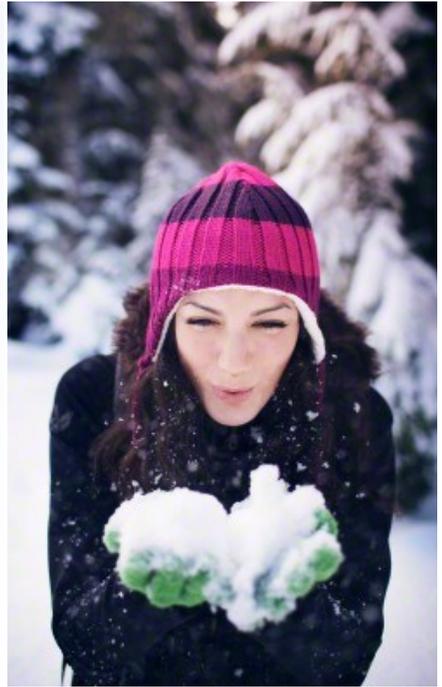


ValueAdded

This is the 198th issue of our VBH-PA information update. These updates will be emailed to 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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ICD-10

In compliance with current federal mandates, Value Behavioral Health of Pennsylvania, Inc. (VBH-PA) transitioned to the ICD-10 coding system on October 1, 2015. VBH-PA wants to thank our providers of their diligence in this move and all of their efforts to make this process as smooth as possible. There are a few points that VBH-PA would like to bring up to reduce likelihood of issues moving forward. Failure to include these items could delay payment.

1. On evaluations or requests for authorization, please make certain that you are deriving the diagnosis from the DSM 5 and then cross walking to the ICD-10, F code. Some requests are coming in utilizing an ICD-10 code that does not have a correlate in the DSM 5. This causes problems for authorization of services if there is no corresponding DSM 5 diagnosis. One prime example of this is that there is an ICD-10 code for Asperger's syndrome, but there is no such DSM 5 diagnosis.
2. When completing evaluations (especially child evaluations), please include the name of the diagnosis in addition to the F code. Several evaluations have come in with what we believe were incorrect F codes, but there was no written out diagnosis to confirm or deny that the F code was incorrect.

If you have any questions, please contact the toll-free Provider Line at 1-877-615-8503.

Webinars for Authorization Requests for Substance Abuse Services

Through the end of 2015 and throughout 2016, VBH-PA will continue to expand our e-Commerce initiatives to include requests for authorizations through ProviderConnect. The feedback that VBH-PA has received from providers thus far is that the electronic process overall is user friendly, authorizations are more efficient, and it assists with the overall streamlining of the authorization process. Through the end of this year and into the next, we will be reaching out to various provider groups to hold Webinars to explain the new process and to walk providers through the usage of ProviderConnect. The next phase of the roll-out will be in substance use services.

VBH-PA has modified the forms utilized to request authorizations for substance abuse services to reflect the most recent PCPC 3. The form that VBH-PA is proposing is based off of the PCPC form so that providers will not need to do duplicative work. This form will provide VBH-PA with all of the information that would be needed for authorization purposes.

As ProviderConnect submissions will be new to many of the substance use treatment facilities, VBH-PA is requesting that each provider register for one of the Webinar times listed below. By attending these trainings, we can assist the providers in learning ProviderConnect and the updated authorization process.

Please call Kimberly Keller at (724) 744-6570 to register for the Webinar(s) that pertain to the authorization needs of your facility. Additional trainings will be announced for the other levels of care moving forward.

Webinar Date	Time	Description
January 6, 2016	11:00 a.m.	Level 4A - Medically Managed Inpatient Detoxification
January 7, 2016	11:00 a.m.	Level 4B - Medically Managed Inpatient Residential
January 8, 2015	11:00 a.m.	Level 3C - Medically Monitored Long Term Residential

New Provider Relations Director Announced

Charlotte Chew-Sturm has accepted the position of Director of Provider Relations for Value Behavioral Health of Pennsylvania effective November 23, 2015. Ms. Chew-Sturm comes to VBH-PA from Sharon Regional Health Systems where she held the position of senior director of behavioral health services. In addition, she has Pennsylvania county experience with her role as administrative director of McKean County Department of Human Services. Welcome, Charlotte!

New VP of Finance and CFO Announced

Diane Werksman has accepted the position of VP of Finance and CFO for VBH-PA. As many of you know, Diane has been with VBH-PA since 1999. Most recently she served as our Director of Finance. Diane has been serving as our interim CFO for the last few months. Congratulations, Diane!

