

ValueAdded

This is the 183rd 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.

Reminder: TSS Scheduling

To accommodate families with variable work or other schedules, it is permissible for the prescriber to establish a schedule that allows for flexibility in the days the service is delivered. For example, a prescriber may wish to specify TSS to be delivered from 4:00 p.m. – 6:00 p.m., on two weekday afternoons. The family may choose two weekdays to receive the service which meets their work or other schedule. These days may then differ from week to week depending upon the family’s schedule.

It is anticipated that these variable schedules would be exceptions to meet the needs of families with well supported variable schedules and not provided solely for convenience.

Services prescribed with flexible days in this manner must adhere to the following:

1. Weekdays (Monday-Friday) may be interchanged.
2. Weekend days (Saturday-Sunday) may be interchanged.
3. Services prescribed in the school setting cannot be delivered in the home and community, just as services prescribed in the home and community cannot be delivered in the school.
4. The prescriber must clearly define the boundaries of the flexible schedule in the prescription.

When prescribing TSS hours, it is important to remember that the intention is to prescribe services when interventions will have most clinical impact during those times when problematic behaviors are likely to occur. The goal is not to provide TSS in a global manner with the goal of having TSS intervention during all the times when problems may occur. There will be times during the prescribed hours when the unwanted behavior does not present, and teaching and practice of skills will occur. There will also be times when the youth will demonstrate the targeted behavior without the TSS present, allowing opportunity for the youth or responsible adult to demonstrate newly developed skills. An evaluator merely noting that the days should be flexible is not adequate justification for the flexible schedule that is being requested. There should be a clearly defined reason for the flexibility, and this flexibility needs to be fully explained within the evaluation and the TSS schedule.

The above excerpts are from the VBH-PA *TSS Prescription Schedule Initiative: Instructions for Prescribers and Providers*. You may view the entire document here: http://www.vbh-pa.com/provider/info/clinical_ut/TSS-Scheduling-Form-Instructions.pdf.



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Autism and I

by Manuel D. Reich, D.O., Associate Medical Director

“...an empathy and understanding for the autistic individual evolved in a way that clinical work had never provided. I was expected to tolerate an environment that did not meet my needs, that I could not change, and that I found unacceptable and antagonistic.”

In 2011, the Theatre Development Fund, a non-profit that subsidizes musicals and dramatic plays, launched the Autism Theatre Initiative in order to promote theatre to individuals on the autism spectrum. In October of 2011, *The Lion King* opened as the first effort of this initiative and it was a success! The third performance of this production opened in Pittsburgh under the auspices of The Pittsburgh Cultural Trust on September 21, 2013. I attended the sold-out matinee, which was presented at The Benedum Center for the Performing Arts. This 1928 movie palace, which seats 2,880 people, was renovated in 1987 for stage and dance productions. The ornate hall with red velvet seats, black marble stairs and gilded woodwork houses a 4,700-pound crystal chandelier which crowns the auditorium.

Changing the theatre’s physical space was one of many transformations I observed in the mission to make this production autism-friendly. Other changes included keeping all of the house, lobby, staircase and lounge lights dimmed at all times. Thus, the theatre was never dark nor was it ever bright. The vast tiered lobby was divided into smaller rooms. These rooms comprised of time-out spaces and play spaces for children who needed to leave the auditorium. The performance took place in the glow of the semi-lit auditorium with the sound, singing and stage lights noticeably muted. The actors talked, rather than sang, and there was no projection of voice. Often, members of the audience made noise, sometimes mimicking the animal sounds of the stage, sometimes sounds of their own. Some caregivers struggled with the children who often could not remain still, and people frequently walked in and out of the hall. Other participants simply walked up and down the aisles, staircases, and played on the bannisters. It was a comfort that in this place at this time, everyone was autistic or a caregiver of an autistic individual -- there was no criticism, no judgment, no harsh or quizzical looks, and no patronizing comments from bystanders. When a water bottle flew across the lobby by one child, another mother simply retrieved it and moved on.

