

# ValueAdded

This is the 184th 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.

## Credentialed Psychologists and Masters Level Therapists Who Treat Members with a Co-Occurring Diagnosis

Value Behavioral Health of PA, Inc. (VBH-PA) appreciates the expertise that psychologists and masters level therapists are able to bring to our members who have a co-occurring diagnosis. It is, however, your licensure as a psychologist, LSW, LCSW, LPC or LMFT that allows us as a managed care organization in the state of Pennsylvania to reimburse you for services. We are unable to reimburse you for services delivered to individuals who only have a substance use disorder.

Should a VBH-PA member who does not have a primary mental health diagnosis request your services for a substance use disorder, please direct them to the VBH-PA Member Service Line according to their county of residence. The Member Service Lines can be found at <http://www.vbh-pa.com/contact.htm>. We will provide them with referrals to one or several providers who are licensed to provide drug and alcohol services per Subchapter A. General Provisions of the DOH 28 PA Code which provides the regulatory requirement for licensure: <http://www.pacode.com/secure/data/028/chapter709/subchapAtoc.html>.

VBH-PA values your participation in the HealthChoices network and for serving our members.



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## Upcoming BHRS & RTF Summits

### **BHRS SUMMITS**

(Your choice of two locations)

**December 10** —  
Courtyard by Marriott  
Greensburg

**December 11** —  
Hampton Inn & Suites,  
Grove City

### **RTF SUMMITS**

**October 15** — Four  
Points Sheraton North  
Mars, PA

# Helpful Recommendations for Effective Clinical Supervision

*By Rachel M. Daltry, PhD & Kristin E. Mebr, PhD*

## Supervision Relationship

1. Effective supervisors actively cultivate a strong alliance with supervisees through the development of an emotional bond (e.g., concern for the supervisee as both a professional and a person) and agreement on the tasks and goals with supervisee.
2. Effective supervisors engage in and invite open discussion of supervisory relationship issues (e.g., power differential; supervisee feedback for supervisor; evaluation).
3. Effective supervisors empower supervisees to identify their own goals, strengths, and areas of growth, as well as invite them to engage in self-supervision during sessions.

## Supervisee Evaluation

1. Effective supervisors engage in direct observation (i.e., live supervision; audio or video recording) of supervisee's clinical work.
2. Effective supervisors clearly communicate expectations of supervisees and the evaluation criteria that will be applied to their performance.
3. Effective supervisors provide direct feedback throughout the course of supervision and in a formal written evaluation.

## Ethical Issues

1. Effective supervisors should always remain cognizant that their primary duty is responsibility for and protection of the welfare of their supervisees' clients.
2. Effective supervisors demonstrate their own professional competency through tasks such as discussing case conceptualization, treatment planning, transference/countertransference, and imparting clinical skills to supervisees.
3. Effective supervisors remain attentive to their gatekeeping role. It is the supervisor's responsibility to continually assess supervisee performance, develop remediation plans for supervisees who demonstrate limited competencies, and remove the supervisee from clinical duties if the supervisee does not meet specified requirements in order to guard client welfare.

# Provider Manual Update: Credentialing and Recredentialing with ValueOptions®

Providers can now utilize the Council for Affordable Quality HealthCare's (CAQH®) online Universal Provider Datasource® (UPD) for credentialing and recredentialing purposes. Some of the most frequently asked questions we receive about CAQH were outlined in the August issue of *ValueAdded*. The VBH-PA [Provider Manual](#) has been updated to reflect information about CAQH as shown below:

## Credentialing

Initial credentialing processes begin with submission of completed and signed applications, along with all required supporting documentation using one of the following methods:

- After completing the online universal credentialing process offered by the Council for Affordable Quality Healthcare (CAQH), give ValueOptions access to your credentialing information and ensure a current attestation. Call the CAQH Help Desk at (888) 599-1771 for answers to your questions related to the CAQH application or website; or
- Completion of a ValueOptions paper or on-line application by calling the ValueOptions National Network Provider Line at (800) 397-1630

This includes without limitation attestation as to: (a) any limits on the provider's ability to perform essential functions of their position or operational status; (b) with respect to individual practitioner providers, the absence of any current illegal substance or drug use; (c) any loss of required state licensure and/or certification; (d) absence of felony convictions; (e) with respect to individual practitioner providers, any loss or limitation of privileges or disciplinary action; and (f) the correctness and completeness of the application.

