

ValueAdded

This is the 212th 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.



Summer Therapeutic Activities Programs (STAP)

Please consider summer plans when completing evaluations for children.

Evaluations for Summer Therapeutic Activities Program (STAP) must be comprehensive and include all of the information required in the Comprehensive Child/Adolescent Strengths-Based Evaluation (Life Domains) (CCASBE-LD). Abbreviated evaluations will not be accepted to determine medical necessity for STAP.

If a child is currently receiving BHRS and has a current evaluation that recommends STAP, there may be no need for either an additional ISPT or a new evaluation specifically recommending STAP. STAP providers will maintain a staff ratio that will manage children with no additional TSS. It will, therefore, be a rare occurrence that a TSS will be authorized for attendance at STAP.

For all STAP providers, please remember to inquire with your respective counties to obtain a letter of support. Please remember if you made any changes to your service description, you will need to submit the changes for approval to OMHSAS.

Providers who are considering providing a Summer Therapeutic Activities Program in 2017 are required to submit a VBH-PA application for STAP. Applications are located on our website at http://www.vbh-pa.com/provider/info/pr/STAP_Application.pdf.

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New Billing Codes for Applied Behavior Analysis (ABA)

Effective October 1, 2016, VBH-PA issued new service codes for BSC-ASD and TSS services when Applied Behavioral Analysis (ABA) interventions are being delivered to members with an Autism Spectrum Disorder (ASD) diagnosis. This change is to meet the requirements for reporting the delivery of ABA services to the Pennsylvania Department of Human Services (DHS).

Your ABA contract amendments have already been issued. Amendments have an effective date of October 1, 2016. Please remember, that in order to receive authorizations for these services, there must be a specific recommendation for ABA. For dates of service dating back to October 1, 2016, providers will be required to submit claims with the following service codes when the service delivery includes an ABA intervention and the provider has obtained the subsequent ABA authorization.

Service Codes for Services with ABA Interventions		
Service Code	Service Description	Unit Value
H0046 TM	Mental health services, not otherwise specified (BSC-ASD Master's Level with Applied Behavioral Analysis)	15 Minutes
H0046 AH	Mental health services, not otherwise specified (BSC-ASD Doctoral Level with Applied Behavioral Analysis)	15 Minutes
H2021 TG	Community-based wraparound TSS-ASD with Applied Behavior Analysis (Home/Community)	15 Minutes
H2021 U4	Community-based wraparound TSS-ASD with Applied Behavior Analysis (School)	15 Minutes

DHS issued several bulletins related to ABA which can be found on their website: <http://www.dhs.pa.gov/publications/bulletinsearch/bulletinsearchresults/index.htm?po=OMHSAS>. For questions related to your fee schedule, please contact your [Provider Field Coordinator](#).

Summer Therapeutic Activities Programs (continued)

STAP Packets for Authorization

Mail **complete packets** (evaluation, evaluation cover sheet, ISPT sign-in sheet, treatment plan, plan of care, and family choice form) for STAP authorizations to: VBH-PA, 520 Pleasant Valley Road, Trafford, PA 15085, Attention: Clinical Department. This address is for all VBH-PA members.

Applications, county letters of support, and approved service descriptions for STAP are due to VBH-PA by March 15, 2017, attention Kimberly Kerr, VBH-PA, 520 Pleasant Valley Road, Trafford, PA 15085. These documents are required every year.

If you have any questions about STAP, please email or call: Kimberly.Kerr@beaconhealthoptions.com or (724) 744-6554.

Complaint Updates

Administrative Complaint Policy

VBH-PA has implemented a new policy for processing administrative complaints to assist providers and professional agencies to resolve their concerns. An administrative complaint can be filed by any professional staff that is dissatisfied with services provided by VBH-PA or a VBH-PA in-network provider. Administrative Complaints may or may not involve a VBH-PA member, in which case the VBH-PA Complaint Investigator will determine if the complaint should be processed as a member complaint or continue as an administrative complaint. Some examples of administrative complaints may include staff unprofessionalism/poor customer service, or lack of a provider to participate in care coordination with other providers regarding a member's treatment.

The first step in filing an administrative complaint is to contact VBH-PA by telephone or writing and request to file a complaint. It is important to provide as much information as possible when filing your complaint. In addition to the nature of your concerns, include details such as the name of the agency where you are employed, your title and the names of all individuals and entities involved. Also include relevant dates, times and witnesses (if applicable). After you initially contact VBH-PA to file a complaint, your complaint will be assigned to a Complaint Investigator from the VBH-PA Quality Management Department for formal investigation and resolution.

The VBH-PA Complaint Investigator will contact you soon after the complaint is filed. The Complaint Investigator will confirm all of your concerns as well as all details outlined in your complaint. In addition, you will be educated regarding the administrative complaint process. You will also receive a formal acknowledgement letter within five business days of the date your complaint was filed, which summarizes your complaint.