The production had 100 volunteers outfitted in oversized *Lion King* t-shirts. They provided directions, pamphlets, advice and direct physical assistance as well as hearing and visual aides. As the musical proceeded, I became entirely immersed in the world of the autistic individual—the muted sounds and the lights that were never on or off. The persistent needs of the children changed the reality in that theatre for the duration of the play. I was the outcast and the disorientated individual in an environment that I experienced as foreign and at times hostile. As this realization grew, an empathy and understanding for the autistic individual evolved in a way that clinical work had never provided. I was expected to tolerate an environment that did not meet my needs, that I could not change, and that I found unacceptable and antagonistic. There was no escape from this environment. The auditorium, the lobbies, the stairs and even the bathroom provided no respite. But I only had to live in this environment for two hours. How sad and poignant I thought, that the autistic individual has to live in the hostile environment of my world. And live there every day.

Submitting Clinical Information via Fax Transmittal

To ensure proper handling of member information faxed into the VBH-PA Clinical Department, it is important for providers to **fax each member's information separately**. One of the more problematic areas appears to be with CCASBE evaluations. Often times when these evaluations are faxed into VBH-PA there are multiple evaluations together, sometimes being siblings. This can lead to increased errors and increased time spent trying to divide the faxes and file the evaluations appropriately, and, at times, additional follow-up from the prescriber/evaluator. By faxing each member's information in separate batches, our process will be as efficient and expeditious as possible for prescribers and evaluators.

Incomplete Evaluations

What happens when VBH-PA receives a CCASBE evaluation that is incomplete? A staff member from VBH-PA will contact the prescriber or evaluator to advise them of the incomplete evaluation. Common examples of inadequacies include:

- TSS schedule not completed
- Missing signature
- Evaluation missing pages
- Dates that do not match
- Incorrect identifying member information
- Missing information on independent prescriber registration form

Please be sure to review all content prior to faxing the information into VBH-PA. Help expedite the authorization process by ensuring your evaluations are complete.



Updated Psychological Evaluation Request (PER) Form

The VBH-PA Psychological Evaluation Request (PER) form has been updated effective August 14, 2014, and can be found on the **Provider Forms** webpage, under **Clinical/Utilization Management Forms**: http://www.vbh-pa.com/provider/prv_forms.htm#clinum. It is requested that providers begin using this form immediately. **Please note it will be mandatory to use this version by October 15, 2014.**

If you have any questions, please contact us at 1-877-615-8503 and ask to speak with someone in the Peer Advisor's office.

Updated clinical forms will be on our website as they become available. Please be sure to check our website frequently.

VBH-PA HealthChoices Program
Psychological/Neurological
Testing Request Form
Note: Incomplete forms will be returned.

Value Behavioral Health of PA
309 Pleasant Valley Road
Trarford, PA 15065
Fax: 855-439-2445

This form may be downloaded from: http://vbh-pa.com/provider/prv_forms.htm

A. Patient Information

Patient Name _____ Date of Birth _____
Patient's Medicaid ID # _____ County of Eligibility _____

B. Psychologist Information

Name of Psychologist, Credentials _____ 8 Digit Provider ID Number _____
Address _____ Degree/PA License and Number _____
Address 2 _____ Telephone Number _____
City/State/Zip _____ Fax Number _____

C. Clinical Referral Information

Who initiated this referral? _____
Current symptoms and duration of symptoms: _____
What are the referral questions and why is testing requested at this time? _____

D. Diagnosis

Current possible DSM diagnosis under evaluation:
Primary Behavioral Diagnosis: _____
Additional Behavioral Diagnoses: 1. _____ 2. _____
Medical Diagnoses: 1. _____ 2. _____
Social Elements Impacting Diagnosis: 1. _____ 2. _____
Optional Functional Assessment: Assessment: _____ Score: _____

Revised 04/18/11
Updated 08/14/14 Peer Office

Welcome!

Nicole Bozzick

started on August 11th as a Claims Processor I.

