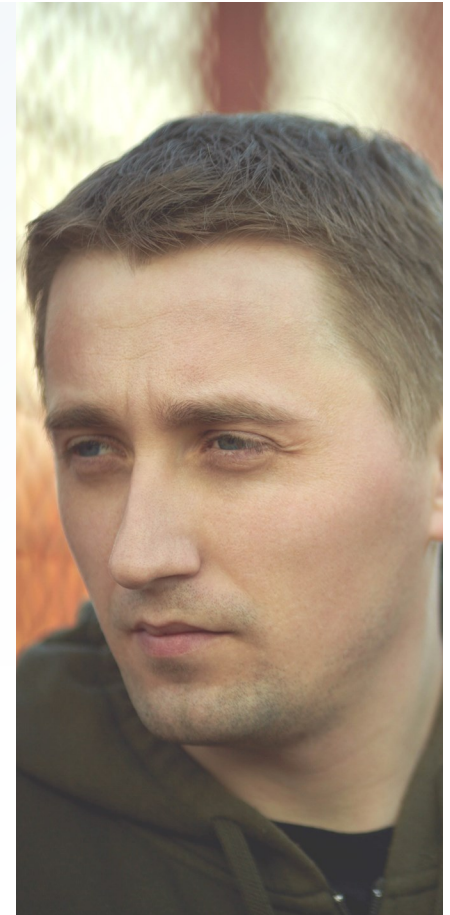


# ValueAdded

This is the 211<sup>th</sup> 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.



## Confronting the Crisis of Opioid Addiction: Resources for Providers and Members

Thousands of HealthChoices members struggle with opioid use disorder, and we have a responsibility to fix a treatment system that is not meeting their needs. Consumers are the key members of their own treatment team. To do so, they must be fully informed of their treatment options, alternatives, risks and benefits. These options must be more universally available and presented to the consumer. Beacon Health Options developed an opioid treatment resources webpage for consumers packed with valuable resources, ways to find help, and tools to help them in their recovery journeys. Value Behavioral Health of Pennsylvania (VBH-PA) is pleased to offer this resource to our members. As a network provider, you are invited to pass along the information to your consumers. The link to this resource bank is on our homepage at [www.vbh-pa.com](http://www.vbh-pa.com), in the Member News & Events block, [Opioid Treatment Resources](#).

The recognition, and acceptance, of opioid addiction as a chronic illness provides an evidence-based framework to increase the quality of care, reduce costs, and improve outcomes. Released in June 2015, providers should also read [Beacon's White Paper](#) to help providers better understand opioid addiction and the need to treat it as a brain addiction. Visit VBH-PA's [Opioid Addiction and Treatment Resource Repository](#) for Pennsylvania-specific information.

We thank you for your dedication in helping Beacon and VBH-PA work to overcome an issue that affects so much of our community.

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# Provider Appreciation Breakfast—A Great Turnout!

Value Behavioral Health of Pennsylvania's (VBH-PA) second annual Provider Appreciation Breakfast was held on December 2, 2016, at the Doubletree Hotel and Conference Center in Monroeville, PA. The event was held to celebrate all you do as our network providers! This year we recognized several providers who went above and beyond in serving our members during the past year. These providers included: Medical Technical Rehabilitative Services; Nulton Diagnostic and Treatment Center; Polaris Renewal Services; Progressive Medical Specialist; RHJ Medical Center; The Care Center; and Washington Health System Greene Center for Recovery and Wellness. Providers were also invited to meet with their VBH-PA Provider Field Coordinators during the event and enjoy a hot breakfast. To all of our network providers, thank you so much for all you do! We hope you will join us next year!



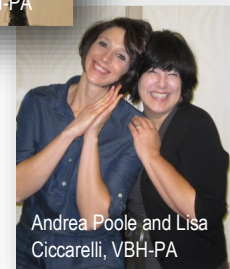
**Provider Appreciation Award Winners Pictured.** Left to right, first row: Jennifer Campbell, Washington Health System Greene; Jennifer Ricciardelli, Medtech; Rita Mills, Polaris; Ana Rendina, Polaris; Misty Miller, Care Center; Kellie McKeivitt, Care Center; Lyndsey Burrik, Care Center. Left to right, back row: Julie Mounts, Progressive Medical Specialist; Doug Gallick, Progressive Medical Specialist; Jodi Hankins, Progressive Medical Specialist; Annamarie Roberto, Progressive Medical Specialist; Chris Garrett, Care Center; Rebecca Gilson, Care Center; Kevin Martin, Care Center.