Screening for Alcohol and Substance Use Concerns

Incidents of substance use disorders has risen exponentially. The Pennsylvania State Coroners Association recently released statistics of deaths where drugs caused or were seen as contributors to the death of an individual. During 2014, there were at least 2,489 drug-related deaths. This translates into approximately seven individuals in Pennsylvania who die each day from drug-related causes. For many counties, the average increase was approximately 20% from the previous year. According to the statistics, the typical decedent was single, white, male, aged 41–50.

According to previous research conducted by the Substance Abuse and Mental Health Services Administration's (SAMHSA's) National Survey on Drug Use and Health, 23.5 million persons aged 12 or older needed treatment for an illicit drug or alcohol abuse problems (9.3 percent of persons aged 12 or older). Of these, only 2.6 million (11.2% of those who needed treatment) received it at a specialty facility. There are many reasons why someone may not receive treatment. Some of those reasons include limited insurance coverage, stigma, and belief that treatment does not work. Of those who do seek treatment, slightly more than two-thirds of those receiving treatment arrived through self-referrals or the criminal justice system, while fewer than seven percent were referred by a health provider.

This provides compelling evidence that addiction screening and treatment are not integrated into the nation's health care delivery system. To assist with the integration of services, VBH-PA would like to make providers aware

of the various screening instruments that are available to monitor for substance abuse concerns.

The National Institute on Drug Abuse website contains multiple instruments that can be used for substance abuse screening: <https://www.drugabuse.gov/nidamed-medical-health-professionals/tool-resources-your-practice/screening-assessment-drug-testing-resources/chart-evidence-based-screening-tools-adults>. These screening instruments have been shown to have validity and reliability. Each one is in the public domain and there are scoring references available on the website as well. The website provides instruments for both adolescents and adults along with screening for alcohol and other drugs. VBH-PA does not endorse the utilization of any one instrument; however, VBH-PA does encourage all providers to utilize appropriate screening instruments so that individuals may access the necessary treatment to address the whole person.

If someone would screen positive for concerns with drugs or alcohol, please feel free to refer the individual to their county's Single County Authority (SCA) or a DDAP-approved site for an evaluation. If you are uncertain how to contact the SCA or how to make a referral to a DDAP-approved location, the member himself may [contact VBH-PA](#). VBH-PA will assist the member with referrals to the appropriate SCA. The SCA will provide the member with a full assessment and will discuss treatment options and levels of care that would be most beneficial to the member.



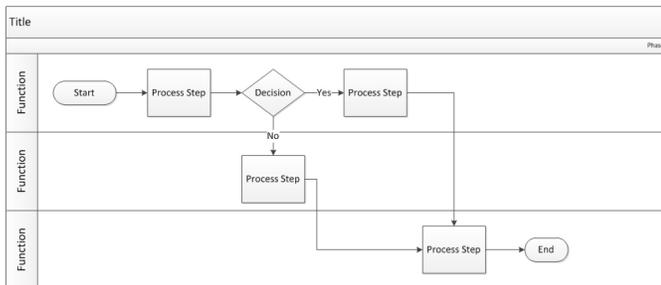
References:

- <https://www.drugabuse.gov/nidamed-medical-health-professionals/tool-resources-your-practice/screening-assessment-drug-testing-resources/chart-evidence-based-screening-tools-adults>
- <http://www.integration.samhsa.gov/clinical-practice/screening-tools#drugs>

How a Process Flow Diagram Can Help To Understand and Streamline Complex Information

Every company runs more smoothly if everyone involved knows what they should be doing, how they should be doing it, and why. Whether it is an improvement project for the future or a report on how things have gone in the past, the better informed everybody is, the more efficient and effective the process can be. If you have information that needs to be understood by others, a process flow diagram can turn complex information into a clearly understandable diagram, enabling you and others connected to the process to see the wider picture more easily. An example of a simple process flow diagram is shown below in Figure 1.