Jodi Johnson started on August 11th as PE&O Coordinator and Engagement Specialist for Greene County.

Welcome Back!

Shelly Holsopple

started on August 19th as a part-time Administrative Specialist in the Peer Office.

Amanda Ratesic

started on August 25th as a Care Manager in the Clinical Department.

Visited Our Website Lately?



Did you know that the VBH-PA website has valuable information not only for providers, but for HealthChoices members as well? Visit <http://www.vbh-pa.com> which will take you directly to the VBH-PA home page. Select **For Members** then **Member Information Center**, and there you will find member handbooks, member tip sheets and various brochures on many subjects. Click on **Member Resources** and you'll find useful links

to state and national agencies.

Click the **Counties** tab at the top of the page to view county-specific information such as Consumer Family Satisfaction Teams, Ombudsman, Medical Assistance Transportation Program (MATP) and Legal Aid.

On our homepage, please also visit the sections **In the Spotlight** and **News & Events**. VBH-PA will be announcing provider and member forums along with other news and events in these two sections.

Contacting VBH-PA has never been easier with toll-free Member Lines and an email address (vbhpawebmaster@valueoptions.com). Visit the **Contact** page by choosing the **Contact** tab at the top of the page.

Not sure where to look? The search box appears on the left side of all our web pages. Just type in search words to get the information you're looking for!

Visit www.vbh-pa.com today!

DSM-5 — Forms Changes

As many of you are already aware, VBH-PA has moved to the DSM-5! We are very excited about this transition. In the upcoming weeks, you will see that many of our clinical forms moved to a DSM-5 format. In most cases this will mean that the old multi-axial diagnosis will go away and there will be several lines for diagnoses. Please be sure to check our website for the most up-to-date forms.

Upcoming BHRS & RTF Summits

BHRS SUMMITS

(Your choice of two locations)

September 17 —
Courtyard by Marriott
Greensburg

September 18 —
Hampton Inn & Suites,
Grove City

December 10 —
Courtyard by Marriott
Greensburg

December 11 —
Hampton Inn & Suites,
Grove City

RTF SUMMITS

October 15 — Four
Points Sheraton North
Mars, PA



The PA System of Care Partnership

is inviting youth and family members to submit a photo or graphic design that signifies their Hopes & Dreams during their **2015 Hopes and Dreams Campaign**. Visit <http://www.vbh-pa.com/member/spotlight/2015-Hopes-and-Dreams-Campaign.pdf> for more info.

Contact VBH-PA

Please note that the information below is on the www.vbh-pa.com website under the **Contact** section. Questions from providers regarding VBH-PA Provider Relations functions or staff may be directed to the VBH-PA webmaster email address noted below.

Contact Us

[Provider Field Coordinators](#) | [Fax Numbers](#) | [Member Toll-Free Numbers](#)

Address: 520 Pleasant Valley Road, Trafford, PA 15085

Email: ybhpaewebmaster@valueoptions.com

* PROVIDERS PLEASE NOTE: this email in-box is not monitored or checked by our Clinical Department. Please do not send clinical information to this email address.

Information regarding authorizations or clinical issues are to be directed to our Clinical Department by calling our VBH-PA Provider Line at 1-877-615-8503.

Provider Toll Free Number: 877-615-8503

Eligibility Verification System (EVS): 800-766-5387

VBH-PA Web Site Address: www.vbh-pa.com

ValueOptions® Web Site Address: www.valueoptions.com

E-Support (EDI) Help Line: 888-247-9311 or

e-support.Services@valueoptions.com

Automated Fax Back Service for Provider Summary Vouchers:

866-409-5958

PaySpan Health Customer Service Support Phone Number:

877-331-7154

VBH-PA Welcomes New Quality Director

Linda Ruhl started on August 25th as Director of Quality Management. Linda brings a wealth of experience in Quality and Medicaid. She comes to VBH-PA from Gateway Health Plan, where she was Acting Director of Quality Improvement. She also held the position of Director of Quality Management at Highmark from 1997 – 2011, and Director of Quality Improvement at Health America/Coventry Corporation from 1988 – 1997.