Jill Piasecki, VBH-PA and Jennifer Campbell



Charlotte Chew, Provider Relations Director, VBH-PA



Andrea Poole and Lisa Ciccarelli, VBH-PA

# Critical Incident Training for Providers—Q&A

On December 8, 2016, the VBH-PA Quality Management Department conducted an online WebEx training on the topic of **Reporting Critical Incidents**, which is a requirement of all providers. In attendance were participants from over 65 providers from across the VBH-PA network. Due to time limitations, there were some additional questions that did not get addressed during the WebEx that we would like to share with everyone.

- **“Must we use the VBH-PA reporting form (i.e., Critical Incident Log)?”**  
No, but it is strongly advised for consistency and completeness of reporting and it is required that any submitted information, not using the standard form, contain all of the information fields that are on the VBH-PA Critical Incident Log.
- **“In the case of BCM services, what (if anything) would be considered AWOL?”** All incidents that providers are required to report should tie back to a provider action or inaction (whether the reporting provider or not), i.e. was the incident related to something that a provider did or did not do. A member going AWOL from their own home would not apply the same as a member going AWOL from a residential or inpatient program.
- **“Does VBH-PA request that providers report when clients are arrested for violations such as shoplifting or driving offenses?”** No, we do not require this type of reporting at this time.
- **“We have people coming in contact with law enforcement. Are these reportable incidents?”** Only if the law enforcement contact relates to another incident category such as an attempted homicide, death, etc.
- **“When is an individual considered to be in our care and in need of a tracking incident?”** In general, if contact has occurred with the member within the last two months the incident should be reported. This would include any type of contact, face-to-face or telephonic. VBH-PA will then review and triage to determine if the incident should be tracked.

We note that there is not a need to report critical incidents that are not identified in our [Table of Reportable Incidents](#). Those incident categories noted in the table are required to be reported via the contract between VBH-PA and all providers. When in doubt, please forward the Critical Incident Log (which can be found on the [Provider Forms](#) page on our website) and it will be triaged by our Risk Management staff, or feel free to call us at (724) 744-6365.

# Another Successful Year for the NW3 HealthChoices Behavioral Health Forum *by Shelley Thomas, PE&O Coordinator*



The VBH-PA 9<sup>th</sup> Annual “Acknowledging the Journey” NW3 Member Forum was held on November 10, 2016, at the Park Inn West Middlesex. The event was attended by approximately 200 individuals, including 74 adult members and 24 family members. Thirty-three exhibitors provided promotional and educational information related to behavioral health and substance abuse recovery tools throughout the day. A special thank-you to Lee Ann Kohler, OMHSAS Western Region, for attending this year for her first NW3 forum providing the OMHSAS updates.

HealthChoices members from Crawford, Mercer and Venango counties joined together with many county, provider, state, presenters and VBH-PA staff to create an awesome representation of what it takes to support recovery and resiliency in the great NW3!

Presenters Michaila DeVore and Jordan Corcoran began the day with their personal journey stories and resources for “Prevention Tools to Help Reduce Teenage Suicide.” Next, an awesome local community resource panel presented including Steve Landman, Mentor Program; Denise Bell, Loving HANDS Respite for Special Needs Families; Martin Richards & Matt, Venango County Transitions Program; and Andrea Wright, Autism & Special Needs Support Group. This group shared the how-to’s for each of their programs and offered technical help for other communities that may be interested in organizing similar supports.

The afternoon sessions included our very own Clarence Jordan, VP of Wellness & Recovery for Beacon Health Options, speaking on “Bouncing Back.” Clarence had us up and dancing after a fabulous sit down meal and awards ceremony. And last, but not least, NAMI Southwest PA’s Christine Richards and Debbie Ference presented the “Telling Your Story” workshop. Two HealthChoices members got up during NAMI’s workshop to share their stories written while in the workshop. So powerful and inspiring to all!