After initial contact with the VBH-PA Complaint Investigator, if your complaint cannot be immediately resolved, an investigation into your complaint will be initiated. After the VBH-PA Complaint Investigator collects all pertinent information, all findings of the complaint investigation will be presented to an internal VBH-PA Complaint Review Committee (CRC). The CRC will make a determination, based on the complaint investigation, if the evidence indicates if your complaint is supported or not supported. Based on the outcome of the complaint investigation, the CRC will also recommend appropriate follow-up actions, when applicable, such as policy changes or involving the VBH-PA Provider Relations Department.

After a formal resolution is determined by the CRC, you will be contacted by the VBH-PA Complaint Investigator to discuss the outcome of the complaint investigation and resolution. In addition, you will receive a resolution letter, which details the outcome of the complaint investigation and resolution, by mail within five business days of the resolution. All administrative complaints are resolved within thirty days of the date the complaint was filed. If you do not agree with the findings of the complaint investigation and/or resolution, you may appeal the decision by contacting VBH-PA. The appeal process will be detailed in the formal resolution letter.

Provider Requirements

As per the requirements set forth by the Office of Mental Health and Substance Abuse Services (OMHSAS), **provider offices are required to have the following information within public view:**

- Information regarding the complaint and grievance procedures and how to file a complaint or grievance
- Notification that a member will not incur a fee for filing a complaint or grievance

Common Complaint Theme

A common complaint that VBH-PA receives from members is that they are being billed for services. **Network providers may not bill members for services to be paid for by VBH-PA or for non-authorized services.** For further information, please visit the VBH-PA website link: http://www.vbh-pa.com/provider/info/prvmanual/6_ClmsPvt/prohibition_balance_billing.htm.

2017 Annual Fraud and Abuse Training Mandatory Training for Providers

The VBH-PA Program Integrity Department is offering the **2017 Annual Fraud and Abuse Training** in two different formats for providers. The first format is for established providers that were in the VBH-PA Provider Network or have been paid for services prior to the beginning of 2017. The second format is for new providers that have recently joined the VBH-PA Provider Network or started to be paid for services in 2017. **Please keep in mind that all providers that provide services for VBH-PA are required to attend the Annual Fraud and Abuse Training.** If a provider is unable to attend the Annual Fraud and Abuse Training, the provider is responsible to independently review the mandatory training and document within their records when the training is completed. However, VBH-PA recommends providers attend the live webinar training since additional information will be available from the questions and answers during the training.

If you are an established provider prior to 2017, the Annual Fraud and Abuse Training will be available on the following dates. Please choose a date and register at the link provided.

Established Providers Annual Fraud and Abuse Trainings		
Webinar Date	Time	Registration Link
March 10, 2017	1:00–2:00PM	https://beaconhealthoptions.webex.com/beaconhealthoptions/onstage/g.php?MTID=e2eb9cae73d5eff86f5cf32453f7dfbdb
March 16, 2017	10:00–11:00AM	https://beaconhealthoptions.webex.com/beaconhealthoptions/onstage/g.php?MTID=e30ffada788f8894f4395c5192024127e

If you are a **new provider in 2017**, the New Provider Fraud and Abuse Trainings will be available on the following dates. Please choose a date and register at the link provided.

New Provider Fraud and Abuse Trainings		
Webinar Date	Time	Registration Link
March 31, 2017	1:00–2:30PM	https://beaconhealthoptions.webex.com/beaconhealthoptions/onstage/g.php?MTID=ea2453a91f5de72c3fe696e28d88aef90
June 8, 2017	1:00–2:30PM	https://beaconhealthoptions.webex.com/beaconhealthoptions/onstage/g.php?MTID=ef75efe6ab1d2219fbbc6af553c49e86a
September 28, 2017	1:00–2:30PM	https://beaconhealthoptions.webex.com/beaconhealthoptions/onstage/g.php?MTID=ebaa3dc3f205f6a9f26618c5c847a4778
December 14, 2017	1:00–2:30PM	https://beaconhealthoptions.webex.com/beaconhealthoptions/onstage/g.php?MTID=ea02398aff45f43e08ded2c59b1b8bc8e

If you have any questions on which training to attend, please feel free to contact Jennifer Putt, Manager of Program Integrity, by email at Jennifer.putt@beaconhealthoptions.com.

Rehabilitation (CRR)/Host Home Services for Children

Value Behavioral Health of Pennsylvania has identified a need for additional Community Residential Rehabilitation (CRR) services for our underserved Fayette County residents. In addition, other counties may be open for CRR/Host Home services.