We are very excited to have Linda join the Quality Team and lead the continuing quality improvement efforts of the VBH-PA Engagement Center. Welcome, Linda!

New Resources for Billing Staff

Please review the new resources for billing staff on our website at http://www.vbh-pa.com/provider/prv_information.htm. Here, you will find a Billing Guide that is specific to the Value Behavioral Health of PA line of business. This guide should be used in conjunction with the existing ValueOptions provider guides when training new hires or re-educating veteran staff. We've paired this with Customer Service audio recordings which will allow you to hear mock conversations related to adjustment requests, authorization and secondary claims adjustments.

We believe, by offering different types of learning tools to your staff, it will enhance their capabilities of billing appropriately the first time. In doing so, your business does not experience delays in payment. Please also remember that electronic claim submissions of accurate or "clean" claims are the best way to keep your business in good financial health.

Value Behavioral Health
of Pennsylvania, Inc.

Billing Guide

July 2014
This document is confidential and proprietary to Value Behavioral Health of Pennsylvania's Claims Department.



Fall 2014 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 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. You are invited and welcome to attend.* For CEU information, registration information and complete descriptions of these trainings, please click [here](#).

Upcoming Videoconferences:

- September 10 - Seasonal Affective Disorders—DSM-5 Update
- October 8 – Psychotic Disorders: Treatment Updated
- November 12 —Sleep Disorders and Pain
- December 10 — Oppositional Defiant Disorder (ODD) and Comorbid Diagnosis and Treatment

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.

2014 TAAG “Hoe Down Show Down” Picnic

By Karan Steele, Prevention, Education and Outreach Coordinator



The Woodlands Foundation in Wexford was sure giving off a down-home country feel on August 20, 2014, when the Transition Age Advisory Group (TAAG) hosted their annual picnic, “Hoe Down Show Down.” One hundred thirty-six participants, including 66 youth and young adults, braved the threatening morning thunderstorms to attend this year’s picnic. Fortunately, their perseverance won over Mother Nature. By 11:00 a.m. the clouds parted and the sun stayed out for the rest of the day.

The noon start time began with welcomes made by Value Behavioral Health of Pennsylvania’s Karan Steele, Prevention, Education, and Outreach Coordinator, and Dr. Mark Fuller, Chief Executive Officer. Tiffany Gretchen, TAAG Chair, and Audra Dudek, Office of Mental Health and Substance Abuse Services, also welcomed picnic goers. Participants enjoyed the DJ who played upbeat music and made announcements during the course of the day to keep everyone informed of event happenings. Kids and adults alike enjoyed the photo booth, fiddler, keyboard player, great food, and games and activities such as square dancing, line dancing, arts and crafts and horseshoes.

The contests were a lot of fun to participate in and watch! The frozen t-shirt contest was sponsored by the Pennsylvania System of Care Youth Involvement Specialists. The participants were given a t-shirt that was tied in knots, placed in water and frozen. The first team to defrost the t-shirt and have one of their teammates wear the t-shirt won a prize. The DJ played the theme from the movie Frozen while this event took place! The lasso contest (lasso a rocking horse) was sponsored by Southwest Behavioral Health Management, Inc. Our scavenger hunt was sponsored by The Giving Tree Transition Age Drop-In Center and C.O.R.E. Business and Professional Women --Latrobe Chapter and the TAAG Picnic Planning Committee sponsored the relay race. The limbo contest was sponsored by AERI Behavioral Health Services and Family Behavioral Resources.



After lunch, the WISH 99.7 Street Treat Patrol pulled in and provided Turkey Hill ice cream for dessert, snacks from Snyder of Berlin, and drinks compliments of Kuhn’s Quality Foods and Flynn’s Tire and Auto Service 50th Anniversary. TAAG members would like to thank the following for making this year’s picnic extra special: Texas Roadhouse for donating cowboy hats, Turner Dairy for donating lemonade and iced tea, and Greg Binduga for donating M&M Mars candy for the candy jar guessing game. The picnic wound down with gift basket giveaways.