Feedback from the evaluations included: “Favorite part was the whole togetherness—all of us were one.” “Understanding I even have a stereotype of those who get bullied.” “Listening to others’ stories was great and helped open up my mind more to getting help for myself.” “Exceptional people were acknowledged and honored.” “To know I am not alone.” “Made learning fun.” “Overall acceptance of everyone/mutual respect.”

## Congratulations to the 2016 Exceptional Individual/Parent/Grandparent Award winners:

### CRAWFORD COUNTY



**Thomas Henretta**, *Exceptional Individual*, nominated by Crystal Humes, CHAPS.



**Gloria McDonald**, *Exceptional Parent* (not able to attend forum). Nominated by Stephanie Ace & Joe Barnhart, Crawford County Human Services. Gloria’s friend Cheryl is holding her award.

### MERCER COUNTY



**Savannah George**, *Exceptional Individual* (not able to attend forum). Nominated by Melissa Woods, friend. Denise Bell, Savannah’s mother, is pictured holding her award.



**Judy Bromley**, *Exceptional Grandparent*, nominated by Colleen Ghirardi, Paoletta Counseling.

# NW3 HealthChoices Behavioral Health Forum (continued)

## VENANGO COUNTY



**Kimberly Catron**, *Exceptional Individual*, nominated by Cammie Delaney, Aaron Burkhardt & Tina Borger, Challenge Center.



**Pat Foster**, *Exceptional Grandparent*, nominated by Danelle Stellmach, Bethesda Children's Home.

**And congratulations to all the nominees! What an honor.**



Left to right, first row: Lee Ann Kohler, Beth, Sandra Bush, Tom Hollabaugh, Kathryn Burke. Back row: Debbie Winger's husband Dale, Tiffany & Ed Welton, Cindy Baker, Shawn Riniti and Dr. Mark Fuller. Nominees not pictured: Lisa Brink, Nichole Garver, Jill Gray, Joshua Hill, Tracy Kahler, Deanne Moore, Felisha Tucker, Debbie Winger, Robert & Debra Womer, Deborah Zurke.

Big THANK YOU to all providers who nominated: Behavioral Health Commission—Colleen DeJulia, Valerie Grandy & Lisa Medvetz; Bethesda Children's Home—Danelle Stellmach; CHAPS—Laurie Combs, Crystal Humes, and Amy Lauria; Colleen Breene; Community Counseling Center—Dr. Laux and Tracy Cross; Crawford County Human Services—Stephanie Ace, Joe Barnhart, Julie Gunsallus and Kelly Winter; Family Behavioral Resources—Nicole Burton; Family Services & Children's Aid Society Family Foundations—Sarah Weible; Friend, Melissa Woods; Challenge Center—Tina Borger, Aaron Burkhardt, Cammie Delaney and Darla Dodds; Paoletta Counseling—Colleen Ghirardi; The Pointe: Transitions Program—Martin Richards.

The very dedicated NW3 workgroup members: Eric Schweter, Jonny Sandor, Joan Jones, Kayleen Hilyer, Andrea Wright, Lenore Collupy, Christine Breakstone, David Giles, Libby Havens, Shelley Thomas and David Gaines (not pictured). Once again they did an outstanding job of compassionately "ACKNOWLEDGING THE JOURNEY" of so many!



## NW3 Autism and Special Needs Family Support Groups

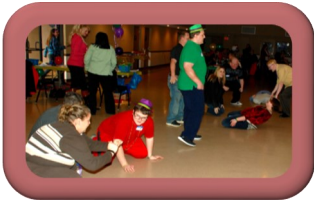
Value Behavioral Health of PA compiled a list of Autism & Special Needs Family Support Groups located in our northwest three (NW3) counties of Crawford, Mercer and Venango. The listing can be found on our website here: [http://www.vbh-pa.com/vbh\\_counties/nwbhp/NW3-Autism-Support-Group-Meetings.pdf](http://www.vbh-pa.com/vbh_counties/nwbhp/NW3-Autism-Support-Group-Meetings.pdf). Providers, feel free to print and distribute to your consumers.



# 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](mailto:karan.steele@beaconhealthoptions.com) or (724) 744-6537 no later than Friday, February 24<sup>th</sup>. 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* **17<sup>th</sup> 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.

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

### 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.