

ValueAdded

This is the 197th 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.



We Are In This Together: Fighting Drug Overdoses

Westmoreland Drug and Alcohol Commission, in collaboration with Value Behavioral Health of Pennsylvania (VBH-PA), Westmoreland County Behavioral Health and Developmental Services, and Southwest Behavioral Health Management, produced an informative series of seven videos to address our region’s drug and overdose epidemic. This widespread outreach project is an attempt to reach our providers, our members, families, friends—**everyone in our community**, as this epidemic has no boundaries.

Colleen Hughes, Westmoreland Drug and Alcohol Commission’s Executive Director, and Dr. Mark Fuller, Value Behavioral Health of Pennsylvania’s Chief Executive Officer, help introduce each of the videos and both present on two of them (“Signs and Symptoms of Substance Abuse” and “Drugs of Abuse”). Please take a moment to view these informative videos: [We Are in This Together: Fighting Drug Overdoses.](#)

VBH-PA is committed to being a key part of the fight against the drug and overdose epidemic. Through advocacy, enhanced clinical guidelines, and our partnerships with providers, counties, oversight, and members, we are fully committed to doing whatever we can to end this epidemic of opioid abuse.

Inside this issue

Re-enrollment/Revalidation of Medical Assistance Providers.....	2
Successful Transitions from Inpatient to Ambulatory Care..	2
Understanding Complaints	3
9th Annual Family Forum— Another Successful Event.....	4
Join Us! Provider Appreciation Breakfast	5
Domestic Abuse and Trauma...	6
WPIC 2015 Fall Videoconference Series	7

Re-enrollment/Revalidation of Medical Assistance Providers

Per Medical Assistance Bulletin 99-14-06, all medical assistance providers must revalidate their initial PROMISE™ enrollment information by March 24, 2016 and at least every five years thereafter. If you received your PROMISE identification number in 2011 or prior, we will be contacting you for revalidation. The link to the bulletin is as follows: http://www.dpw.state.pa.us/cs/groups/webcontent/documents/bulletin_admin/c_074003.pdf

For providers who deliver a supplemental service, and this includes licensed master's level practitioners (LCSW, LSW, LPC & LMFT), you will be contacted by a Value Behavioral Health of Pennsylvania (VBH-PA) Provider Relations Representative in 2015. Our representative will provide direction with regard to the completion and collection of the *HealthChoices Behavioral Health Supplemental Services Provider Enrollment Application(s)* needed to fulfill this requirement. For supplemental services, the BH-MCO is required to submit these applications on behalf of providers. Please pay special attention to the direction and deadlines given to you by our representative, as the Department's enrollment unit needs 60 - 120 days to process each application and we anticipate a large volume of submissions in the coming year.

For all other services, we encourage you to view the PROMISE enrollment requirements and applications by accessing <http://www.dhs.pa.gov/provider/promise/enrollmentinformation/index.htm> or by calling the Medical Assistance Provider Enrollment Unit at 1-800-537-8862. Providers are to complete these applications on their own without the BH-MCO. Quick Tip #172 was issued to assist providers in understanding the enrollment expiration date that will apply as providers revalidate enrollment application at least every five years. The link is as follows: http://www.dpw.state.pa.us/cs/groups/webcontent/documents/webcopy/c_074206.pdf

Your timely attention to this information and the actions required is encouraged for continued enrollment in order to avoid expirations that may result in the inability to be reimbursed for services rendered.



Performance Improvement Project: Successful Transitions from Inpatient to Ambulatory Care

VBH-PA and Gateway HealthSM collaborated on an initiative to increase medication adherence for our shared members with schizophrenia who were prescribed antipsychotic medications. The partnership between the physical health plan and the behavioral health plan will assist us in identifying and reaching out to our high at-risk population to increase the opportunity to provide reminders for filling prescriptions, adhering to prescriptions, as well as scheduling and attending their appointments. Members identified will have their prescription and refill history reviewed. Members whose records indicate they may be less than 80% adherent based on the proportion of days covered for their antipsychotic medications will receive the letter.

Two versions of the letter were developed, one letter will be mailed to the member and the other letter will be forwarded to the prescriber. Both letters have been through many pillars of approval including multiple departments and management teams at both VBH-PA and Gateway Health, County Administrators, County Oversights and our members. Gateway Health began distributing the letters in September 2015.