Thank you to everyone who supported the 2014 TAAG Picnic and TAAG throughout the year. Every year the TAAG Picnic is an opportunity to watch youth and young adults enjoy a day free from stigma and bullying. Everyone’s experiences are different, but each person took away something special from this day. Personally, what I received by just watching the TAAG members and support personnel having a fun-filled day, warmed by heart and touched my soul. I cannot wait to feel that way again next year! Watch for the “Save the Date” in early 2015.



NW3 2014 Exceptional Individual/Parent Crawford Mercer & Venango Counties Nominations Needed!



Would you like your efforts and supports acknowledged through the progress and empowerment of a VBH-PA member whom you have served?

Are you inspired by hearing people's stories of recovery and resiliency?

Nominate someone you consider as an Exceptional Individual, Parent or Caregiver.

**** Nominations are now open and need to be submitted by Friday, October 10, 2014. ****

Once again, the event program will acknowledge all nominations and award winners' names along with each agency who takes the time and effort to nominate a deserving individual.

Many of you have already experienced the inspiration of seeing people being "Acknowledged for their Journey" and being recognized as an Exceptional Individual or Family Member. VBH-PA thanks you for the part you play in this effort.

Please consider nominating a VBH-PA HealthChoices member whom you consider exceptional reflected by their active journey and their engagement of and encouragement to other members in theirs. Please nominate at least one HealthChoices VBH-PA member residing in one for the northwest three (NW3) counties of Crawford, Mercer or Venango Counties. Two awards will be given for each county. One award will be given to an adult VBH-PA member for the Exceptional Individual Award. The other award will be given to a parent or caregiver of a child or adolescent VBH-PA member. A total of six awards will be presented for all three counties. Nominations will also be acknowledged at this event.

The NW3 Members Forum will publically acknowledge HealthChoices members who have demonstrated courage, creativity and leadership in their journeys at the:

"Acknowledging the Journey"
7th Annual Behavioral Health Forum
Wednesday, November 5, 2014
Park Inn by Radisson, West Middlesex, PA
9:00 a.m. – 4:30p.m.
(Registration begins at 8:00 a.m.)



NW3 Counties Nomination Forms are currently available on the VBH-PA homepage, under the **Provider and Member News and Events** sections at www.vbh-pa.com. Please feel free to re-nominate someone whom you may have nominated in previous years but did not receive the Exceptional Award.

Please take the time to pass this request onto your many staff members who also do exceptional work with VBH-PA HealthChoices consumers. Your agency may nominate as many adult and family members as they like. The NW3 Members Forum workgroup will review all nominations and vote. The more detail you include the more likely your nominee will receive the award. **Nominations are due by Friday, October 10, 2014.**

Thank you for all your hard work in seeing people succeed!

Value Behavioral Health is pleased to announce its 8th Annual Family Forum ...

Broadening Our Possibilities--Hope for Tomorrow

A Forum for Families with Children in HealthChoices

Friday, October 3, 2014

Doubletree by Hilton Monroeville
101 Mall Boulevard
Monroeville, PA 15146



You're not going to want to miss the "Value"able information at this 8th Annual Family Forum with motivating speakers, state updates, many vendors, and the always emotional and inspirational Exceptional Parent/Caregiver Awards Ceremony.

General Registration Now OPEN!

Please visit our website at www.vbh-pa.com to access the Registration Form. The form is located under the Provider and Member News & Events sections on our homepage.

Exhibitor Registration

Please visit our website at www.vbh-pa.com to access the Exhibitor Registration Form. The form is located under the Provider News & Events section on our homepage. Deadline for Exhibitor Registration is September 18, 2014.

If you have any questions, please contact Karan Steele at (724) 744-6537.

We look forward to seeing you on October 3rd!

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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HealthChoices' families living in Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland Counties are invited to attend. Mercer, Crawford and Venango County HealthChoices' families will have the opportunity to attend other regionally held VBH-PA forums in 2014.