Failure of a provider to submit a complete and signed credentialing application, and all required supporting documentation timely and as provided for in the credentialing application and/or requests from ValueOptions, may result in rejection of request for participation status with ValueOptions.

## Recredentialing

ValueOptions requires that individual practitioners and organizational providers undergo recredentialing every three years. Organizational providers must be recredentialled every three years.

Recredentialing will begin approximately six months prior to the expiration of the credentialing cycle and can be accomplished using one of the following methods:

- After completing the online universal credentialing process offered by the Council for Affordable Quality Healthcare (CAQH), give ValueOptions access to your credentialing information and ensure a current attestation. Call the CAQH Help Desk at 1-888-599-1771 for answers to your questions related to the CAQH application or website; or
- The mailing of a re-credentialing application via USPS to the participating provider or notification by ValueOptions to the participating provider via email, voicemail or facsimile that their online re-credentialing application is available via ProviderConnect.

Required documentation includes without limitation attestation as to: (a) any limits on the participating provider's ability to perform essential functions of their position or operational status; (b) with respect to individual practitioner participating providers, the absence of any current illegal substance or drug use; and (c) the correctness and completeness of the application (including without limitation identification of any changes in or updates to information submitted during initial credentialing).

Failure of a participating provider to submit a complete and signed re-credentialing application, and all required supporting documentation timely and as provided for in the re-credentialing application and/or requests from ValueOptions, may result in termination of participation status with ValueOptions and such providers may be required to go through the initial credentialing process.



## Webinar: The Importance of Documentation in Healthcare

In September 2014, the VBH-PA Director of Program Integrity, Melissa Hooks, had the opportunity to present the training, “The Importance of Documentation in Healthcare,” at the 2014 Bureau of Program Integrity Fraud and Abuse Training for Managed Care Organizations and Oversight Entities. Subsequently, VBH-PA would like to extend the opportunity for our providers to participate by webinar to review the important information about documentation in this training. “The Importance of Documentation in Healthcare” webinar will review the following topics:

1. The ability of the physician and other healthcare professionals to evaluate and plan the patient’s immediate treatment, and to monitor his/her healthcare over time;
2. Communication and continuity of care among the physicians and other healthcare professionals involved in the patient’s care;
3. Accurate and timely claims review and payment;
4. Appropriate utilization review and quality of care evaluations;
5. Collection of data that may be used for research and education; and
6. Evidence that the services were provided.

**The webinar will be on Wednesday, October 29, 2014, from 1:00-2:00PM.** Please register for the webinar at the following link: <https://www2.gotomeeting.com/register/919810186>.

Please feel free to contact Melissa Hooks at [Melissa.Hooks@valueoptions.com](mailto:Melissa.Hooks@valueoptions.com) with any questions related to the webinar.

## Update to the VBH-PA Fraud and Abuse Webpage

Recently, the VBH-PA Program Integrity Department has received final approval from the Office of Mental Health and Substance (OMHSAS) and the Bureau of Program Integrity (BPI) for the 2014 Fraud and Abuse Policy. The updated policy has been posted on the VBH-PA Fraud and Abuse webpage: [http://www.vbh-pa.com/fraud/pdfs/Fraud Waste and Abuse Policy.pdf](http://www.vbh-pa.com/fraud/pdfs/Fraud%20Waste%20and%20Abuse%20Policy.pdf).

Please take a few minutes to visit the website and review the information updated in the policy. If you have any questions, please contact Melissa Hooks, VBH-PA Director of Program Integrity, at [Melissa.Hooks@valueoptions.com](mailto:Melissa.Hooks@valueoptions.com).

# “Acknowledging the Journey”

## The NW3 (Crawford, Mercer and Venango Counties) Annual Behavioral Health Forum

Value Behavioral Health of Pennsylvania is proud to announce:



### “Acknowledging the Journey” 7<sup>th</sup> Annual Behavioral Health Forum Wednesday, November 5, 2014

Park Inn by Radisson, West Middlesex, PA  
9:00 a.m. – 4:30 p.m.  
(Registration begins at 8:00 a.m.)

A forum for families and adult HealthChoices members living with mental illness.

This event is **FREE!** Providers & County Staff are encouraged to bring a parent or adult HealthChoices member along with them.

**GENERAL REGISTRATION:** If you would like to attend this year's forum, please visit our website at [www.vbh-pa.com](http://www.vbh-pa.com) for the General Registration Form. The General Registration Form is located under both the Provider and Member News and Events sections on our homepage.

