

## *Growing, Growing, Growing.....*



Quest membership is steadily increasing with an impressive **TWENTY** new clients in the past year! These new clients have increased membership by over **10,000** and are located within the counties of Berks, Cumberland, Dauphin, Lancaster, Lebanon, Lehigh, Northumberland, and York.

We would like to thank all the providers who consistently support and care for Quest members! We value your participation and relationship with Quest!

### *Quest Provider Network by the Numbers!*



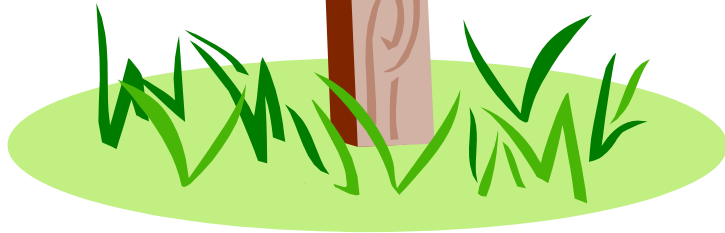
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## We've Moved!!

The Quest offices have recently relocated! Please be sure *all correspondence* is properly addressed to our mailing address:

**Quest Behavioral Health**  
**PO Box 1032, York, PA 17405-1032**



## Making New Even Better!

Quest is slated to unveil an enhanced version of our recently updated website.

With this improved website, you can expect to see:

- ✓ A sleeker web design
- ✓ Enhanced online provider forms
- ✓ A fresh new approach to the provider search feature including zip code sort option



## All Provider Updates: One Form

To ensure Quest members are receiving the most accurate provider information, we continuously update the network listing with current provider information, including:

- ✓ New providers
- ✓ Terminated providers
- ✓ Provider information edits

All provider updates can be completed using the **Provider Change/Addition Form** located under Forms and Documents under the provider tab at [www.questbh.com](http://www.questbh.com)

### ONLINE PROVIDER FORMS

EAP Authorization	Provider Change / Addition Form	Membership Eligibility & Benefit Request	Request Information
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Also please note, if a provider is **not taking current referrals** or is **resuming the acceptance of new clients**, please contact provider relations with the updated information at [provider@questbh.com](mailto:provider@questbh.com) or 717-851-1478.

## New Credentialing Contact?



We would Love to Hear from You!

Quest provider relations staff keeps constant communication with all provider offices and their credentialing contacts.

If you are a new group credentialing contact, or need to update Quest with your contact information, provider relations can be reached via [provider@questbh.com](mailto:provider@questbh.com) or 717-851-1478.

## Quest Spotlight:

Tammy King, PsyD, LPC, CAADC, CSP



Dr. King is a Licensed Professional Counselor and Certified School Psychologist with over 14 years of clinical experience. She has worked in the field of mental health treatment in both community mental health and public school settings. Tammy received her Bachelors Degree from Messiah College in Communications where she also participated in Messiah College's Temple University enrichment program. She earned her Masters Degree from Eastern University in Counseling with an emphasis in higher education, concurrently working within the collegiate setting. Following her Master's degree, she received a post-master's certification in School Psychology at Immaculata University, and completed her PsyD at Immaculata University. Tammy has worked in private practice for psychotherapy as well as conducting psychological testing within the school system. She has recently been accepted as part of the adjunct faculty within the undergraduate psychology program at York College. She has areas of interest in the diagnosis and treatment of ADHD, Learning Disorders, Mood Disorders, and Substance Abuse Disorders. Tammy has conducted individual, group, couples, and family therapy, and has a strong interest in drug and alcohol education/prevention. Additionally, Tammy has had a significant amount of experience working with the forensic population. She continues to work in the private practice sector serving all populations ranging from young children to geriatrics, with mental health, physiological and/or drug and alcohol concerns.

## Getting to Know Tammy King:

***How many years have you been with Quest?***

For a year and a half

***Primary job description for Quest?***

Utilization Care Management. Working with members and providers to facilitate level of care for treatment, case management services, and crisis intervention. I enjoy helping and guiding members to navigate their behavioral healthcare needs.