Moving forward, VBH-PA will continue to work with Gateway Health to have continuous up-to-date data regarding members that are non-medication adherent to be identified earlier and follow-up with the member prior to a higher level of care if needed. This initiative is part of our work on the “Successful Transitions from Inpatient to Ambulatory Care” performance improvement project interventions.

Understanding Complaints

What happens when a member files a complaint against a VBH-PA provider?

When HealthChoices members are unhappy with the services they are receiving or the way they have been treated, they have the right file a complaint. Many of the complaints filed by members are called into VBH-PA Customer Service. Members are asked to provide specific details about his/her concerns with the provider (i.e. dates, times, staff names, etc.). Common member complaints include: provider staff was rude, wait time too long, not receiving prescribed services, member received a bill for covered services, etc. All member complaints are investigated by a VBH-PA Complaint Investigator and reviewed by a VBH-PA Complaint Review Committee for formal resolution.

If a member has filed a complaint about your agency, a VBH-PA Complaint Investigator from the Quality Management Department will contact you to discuss the member's complaint. You will be asked to respond to the member's specific concerns in the complaint. In addition, the VBH-PA Complaint Investigator may request you to submit documentation from the member's clinical record, agency policies and other applicable documentation to VBH-PA for review. In some cases, the Complaint Investigator may need to conduct a site visit to your facility. All member complaints must be resolved within thirty calendar days from the date the complaint was filed; therefore, prompt responses are required for member complaints.

The Complaint Review Committee will analyze the complaint investigation and determine if the member complaint is substantiated or unsubstantiated. If a member complaint is confirmed, you may be required to complete follow-up actions. The VBH-PA Complaint Investigator will notify the member and the provider of the outcome of the complaint investigation, formal resolution, and follow-up recommendations. **It is important to note that providers may not retaliate or discontinue a member's service for filing a complaint.**

What is the provider's role when follow-up action is required?

When the VBH-PA Complaint Review Committee finds that a member complaint is substantiated, VBH-PA may require follow-up action by providers to prevent reoccurrences of the same concerns. Oftentimes the Complaint Review Committee will recommend that providers re-educate staff or implement a new policy or protocol. A VBH-PA representative will request documentation from the provider to verify that the follow-up was completed. Complaints are not intended to be punitive; however, they are used as opportunities to improve the services we provide to HealthChoices members.



If the nature of the complaint involves a more severe claim, a referral may be made to the VBH-PA Quality of Care Committee for further review. In addition, complaints are tracked by the VBH-PA Quality Management Department. Quarterly reports are completed and reviewed for trends. If a provider receives three or more complaints in a quarter, a referral is made to the VBH-PA Quality of Care Committee for further review.

Did you know that providers can file an Administrative Complaint?

Complaints not filed by a member or a member's representative are considered administrative complaints. An administrative complaint can be filed by a provider against VBH-PA, a VBH-PA employee, or another provider. **An administrative complaint is not a request for a retro-authorization of service or a redetermination of payment.** Examples of an administrative complaint may include:

- Staff not returning phone calls
- Authorizations not being entered in a timely manner, or claims not being paid in a timely manner
- Provider staff filing complaints against VBH-PA or other providers for unprofessionalism

Administrative complaints may be initiated by telephone by calling the VBH-PA toll-free Provider Line at 1-877-615-8503, by fax at 1-855-287-8491, or by mail addressed to:

VBH-PA
520 Pleasant Valley Road
Trafford, PA 15085
Attention: Administrative Complaint

VBH-PA will work to resolve all administrative complaints within fifteen (15) business days of receipt. A letter outlining the resolution of the complaint will be sent to the complainant when the resolution of the complaint is accomplished, or within five (5) business days after the initial fifteen (15) business days allocated for the complaint resolution, whichever comes first.

9th Annual Family Forum — Another Successful Event!

Thank you to those who contributed to making our 9th Annual Family Forum a success! October 2, 2015, was a day to remember at the Ramada Greensburg Hotel and Conference Center. Upwards of 200 people attended with welcomes from Karan Steele, Prevention, Education, and Outreach Coordinator and Dr. Lisa



Dr. Mark Fuller, CEO, VBH-PA; Kelly Frey, WTAE News Anchor; Sue Klaus, PE&O Manager, VBH-PA.

