

ValueOptions Colorado Provider News

DECEMBER 2011

A Journey Begins with One Step

By Robin Anderson, AspenPointe TeleCare Program Manager

For some, the journey to better health seems an endless one. In 2009, an aneurism left Ruben disabled. The pain, both physically and emotionally, was overwhelming. Prior to his disabling aneurism, Ruben had been a very active person, and enjoyed his life. Now, Ruben had been depressed for over a year and, at one point, had even attempted suicide.

He decided to follow up on

a letter he had received describing the AspenPointe TeleCare Depression Care Management program, and made the call to get more information. A Care Manager listened as he described how he was plagued by chronic pain, how he struggled with feeling useless, and how hard it was to let go of thinking about "how life used to be." He found himself eating a lot of sugar in the afternoons, contributing to his pre-diabetic diagnosis. He had also been diagnosed with high cholesterol.

Therapy and medications were helping, but Ruben decided he needed more.

Ruben's Care Manager explained depression and how it affects the body physically as well as emotionally. Ruben decided to give the program a try. His Care Manager called him on a regular basis and supported him in following his treatment plan with his therapist and doctor. During their telephonic sessions, Ruben learned about

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Service Provided by Interns or Trainees

ValueOptions and its three BHO partners occasionally encounter confusion about whether it is appropriate to bill for services that are provided by clinical interns, trainees, or other staff. The answer to this question depends upon the *type of contract* you or your facility has negotiated with Colo-

rado Health Partnerships (CHP), Foothills Behavioral Health Partners (FBHP), and Northeast Behavioral Health Partnership (NBHP). In most cases, our mental health centers and other large provider groups are contracted as *facilities*, rather than specifically contracting with each clinician

or treatment provider. As such, these facilities may employ interns, trainees, and unlicensed staff to provide clinical services within their scope of training and education. These services can be submitted as encounters or claims, if the

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things he could do to feel better. With support from his Care Manager and therapist, Ruben began to take steps to regularly add these activities into each day.

Some days it was difficult to take those steps. With encouragement, Ruben would come up with ways to take smaller steps, still moving forward toward his goal. His Care Manager was there to cheer him on and to celebrate his accomplishments. To help better manage his diet, Ruben met with the nutritionist at AspenPointe. By taking these steps, Ruben began to feel better emotionally and physically.

Recently, Ruben had problems with his pain medication prescription and was not able to get the medicine he needed. His Care Manager explained to him that while pain medication can help for

awhile, learning how to self-manage his chronic pain would become the medicine that lasts a lifetime.

Ruben found that when he feels pain, if he stops and prays, he feels the pain lessen right away. Taking care of a friend's dogs, working on art projects, going to church, and reading his Bible helped him to feel a little more like his "old self." It felt good to give one of his art projects to a friend as a gift. With this, Ruben discovered something very important. There is medicine that doctors prescribe, and there is "personal medicine."

Ruben has been enrolled in the TeleCare program for a little over a year. To date, not only has Ruben's depression lessened from "severe" to "no depression," but he's also lost 25 pounds and is spending

more time working in the yard. Today is a good day, and Ruben doesn't know what tomorrow will be like. But, he does know one thing for sure. He knows he can make a difference in managing his health.

"Many thanks to (my therapist) at AspenPointe Health Services who helped me find the courage to open up and face my fears and to (my Care Manager) at TeleCare for the encouragement to keep moving forward and not give up. Thank you both for your wisdom and your caring".

Ruben L.

To find out more about the AspenPointe TeleCare Program, please call 1-888-845-2881 or email rob-in.anderson@aspenpointe.org



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service activity is appropriately supervised by a licensed professional who maintains full clinical responsibility for overseeing the work. The service also must be provided at the contracted place(s) of business by someone who is employed by the facility. In other words, the contracted facility cannot extend their facility agreement to cover individuals who are independent sub-contractors.

Engaging in such a sub-contracting relationship and billing for services to Medicaid members is fraudulent.

The situation is somewhat different for *individually contracted* providers. It is absolutely unacceptable for an individually contracted, supervising provider to bill for the work of an intern or trainee. The authorization to provide services is an agreement that cannot be extended to other sub-

contracted individuals, whether they are paid or unpaid staff. If you are not sure whether you can employ interns or trainees to provide services to Medicaid members, please contact the ValueOptions Provider Relations Department to verify whether your contract allows this option. You can contact Provider Relations by calling 800-804-5040 and selecting the option to speak with Provider Relations.