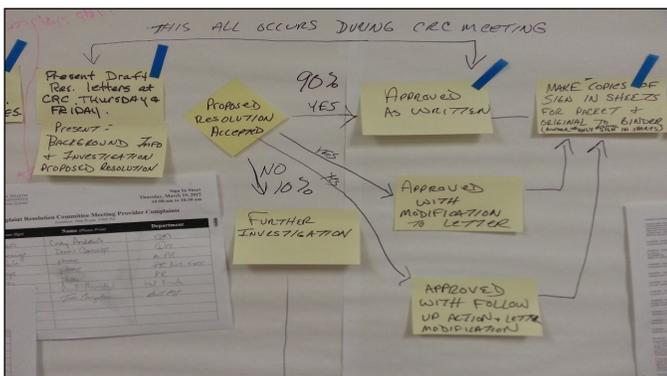
Figure 1



In 2015, the Quality Management (QM) Department at VBH-PA embarked on an endeavor to diagram the complex complaint investigation process in order to visually document the various steps. One of the major goals of this task was to identify areas of duplication and possible ways of streamlining the process.

To begin, QM team members met for two full business days documenting each step in the existing complaint process on a continuous sheet of white paper hung on the walls of a conference room. This information was then transformed into a process flow diagram. Figure 2 shows a sample of what a step in the process looked like.

Figure 2



The resulting diagram of VBH-PA’s current process consisted of 112 process steps, 14 decisions, and was eight legal-sized pages long. Figure 3 displays of approximately 1/3 of the final process map which was then converted into a computerized version using Visio software (see Figure 4).

Figure 3

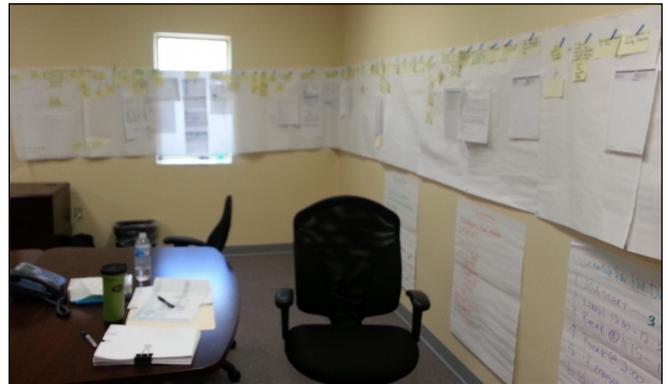
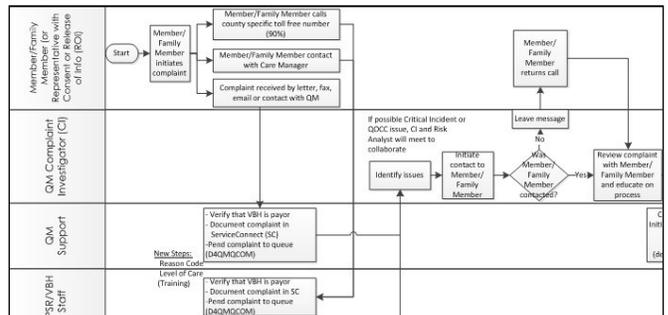


Figure 4



In order to get a fresh look at this process and to gain additional expertise, members of the New York ValueOptions team were invited to come to Pennsylvania in August for a two-day brainstorming session. Interviews were held, process evaluations were completed, and processes from other engagement centers were vetted for possible implementation at VBH-PA.

Afterward, it was back to the drawing board (or white paper on the walls of a conference room) to document the revised, ideal process. Once again this information was transformed into a process flow diagram that eliminated the duplicative steps. This time, the resulting document consisted of only 59 process steps, eight decisions, and was down to four legal-sized pages. This was all accomplished with no loss of valuable steps and all required information needed for our oversight partners was maintained. Even though this endeavor took focused time to accomplish, the time savings and value added will allow us to better serve our HealthChoices members and their families by spending less clerical time with the process and spending more time working with members and providers to implement change.

Crisis Planning: An Integral Part of Treatment

Crisis management is an integral part of most systems serving individuals with mental health concerns. Until this point in time, however, the system in general is reactive instead of proactive. The emphasis in the mental health system has been on responding to a crisis once it occurs. Planning is centered around what to do after a crisis has actually developed instead of what to do prior to the crisis occurring. Thus, the focus has been on crisis intervention rather than on crisis prevention.

Crisis prevention planning has shown to be extremely beneficial in reducing the needs for inpatient hospitalizations and has demonstrated that it can be helpful in assisting a member with moving forward with his or her recovery process. One study showed that the incidence of hospitalizations was reduced from 107 prior to the implementation of a comprehensive crisis plan to 48 hospitalizations post implementation of a comprehensive crisis plan.