Kugler, Vice President of Clinical Services. The day was facilitated by Dr. David Rosenthal, Medical Director. That morning we were fortunate to have a poignant and inspirational speaker, Pittsburgh's own Kelly Frey, WTAE Channel 4 Action News Morning Anchor, who shared her personal story of her son, Bennett, who was born with a rare brain malformation. Bennett has a multi-diagnosis including Dandy Walker and epilepsy. A true story of strength and resiliency, Kelly inspired audience members with the fact that we are all strong enough to persevere no matter what life throws at us.

The 2015 Exceptional Parent/Caregiver Award Ceremony was kicked-off by Jennifer Benford, Prevention, Education and Outreach Coordinator. A family member or caregiver from each of our 10 counties received an Exceptional Parent/Caregiver Award for their resiliency, support, and encouragement of their HealthChoices family member. Those counties

included Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland. As always, the ceremony was awe-inspiring—cheers and tears from the audience abound.

Videos from Fayette County Youth M.O.V.E. were shown during lunch. The compelling stories from Fayette County youth were extremely moving, and the youth participated in a question and answer session following the videos. Afterwards, Dennis Marion, Deputy Secretary of the Office of Mental Health and Substance Abuse Services (OMHSAS) provided an update on State initiatives. His presentation offered



Afternoon speakers, Bethany and Karen Yeiser.

insight to what is happening at OMHSAS to support HealthChoices families in Pennsylvania.

The afternoon speakers, Bethany and Karen Yeiser, were introduced and interviewed by Dr. Mark Fuller, VBH-PA Chief Executive Officer. The interactive presentation transported the



An award winner accepts her plaque from Dr. Fuller.

audience deep into the world of severe, untreated schizophrenia and homelessness through recovery and into a healthy life of purpose. Bethany and

Karen (daughter and mother respectively) presented an insider's and parent's view of schizophrenia and proved to everyone that recovery is possible. Their poignant story touched all in attendance. Through tear-filled eyes, the audience all witnessed the loving, caring family that made it through the darkest days of their lives. All of those in attendance walked away with a renewed sense of hope and recovery for themselves and their families.

The day ended with gift basket giveaways that were generously donated by our exhibitors. The 2015 VBH-PA Family Forum was a wonderful day for providers and families alike! Look for the "Save the Date" for next year's forum coming out in early 2016.

The VBH-PA **Family Advisory Committee**, better known as **FAC**, is looking for additional members to make next year's 10th Annual Family Forum an even better success. If you are a family member or you know of a family member that might be interested in joining FAC, please contact



A happy gift basket winner.

Karan Steele at karan.steele@valueoptions.com or at (724) 744-6537 for an application. You may also visit the [Member Information](#) page on the VBH-PA website for the FAC membership application. It is listed under the Prevention, Education & Outreach section.

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!

Providers, please post in an area accessible to your patients.

Domestic Abuse and Trauma

Trauma is common when there is domestic abuse. Trauma is also common when a person has a problem with mental health, alcohol or drugs. If these things happen all at once, it can be a lot for a person to manage. Trauma can affect kids and adults.

Trauma can be caused by an event that happens only one time. Trauma also can be caused by events that keep happening over a period of time. Causes of trauma related to domestic abuse may be:

- Sexual or physical abuse
- Mental or emotional abuse
- Neglect
- Isolation
- Denial of freedom or choices
- Denial of food or medicine
- Forced use of drugs or alcohol
- Witness to abuse

Trauma affects people in different ways. To cope with trauma, a person may use drugs or alcohol. This is not a safe way to cope with trauma. A person may lose a home or job because the trauma reduces the ability to work. Traumatic events may cause urgent health issues such as diseases, bruises, broken bones or burns. Physical or mental health problems may be ongoing as a result of trauma. These may include:

- Diabetes
- Heart or stomach problems
- Feeling suicidal
- Starvation
- Eating disorders
- Depression
- Anxiety
- Paranoia
- PTSD
- Taking sexual risks



These effects of trauma can be lifelong. With good support, the effects of trauma may be reduced or last only a short time. Coping with trauma should not be only the victim's burden. The person who is causing the trauma must also seek help and stay away from the person he or she is hurting.

To find the domestic abuse program nearest you, visit <http://pcadv.org> and click on *Find Help* or use the *Find Help* map on the home page.

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE.
For TTY 1-800-787-3224.

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)



2015 WPIC Videoconferences *Fall Series!*

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*

- **November 18**—*Strategies for Working with Reactive Attachment Disorder (RAD) Children in Adoptive, Residential and Family of Origin Homes*
- **December 9**—*Mental Health and Homelessness*

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.

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