceptional Individuals for the Annual Consumer Forum	5
Winter 2015 WPIC Videoconferences	6

Upcoming BHRS Summits

BHRS SUMMITS

(Your choice of two locations)

December 10 —
Courtyard by Marriott
Greensburg

December 11 —
Hampton Inn & Suites,
Grove City

Act 62 Alert

The Pennsylvania Autism Insurance Act (Act 62) requires private health insurance companies to cover the costs of services for the treatment of Autism Spectrum Disorders for children under 21 up to \$38,276.00 per year (for policies issued or renewed in calendar year 2014) that are determined to be medically necessary.

Act 62 also requires the Pennsylvania Department of Welfare (DPW) cover the cost of services for individuals who have private insurance coverage and are enrolled in a medical assistance program when the costs exceed the yearly benefit maximum during the plan year.

If the member has coverage under a private insurance plan to cover services, Value Behavioral Health of PA, Inc. (VBH-PA) will process claims as secondary and coordinate benefits to pay co-pays, deductibles and/or coinsurance until the maximum benefit under the private insurance plan is exhausted. Once the maximum benefit is exhausted, VBH-PA must be notified, via an explanation of benefits (EOB), and will begin to pay for services deemed medically necessary at the VBH-PA contracted rate for the remainder of the plan year.

If no Act 62 benefit exists under the private insurance plan, VBH-PA must be notified immediately with an EOB or another form of documentation issued by the private insurance plan. The documentation can be in the form of a letter or internet printout with specifics to the member's coverage level (e.g. Navinet). The documentation must include the group plan renewal date.

Act 62 coverage information must be faxed to **855-842-1285**. Upon receipt, VBH-PA staff will validate and make the proper system updates.

- Send one fax per member and clearly indicate the member's MA ID number
- Do not send requests for claims adjustments with your ACT 62 coverage information
- Allow 10 business days for processing

Remember, the majority of group plans renew on January 1st or July 1st. Since January 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.

Please feel free to contact VBH-PA Customer Service at 1-877-615-8503 for assistance if you have any questions.

Claims Addresses

Send New Claims* to:

Value Behavioral Health of
Pennsylvania
516 Pleasant Valley Road
Trafford, PA 15085
***New Paper Claims ONLY**

Send Corrected Claims to:

Value Behavioral Health of
Pennsylvania
Attn: Customer Service Department
520 Pleasant Valley Road
Trafford PA 15085

Customer Service Fax Number

1-855-439-2443



Upcoming VBH-PA Webinars: **Reporting Critical Incidents** **Navigating the VBH-PA Website**

Save the Date: December 19, 2014

10:00 a.m. to 10:30 a.m. — Reporting Critical Incidents

10:30 a.m. to 11:00 a.m. — Navigating the VBH-PA Website

10:00AM—10:30AM: The VBH-PA Quality Management Department would like to invite all network providers to attend our upcoming webinar on reporting adverse critical incidents. Reporting is contractually required, and we recognize that staff changes occur over time and that new staff may not fully understand the necessity of reporting or what information needs to be reported. Our department has developed a half-hour webinar to help address reporting requirements and to answer reporting questions. The webinar is intended for staff who would normally report critical incidents. For your added convenience, the webinar's PowerPoint presentation will also be made permanently available on the Provider Trainings page on our website at http://www.vbh-pa.com/provider/prv_trn.htm.

10:30AM—11:00AM: Following the critical incident reporting session, stick around to take a tour of the VBH-PA website. The VBH-PA Provider Relations Department will conduct a brief navigation of www.vbh-pa.com, highlighting information valuable to providers and HealthChoices members alike. Navigate the webpages with us to find the information you're looking for.

Choose one webinar session, or stay for both. An email will soon follow this invitation with a registration link for these free offerings. Please alert your appropriate staff. We look forward to your participation.

Another Successful Year for the NW3 HealthChoices Behavioral Health Forum

by Shelley Thomas, PE&O Coordinator



The 7th Annual Value Behavioral Health of Pennsylvania (VBH-PA) NW3 HealthChoices Member Behavioral Health Forum, “Acknowledging the Journey,” was held November 5th, and proved to be another successful event! Approximately 200 people attended, with the majority being either an adult HealthChoices member or friends and family of child and adolescent members. The attendance of providers, county staff, and VBH-PA staff showed their support as well. The forum’s evaluations continue to indicate the audience truly enjoys coming, learning, and being inspired by the speakers’ and award winners’ stories of recovery and resiliency. The afternoon panel members were most enjoyed by the audience due to the personal courage each member displayed in sharing their recovery journey story. Cathy Hughes, Director of Family Support Services at Family Behavioral Resources, kicked off the day’s workshops by presenting a workshop on bullying. She included a role-play activity with

participants from the audience and showed moving anti-bullying videos. Next, Reverend Sally Jo Snyder, Director of Advocacy and Consumer Engagement at the Consumer Health Coalition in Allegheny County, energetically presented empowering enthusiasm to inspire parents to be engaged in and activated to ensure quality health care encounters. Cathy and Sally Jo showed tremendous compassion and respect for each member of the audience.