Electronic Verification Makes it Easier to Apply for Medicaid and CHP+

DENVER – August 29, 2011 – The Department of Health Care Policy and Financing announced today that new electronic verification systems are in place to make it easier and less expensive for Coloradans to apply for public health insurance. The changes will eliminate the need for some applicants to supply paper documentation to verify income, citizenship and identity.

“The changes going into effect today will reduce the paperwork and cost burden on Coloradans applying for Medicaid and CHP+,” states Suzanne Brennan, Medicaid director. “Electronically verifying citizenship, identity and income will also decrease the administrative burden on our county and community partners.”

The new electronic interfaces include:

- **Income Verification** - The new Income Eligibility Verification System (IEVS) allows income to be electronically verified by using existing data collected from the Colorado Department of Labor and Employment.
- **Citizenship & Identity Verification** – The changes will allow identity and citizenship to be verified electronically through a direct connection with the Social Security Administration.

This change reduces the burden of providing birth certificates or other paper documentation to prove U.S. citizenship and identity. Costs to obtain copies of birth certificates alone for a Colorado family of four can be more than \$70.00.

- **Automatic Reenrollment** – Eligible Coloradans who have had no change in their income or number of household members will be automatically re-enrolled in Medicaid without submitting renewal paperwork.

Some applicants may still need to provide paper documentation if there are discrepancies in information or the omission of a social security number on the application.

Medicaid is public health insurance for low-income families, children, pregnant women, the elderly and people with disabilities. Eligibility is based on income and family size. The program is funded jointly by a federal-state partnership and is administered by the Department.

Child Health Plan *Plus*, or CHP+, is low-cost health and dental insurance for Colorado children and pregnant women. It's for families that make too much money to be eligible for Medicaid but not enough to afford private insurance.

About the Colorado Department of Health Care Policy and Financing: The department administers the Medicaid and Child Health Plan *Plus* programs as well as a variety of other programs for low-income families, children, pregnant women, the elderly and people with disabilities. The mission of the department is to improve access to cost-effective, quality health care services for Coloradans. For more information about the department, please visit Colorado.gov/hcpf.

Provider Documentation Training

Thank you to all who attended the October webinars regarding changes in medical record documentation requirements. If you were unable to attend, please review the webinar recording available on the ValueOptions website and submit to us an attestation that you have completed this training. ValueOptions will begin using a new chart audit form that will include the expanded requirements for all members who initiate services after January 1, 2012. Hopefully, this will give you time to revise forms and documentation rules within your practice. Sample forms are also available on the website. Should you need assistance or more information, please contact Rhonda Borders, QM Specialist II, at 719-580-2010.



Provider Training Opportunities

ValueOptions Colorado Partnerships will be hosting monthly trainings for Colorado Medicaid Network Providers. Face to face trainings will take place in areas up and along the front range, and opportunities for training will also be available online via Webinars. Be looking for invitations to our monthly trainings in your email box or by

checking the ValueOptions Network Specific Website. If you have not registered your email address with ValueOptions, you can do this by calling 1-800-804-5040 and asking to speak with someone in Provider Relations. Thanks again for serving our members. We look forward to seeing you!

Compliance Corner

For many years the federal government has strongly encouraged all health care providers to implement a compliance program. With the passage of the Deficit Reduction Act, this has now become a requirement. The compliance program is built on the Federal Sentencing Guidelines to uncover and deal with instances of fraud, abuse and waste within an organization.

There are seven (7) elements of a Compliance Program that have been adopted by the Office of Inspector General (OIG) and Centers for Medicare and Medicaid Services (CMS) based on the Federal Sentencing Guidelines. These elements are listed below:

1. Written Standards of Conduct;
2. High level Support and Authority to Oversee Compliance;
3. Effective Training and Education;
4. Open Communication that Encourages Reporting;
5. Monitoring and Auditing Systems;
6. Consistent Discipline/Enforcement ; and
7. Mechanism for Responding to Detected Offenses.

For more information, check out the Federal Sentenc-

ing Guidelines at http://www.uscc.gov/Guidelines/2010_guidelines/Manual_HTML/8b2_1.htm.

Colorado Health Partnerships, Foothills Behavioral Health Partners, and Northeast Behavioral Health Partnership have Compliance Programs that have a reporting mechanism in place which includes mechanisms that allow for anonymity and confidentiality. If you would like to report any incidents of potential fraud, waste or abuse, please call the corresponding number .

Colorado Health Partnerships (CHP)
1-888-589-3310

Foothills Behavioral Health Partners
1-303-432-5985

Northeast Behavioral Health Partnership
1-970-347-2328