VBH-PA will be hosting a number of Webinars on crisis prevention planning. These Webinars will be focused on recognizing the clues that identify that a crisis may be looming and de-escalating the situation prior to a crisis occurring. Sometimes the signs of an escalating situation may occur days, weeks, or months prior to a crisis situation. Often times members, families, or friends may be aware of these changes and that they are occurring, but they may feel helpless in knowing ways to intervene.

To systematically roll out the crisis planning training throughout the network, VBH-PA will first target various levels of care and then move through all of the levels of care. BHRS and some of the psychiatric rehabilitation providers have already received this training. This training will continue to be rolled out to the psychiatric rehabilitative providers and then rolled out to case management services providers. After all the trainings have been conducted, they will be accessible on the VBH-PA website. If there are any questions, please feel free to contact Lisa Kugler, Psy.D., Vice President of Clinical Services.

Requests for Authorizations

Upon receipt of a request for authorization for services (by phone, electronic, or fax transmittal), VBH-PA has ten (10) business days to enter a provider's authorization. Providers should be able to access authorizations within two business days of a decision. An icon will appear on the ProviderConnect homepage indicating that new authorization letters are available. Click on the link on the ProviderConnect homepage to view links to new authorization letters. Print the letters or save them to your computer. Only approval letters are electronic. Adverse determination letters and return of incomplete requests will continue to be sent to providers via U.S. Mail.

Providers without access to a computer may request a fax-back copy of an authorization letter via touch tone telephone. To do so, call 1-866-409-5958 and have available the provider NPI, fax number to receive the fax-back document, consumer ID number, authorization dates requested, and authorization number (if obtained previously).

Partnering for Success: The Quality of Care Committee (QOCC)

Quality of Care issues are defined as “any issue that decreases the likelihood of desired health outcomes that is inconsistent with current professional knowledge.” Examples may include major variations from established regulatory guidelines, policies and procedures, or best practices that may be viewed as contributing to a poor outcome. Some examples are:

- Issuance of Provisional Licenses by a regulatory body that may place members at risk
- Greater than three complaints against a provider within a quarter
- A score of less than 65% on a chart audit
- Treatment or discharge planning concerns
- Medication management concerns
- Trends for critical incidents

Once a QOCC referral is received by the VBH-PA Quality Management Department, the provider is contacted to review the report and given an opportunity to respond to the potential concerns that have been referred for review. Many referrals are fully addressed at this level as determined by a VBH-PA triage process. The triage process involves a full review of the aspects of the case and the available information. Triage members include the VBH-PA Medical Director and representatives from the following departments: Quality, Program Integrity, Clinical, and Provider Relations. The goal of the triage process is to assess the level of risk and the potential for harm, using the collective expertise of the group in making these determinations. When a concern is designated through the triage process as appropriate for a full committee review, it is placed on the agenda for the next scheduled committee meeting. Any further action is determined via the committee process.

The VBH-PA Quality of Care Committee, comprised of VBH-PA senior managers and county HealthChoices officials, meets monthly and operates under legal protections such as Peer Review and Attorney/Client Privilege. This means that the proceedings are confidential and cannot be discussed by QOCC members outside of the meeting process. The Committee is a function of the Quality Management (QM) Department and is chaired by the VBH-PA Medical and QM Directors. Referrals are submitted by both internal and external sources and all issues under review are fully redacted to protect the identity of both the provider and member(s). This not only protects the confidentiality of both, but also ensures that any action taken is done so without bias.

While the QOCC has the authority to sanction network providers, this is not the desired outcome. Our approach is one of partnership and our goal is assisting the network in achieving the highest possible standards of care for all members. We understand that when you achieve credentialing in our Network, you have endorsed these standards with us. The VBH-PA Quality Management and Clinical teams monitor our network in aggregate and also at the individual provider level to identify areas and possible trends for potential improvement.

VBH-PA is well resourced with readily available local and national expertise in all aspects of behavioral healthcare including legal, medical/psychiatric, clinical, quality, compliance, provider services and the data that drives evidence based practices. These insights enable us to identify trends in healthcare and healthcare practice. We also recognize that you, the provider, bring with you the intimate knowledge of your practices and of the care our members, your clients, receive and their individual barriers to recovery. We hope we have broadened your understanding of the QOCC process as we work together for those we serve together.

To submit a Quality of Care concern please follow the link and instructions below:
http://www.vbh-pa.com/provider/prv_forms.htm. Scroll down to Quality Management and select the Critical Incident Log. Use the box at the top of the log to select Quality of Care. The log may be emailed to CareConcerns@valueoptions.com using encryption, or you may fax the log to 1-885-287-8491.