VBH-PA maintains a comprehensive network of providers, providing services to individual HealthChoices recipients in need of mental health treatment. This extensive network provides a diversity of location, choice, and specialization for all HealthChoices members. Despite this comprehensive network, VBH-PA has identified a need for additional Community Residential Rehabilitation (CRR) services for our underserved Fayette County residents. In addition, other counties may be open for CRR/Host Home services. You may view currently open networks on our website at http://www.vbh-pa.com/provider/prv_open_netwk_svcs.htm.

CRR services are provided in Host Homes which are family dwellings that provide 24-hour living arrangements and mental health treatment for children and adolescents with psychiatric and/or behavioral health needs that would benefit from treatment in a natural home-like environment within the community. CRR services may be an appropriate treatment option for children and adolescents under the age of twenty-one (21) requiring out of home treatment; older adolescents with mental health needs who are preparing to live independently; children whose mental health symptoms are expected to improve in a family environment rather than a group treatment environment; children/adolescents in need of a step-down level of care from an RTF; or children/adolescents in need of a level of care offering increased intensity of treatment when community and home-based interventions are not sufficient. CRR services are child treatment programs licensed under Chapters 5310, 3860 and 3130 of the Pennsylvania Code. Because CRR services are licensed residential levels of care, providers must ensure that their host families meet all standards and requirements.

If you are currently a CRR provider looking to expand or if you are a provider that is interested in providing CRR services, please contact Andrea Poole, Provider Field Coordinator, at (724) 430-1377 or email her at andrea.poole@beaconhealthoptions.com.

Positive Interventions: A Training for Residential Treatment Facilities

Join Value Behavioral Health of Pennsylvania for an important training for Residential Treatment Facilities. We will discuss ways on how to build a successful therapeutic program and how to create and maintain a safe environment for your members. Target audience is supervisors and administrators.

Friday, March 3, 2017
9:00 a.m. to 11:00 a.m.
(Registration opens at 8:30 a.m.)
Pittsburgh Marriott North
100 Cranberry Woods Drive
Cranberry Township, PA 16066



There is no cost to attend. A continental breakfast will be served. Please view the [training brochure](#) for more information and how to register. We look forward to seeing you there!

Reminder: Consumer/Family Satisfaction Teams

As a provider, you are interested in assuring that the consumers you serve are satisfied with your services and are achieving their treatment goals. One way of obtaining this information is through consumers and family members completing Consumer/Family Satisfaction Team Surveys. Each county has a Consumer/Family Satisfaction Team (C/FST). The teams are very active, primarily with larger providers. They are continually trying to reach more consumers to gather their feedback. VBH-PA would like to remind all providers, particularly smaller providers and individual practitioners, to participate in the Consumer/Family Satisfaction Team process. You can do this by:

- Reminding the consumers you serve about the Consumer/Family Satisfaction Teams. The phone numbers for the teams of each county are listed below.
- Working with the Consumer/Family Satisfaction Teams when they contact you to identify consumers you serve who may be interested in completing a survey.

It is very difficult for C/FSTs to reach members who receive services in the home and community versus going to the provider's office. An area that has been a focus of collaboration between VBH-PA and the C/FSTs is increasing the completion of more child/adolescent surveys. Please make every effort to work with the C/FSTs to reach these members, as their input is important to us!

VBH-PA and the Consumer/Family Satisfaction Teams would like to thank those providers who actively participate and would like to encourage providers who have not had this opportunity to participate to contact the team in your county for more information.

Armstrong County	1-877-688-5969
Beaver County	(724) 775-7650
Butler County	1-888-223-7620
Cambria County	1-814-254-4342
Crawford County	1-800-670-7132
Fayette County	(724) 438-6738
Greene County	(724) 852-5395
Indiana County	1-877-688-5969
Lawrence County	(724) 657-0226
Mercer County	1-888-223-7620
Venango County	1-800-611-6217 x139
Washington County	(724) 225-9550 x405
Westmoreland County	1-800-871-4445

An area that has been a focus of collaboration between VBH-PA and the C/FSTs is increasing the completion of more child/adolescent surveys. Please make every effort to work with the C/FSTs to reach these members.

Upcoming BHRS Summits

(Your choice of two locations per month.)

March 8 —
Hampton Inn & Suites
Mercer, PA

March 16 —
Courtyard by Marriott
Greensburg, PA

June 15 —
Courtyard by Marriott
Greensburg, PA

June 23 —
Hampton Inn & Suites
Mercer, PA

September 13 —
Hampton Inn & Suites
Mercer, PA

September 20 —
Courtyard by Marriott
Greensburg, PA

December 13 —
Hampton Inn & Suites
Mercer, PA

December 20 —
Courtyard by Marriott
Greensburg, PA

Upcoming RTE Summits

April 20 — Doubletree by
Hilton, Mars, PA

October 13 —
Doubletree by Hilton,
Mars, PA

Join Us! 2017 Mental Health Awareness Walk



VBH-PA is pleased to announce the 2017 Mental Health Awareness Walk. On **Tuesday, May 9, 2017**, the Transition Age Advisory Group (“TAAG”) and the Family Advisory Committee (“FAC”) will be hosting a walk around Twin Lakes Park in Westmoreland County to observe Mental Health Awareness Month. Youth, young adults, families, and adults with behavioral health challenges are resilient and need support from family, friends, and providers. Come and show your support for our neighbors and friends! The walk will consist of one lap around the lower lake. Please view the [Save the Date flier](#) for more information.