**EXHIBITORS:** If you would like to exhibit at this year's forum, please visit our website at [www.vbh-pa.com](http://www.vbh-pa.com) for the Exhibitor Reservation Form. The Exhibitor Reservation Form is located under the Provider News and Events section on our homepage. **Hurry! Exhibitor registration deadline is October 10th!**

**NOMINATIONS:** The Nomination Form is available on the VBH-PA homepage, under the Provider and Member News and Events sections at [www.vbh-pa.com](http://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. **Hurry! The nomination deadline is October 10th!**

Please spread the word and invite as many adult members and family members as you can to come join us as we “Acknowledge the Journey” of so many!!!





## This could help you SAVE A LIFE!!

Learn how to help with this drug overdose epidemic!!

### OVERDOSE PREVENTION TRAINING!!



- Heroin/Opiates
- Why people are dying
- Strategies for reducing and preventing deaths
- Overdose prevention and response
- Narcan/Naloxone

PRESENTER: ALICE BELL, Prevention Point Pittsburgh

WHEN: Tuesday, October 28, 2014

TIME: 1:00 PM—2:30 PM

WHERE: MONESSEN MUNICIPAL COMPLEX

1 WENDELL RAMEY LANE

MONESSEN, PA 15062

*(For GPS search use: 8 Eastgate, Monessen, PA 15062)*

4TH FLOOR CONFERENCE ROOM

COST: FREE

RSVP: Diane Chopyak at Westmoreland Drug and Alcohol Commission @  
(724) 684-9000 ext. 4446 or email: [dchopyak@cmsp.net](mailto:dchopyak@cmsp.net)

**Space is limited.**

*Sponsored by the Westmoreland Drug & Alcohol Commission, Inc., and the  
Department of Drug and Alcohol Programs.*

Westmoreland  
Drug and Alcohol  
Commission, Inc.

**BUILDING A HEALTHY  
COMMUNITY**

~ See next page for directions to the Monessen Municipal Complex. ~

## **DIRECTIONS TO MONESSEN MUNICIPAL COMPLEX**

1 WENDELL RAMEY LANE

MONESSEN, PA 15062

724-684-9000

### FROM PITTSBURGH:

- Rt. 51 South(Saw Mill Run Blvd.) to I-70 West
- I-70 West to Exit 42A (old 19A) Monessen
- At bottom of exit ramp make right
- Proceed 1.7 miles on Tyrol Blvd to Rt. 906
- Make a left at light (onto Rt. 906 South) and make first right (Between Keystone Bakery and Union Cleaners). 1 Wendell Ramey Lane is on your left.

### FROM PA TURNPIKE:

- Exit Turnpike at New Stanton Exit 75 (Old Exit 8)
- Take I-70 West to Exit 42A (old 19A) Monessen
- At bottom of exit ramp make right
- Proceed 1.7 miles on Tyrol Blvd to Rt. 906
- Make a left at light (onto Rt. 906 South) and make first right (Between Keystone Bakery and Union Cleaners). 1 Wendell Ramey Lane is on your left.

### FROM I-79:

- I-79 to I-70 East (towards New Stanton)
- Take Exit 41 at the end of the Charleroi-Belle Vernon Bridge
- Proceed right a stop sign onto Rt. 906 North
- Proceed on Rt. 906 North, through Monessen (through six red lights)
- After the last red light (by Exxon Station), make the second left (Between Keystone Bakery and Union Cleaners). 1 Wendell Ramey Lane is on your left.

### FROM PITTSBURGH INTERNATIONAL AIRPORT:

- Proceed on Parkway East (Rt. 60) towards Pittsburgh
- From the Parkway East, take I-79 South, towards Washington, PA
- Near Washington, PA, I-79 joins I-70. Proceed I-70 East
- Take Exit 41 at the end of the Charleroi-Belle Vernon Bridge
- Proceed right a stop sign onto Rt. 906 North
- Proceed on Rt. 906 North, through Monessen (through six red lights)
- After the last red light (by Exxon Station), make the second left (Between Keystone Bakery and Union Cleaners). 1 Wendell Ramey Lane is on your left.

# New Resources for Billing Staff

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

Please review the new resources for billing staff on our website at [http://www.vbh-pa.com/provider/prv\\_information.htm](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.

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## Fall 2014 WPIC Videoconferences

VBH-PA is 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\*

- **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.

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](mailto:kimberly.tzoulis@valueoptions.com)

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

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