If you need additional assistance, please contact Coralie (Corky) Blackburn at (724) 744-6365.

Please join VBH-PA for a

PROVIDER APPRECIATION BREAKFAST

and presentation on

Confronting the Crisis of Opioid Addiction: An Overview of White Paper

Speakers:

David Rosenthal, MD, VP Medical Director
Lisa Kugler, Psy.D., VP of Clinical Services

Friday, December 11, 2015

Event: 9:00 a.m. – 11:00 a.m.

Registration: 8:30 a.m.

Breakfast Buffet will be served at 9:00 a.m.

Doubletree by Hilton
101 Mall Boulevard
Monroeville, PA 15146

1 Continuing Education Credit will be awarded for the following disciplines:

Licensed Professional Counselors, Social Workers, and
Marriage and Family Therapists*

There is no cost to attend. Breakfast and continuing education credit provided free of charge.

REGISTRATION:

To register, please visit: <https://www.valueoptions.com/forumRegistration/displayForumInfo.do>.
Select *Pennsylvania* from the state dropdown list (**DO NOT change any of the other fields**) and then click *Select*. Scroll down the screen and put a checkmark in the box next to the event and then hit *Register*. **Space is limited. Please, only two guests per agency.**

*Please see the Provider News & Events section on our homepage at www.vbh-pa.com for complete training information. We look forward to seeing you there!



Medicare Training

Please join Value Behavioral Health of Pennsylvania for a

MEDICARE TRAINING

Friday, December 18, 2015

This training will address hiring and maintaining Medicare-eligible staff, billing, and navigating the Medicaid/Medicare systems together for behavioral health and drug and alcohol providers. Targeted audience include CEOs, directors and finance personnel for mental health clinics and drug and alcohol outpatient providers. This training is free for all attendees. There is no cost to attend. Light refreshments will be served.

This training is offered at two locations for your convenience. Please choose to attend only one session.

Morning Session 9:00 a.m. to 11:00 a.m. Registration starts at 8:30 a.m.	Afternoon Session 1:30 p.m. to 3:30 p.m. Registration starts at 1:00 p.m.
Pittsburgh Marriott North 100 Cranberry Woods Drive Cranberry Township, PA 16066	Courtyard by Marriott Greensburg 700 Power Line Drive Greensburg, PA 15601

REGISTRATION INSTRUCTIONS: To register, please visit:

<https://www.valueoptions.com/forumRegistration/displayForumInfo.do>.

Select **Pennsylvania** from the state dropdown list (**DO NOT type in or change any of the other fields**) and then click **Select**. Scroll down the screen and put a checkmark in the box next to the event and then hit **Register**. Space is limited, so please register early.

Save the Date

Value Behavioral Health of Pennsylvania

Presents the

16th Annual Adult Recovery Forum



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 2016.

Friday, April 15, 2016
Pittsburgh Marriott
North
Cranberry Township

Nominate an outstanding individual for the **Leadership in Recovery Award**.

Visit our homepage at www.vbh-pa.com for the nomination form.

If you would like to exhibit at this year's forum, please complete the exhibitor registration form also listed on the homepage. General registration will open in February. We look forward to seeing you on April 15th!

2015 WPIC Videoconferences

Fall Series!

Contacting VBH-PA Provider Relations has never been easier! Click on the Webmaster email address below to send an email:
vbhpawebmaster@valueoptions.com

VBH-PA is pleased to announce that our Engagement Center will be a videoconferencing site for the WPIC Office of Education and Regional Programming 2015 fall 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 view "Upcoming Trainings" on our [Provider Training](#) webpage.

Upcoming Videoconferences*

- **December 9**—*Mental Health and Homelessness*

Registration:

To register, 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 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.

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www.vbh-pa.com

Trainings Available for Providers Who Treat Individuals with Intellectual Disabilities

To empower our providers to deliver the best care possible to our members who have both mental health and intellectual disabilities, we would like to share, at no cost to our providers, online training resources that specifically address issues associated with intellectual disabilities. This resource is available through two Health Care Quality Units (HCQUs). Detailed instructions on accessing the HCQUs' online training programs can be found on the Provider Trainings page on our website or directly through this link:

<http://www.vbh-pa.com/provider/training/Treating-Individuals-with-Intellectual-Disabilities.pdf>

We hope that you find these trainings helpful as they offer multiple training opportunities and general information in reference to serving individuals who have been diagnosed with an intellectual disability.