If you would like to exhibit at this year’s walk, please complete the exhibitor registration form. Exhibit space is free, but limited, so please register early! Visit our homepage at www.vbh-pa.com and click on the **Mental Health Awareness Walk Exhibitor Registration** form which is listed under both the Provider and Member News and Events sections.

If you have any questions, please contact Karan Steele, Prevention, Education and Outreach Coordinator, at (724) 744-6537 or karan.steele@beaconhealthoptions.com. We look forward to seeing you on May 9th!

“FAC” Membership

From sharing stories of lived experiences, to disseminating information from the local, state, and federal initiatives, Family Advisory Committee (“FAC”) members are truly a family that joins together to help each other and other HealthChoices families. If you are a family member or you know of a family member that might be interested in joining “FAC”, please contact Karan Steele at karan.steele@beaconhealthoptions.com or at 724-744-6537 for an application.

[“FAC” Brochure](#)

“TAAG” Membership

Transition Age Advisory Group (“TAAG”) members represent youth and young adults who have personal experience with the mental health system and are between the ages of 16-29 years old. “TAAG” members provide active support to the Family Advisory Committee (“FAC”) to ensure transition age individuals’ voices are heard. If you are interested in joining “TAAG”, contact Karan Steele at karan.steele@beaconhealthoptions.com.

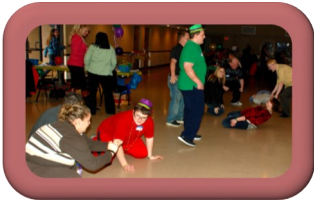
[“TAAG” Brochure](#)



2017 "T.A.A.G." Masquerade MARDI GRAS Dance

Value Behavioral Health of PA, The Giving Tree Transition Age Drop-In Center and C.O.R.E. are pleased to announce the 2017 "T.A.A.G." (Transition Age Advisory Group) Masquerade Mardi Gras Dance.

Tuesday, February 28, 2017
11:30 a.m. to 2:00 p.m.
Harrison Room 1010 Mill Street
Harrison City, PA 15636
For directions visit their website at
<http://www.hcvfd.org/content/harrison/>



There is no charge to attend!!!

Open to youth and young adults ages 16-29. The 2017 "T.A.A.G." Winter Dance King and Queen will be crowned. Attire is formal to casual. Activities include music, dancing and games. **Lunch will be served at noon. Lite snacks, desserts and drinks will be provided the entire event.**

Teachers, Caseworkers, and other caretakers should R.S.V.P. to Karan Steele at karan.steele@beaconhealthoptions.com or (724) 744-6537 no later than Friday, February 24th. You can also fax your registration to 1-855-541-5211 Attn: Karan Steele.

Name: _____
County: _____
Person age 16-29 (Yes or No): _____
Dietary restrictions: _____





Save the Date

Value Behavioral Health of Pennsylvania *Presents the* **17th Annual Adult Recovery Forum**

Friday, April 21, 2017
Pittsburgh Marriott North
Cranberry Township

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@beaconhealthoptions.com

Articles of general importance to the provider network will be considered for publication.

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520 Pleasant Valley Rd
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Phone: (877) 615-8503
Fax: (724) 744-6363
www.vbh-pa.com

Nominate a HealthChoices Member

The purpose of the **Leadership in Recovery Award** is to acknowledge adult HealthChoices members who are actively engaged in their recovery and to encourage other members in their recovery process. Please nominate at least one HealthChoices member residing in your county* whom you feel is deserving of this type of recognition. The deadline to nominate is **March 1, 2017**. Please view the [2017 Leadership in Recovery Nomination Form](#) for more information. Nominate an outstanding individual today!

Exhibitors

If you are interested in reserving exhibit space at this year's forum, please complete the [2017 Exhibitor Reservation Form](#). Two complimentary registrations are provided for exhibitors. In addition to all-day exhibit space, complimentary registration includes two plenary sessions, Recovery Awards Ceremony, and lunch. Reserve your space early as space is limited.

*HealthChoices members residing in Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland counties are eligible. Mercer, Crawford, and Venango HealthChoices members will have the opportunity to be nominated at other regionally located VBH-PA Forums in 2017.