Unfortunately, Clarence Jordan, ValueOptions’ VP of Wellness and Recovery, was unable to attend to present his afternoon workshop. His presence was truly missed; however, the show went on without a hitch. Dr. David Rosenthal moderated a very powerful panel of individuals who shared their personal stories of living with a serious mental illness. The audience held rapt attention as each panel member--Betty Jo Chapman, Sandy Eells, Jill Emminger, Chrissy Lumley and Tom Saunders--spoke of their journeys as they continue to walk in recovery. I am not sure these panel members realize the power of their words and how many people they helped that day. Thank you, panel members, for sharing a piece of you with us!

Many of the evaluations’ comments were complimentary to the speakers’ passion and belief in what they are doing. Stories of struggle, hard times, and challenges overcome by hope, wellness, recovery, and success truly touched the lives of all of us in the ballroom at the Park Inn. A traditional favorite time of the event was the **Exceptional Individual, Parent & Grandparent Award Ceremony**. Seven people were “acknowledged in their journey” as exceptional!

The following individuals’ stories were told and their successes were shared: Venango County Exceptional Individual Award Winner was **Chavaughnee Phillips** nominated by Terri Mucio, Venango County MH/DS; Venango County Exceptional Parent Award went to **Amber Cubitt**, nominated by Sharon Oakes, Venango County MH/DS; Crawford County Exceptional Individual Award Winner went to **Debra Sue Cunningham**, nominated by Lynn McUumber, CHAPS; Crawford Exceptional Grandparent Award was presented to **Deborah Spence**, nominated by Brittany Mears, Bethesda Children’s Home; Mercer County Exceptional Individual Award was earned by **Kathy Loncher**, nominated by Savannah George, Mercer County Behavioral Health Commission; and Mercer County’s Exceptional Grandparent Award Winners were **Kim Grace & Paul Janet**, nominated by Colleen DeJulia and Lisa Medvetz. Congratulations to all winners and a big thank you to them for excelling in their journeys!

A special thank you to Dr. Mark Fuller, VBH-PA CEO, Dr. David Rosenthal, VBH-PA Medical Director, and Audra Dudek, Western Region Office of Mental Health and Substance Abuse (OMHSAS) for presenting the awards and posing for the photo opportunities with the award winners.

A great day was had by all! The planning and hard work of the NW3 Forum Workgroup members Sherry Billman, Lenore Collupy, Kayleen Hilyer, David Gaines, R. David Giles, Eric Schweter, and rookie Paulette Testani, guided by Shelley Thomas, VBH-PA NW3 PE&O Coordinator, was again a SUCCESS!!! Thanks to everyone who helped organize this forum!



Left to right: Dr. David Rosenthal and Dr. Mark Fuller (VBH-PA); Award Winners Kim Grace & Paul Janet; and Forum Workgroup Member Paulette Testani.

Save the Date

Value Behavioral Health of Pennsylvania

Presents the

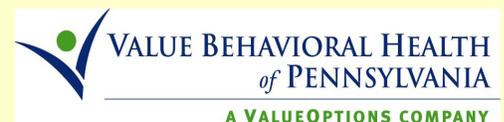
15th Annual Consumer Recovery Forum



Friday, April 17, 2015
Pittsburgh Marriott
North
Cranberry Township

Start thinking about outstanding individuals whom you would like to nominate in your County. Visit our homepage at www.vbh-pa.com for information on the upcoming forum and the nomination form. Deadline for nominations will be March 13, 2015

HealthChoices' VBH-PA members living in Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland Counties are invited to attend. Crawford, Mercer and Venango County HealthChoices' members will have the opportunity to attend other regionally held VBH-PA Forums in 2015.



Contacting VBH-PA
Provider Relations has
never been easier! Click
on the Webmaster email
address below to send an
email:
[vbhpawebmaster@value
options.com](mailto:vbhpawebmaster@valueoptions.com)



Winter 2015 WPIC Videoconferences

VBH-PA is pleased to announce that our Engagement Center will once again be a videoconferencing site for the WPIC Office of Education and Regional Programming 2015 winter season videoconference series. These programs are free of charge 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 Engagement Center. For CEU information, registration information and complete descriptions of these trainings, please click [here](#).

Upcoming Videoconferences*

- **January 14 — Diagnosis and Treatment of Catatonia**
- **January 28 — Mental Health/Intellectual Disabilities and Sexual Offenders**
- **February 11 — New Dilemmas in Ethics in the Digital Age**
- **February 25 — Overdose Prevention and Response Training**
- **March 11 — Moms & Cops: Focusing on Families**
- **March 25 — Surviving After Suicide**

Registration:

To register for these trainings, please visit the ValueOptions [Provider Trainings Web page](#). 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.

***Please Note:** These videoconferences are NOT webinars. **You must be in attendance at the Trafford Engagement Center to view these videoconferences.**

VBH-PA is one of many sites offering this opportunity. Please click [here](#) to view all locations offering this videoconference series. To register with another location, please contact the coordinator for that site.

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.

Value Behavioral Health of PA, Inc.
520 Pleasant Valley Rd
Trafford, PA 15085
Phone: (877) 615-8503
Fax: (724) 744-6363
www.vbh-pa.com