***Hometown? Birthplace?***

My hometown is Williamsburg, Pa and birthplace is Altoona, Pa. These towns are close together.

***Hobbies/Interests?***

My interests include, exercising, being an Elvis fan, cooking, baking, spending time with family, and going to see the Phillies play baseball.

***My coworkers/friends/family describes me as?***

Family describes me as being nice, caring, and fun to be around

***Greatest Challenge I have ever faced in my life or career?***

The greatest challenge in my career is balancing career/education pursuits with personal life.

***Pets I own?***

Pets- 3 very fluffy cats, Max (age 9), Baby (age 5), and Sonny (age 1)

***What you like best about working at Quest?***

I like working at Quest for the relationship with co workers that have been cultivated.

***Best Advice ever received?***

The best saying to live by?—"There are no shortcuts to any place worth going."



**Building Businesses With Balanced Lives**

## Did you know?

Quest Behavioral Health and Employee Assistance Program offers a full spectrum of high-quality and low-cost services to assist employers to offer benefits to employees and their families. Services offered include:

- ☑ **Employee Assistance Program (EAP)** including face-to-face counseling sessions and work/life benefits that offer legal, financial, eldercare, childcare, and a secured website for essentials of daily life management. Critical Incident Stress Management (CISM) and Trainings are also offered under the EAP services.
- ☑ **Behavioral Health Benefits Plan Administration** for self-funded employers including benefit cost containment through professional clinical case management.
- ☑ **Integrated Services for self-funded employers** Employee Assistance Program (EAP) with our administration of benefits service for behavioral health care



For more information on Quest services, contact Connie Stock at 717-851-5357 or via email at [cstock@questbh.com](mailto:cstock@questbh.com).

Or click here to request a

**Quick Quote**

## Provider Calling Quest? Select Option 2.



The Quest toll-free line (800-364-6352) is an excellent resource for members *and* providers. To efficiently manage the increasing volume of calls to the Quest office, two options are available.

**Option 1** is reserved for employees and employers with questions, *only*.

**Option 2** is reserved for all provider calls. Pre-certification admissions, as well as confidential messages for the claims and provider line can be deposited through this option. Provider calls also have the opportunity to speak with Quest staff regarding urgent needs and continued stayed reviews through this option.

Please note the Quest website remains the quickest resource for EAP authorizations, benefit verification, claim statuses, and discharge summary information. These forms and more can be located at [www.questbh.com](http://www.questbh.com) under the provider and forms and documents tab.

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## Online Claim Status Inquiry – Still the Quickest Option!

The fastest claim status requests can be submitted online via [www.questbh.com](http://www.questbh.com)! Simply select the Provider tab and choose *Claim Status Inquiry*. Completing the online status request ensures a 24 business hours turnaround time.

Please note requests for claim statuses should be submitted ***no sooner than 45 days after submission or mailing***. Quest always strives for efficient claim reimbursements, with a goal of thirty (30) days or less.



## Quest 2013 Holiday Office Closures:



**Monday, September 2, 2013** - Labor Day

**Thursday, November 28, 2013** - Thanksgiving Day

**Wednesday, December 25, 2013** - Christmas Day

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### CALENDAR OF EVENTS

QUEST WILL BE EXHIBITING AT THE FOLLOWING 2013 CONFERENCES:

2013 PA SOCIETY FOR HUMAN RESOURCE MANAGEMENT (PA SHRM) STATE CONFERENCE  
PENN STATE, STATE COLLEGE, PA  
SEPTEMBER 26-27, 2013

2013 SOCIETY OF HEALTHCARE HR PROFESSIONALS OF PA (SHHRPP) CONFERENCE  
OMNI BEDFORD SPRINGS RESORT & SPA, BEDFORD, PA  
OCTOBER 17 - 18, 2013

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### PRIVACY & CONFIDENTIALITY

In order to do our job, we receive and use protected health information or PHI about members. This information could be in the form of medical records, claims and other administrative data that are personally identifiable. Privacy and confidentiality are very important to us. We send out privacy notices to our members. We follow strict policies and procedures to protect privacy and confidentiality in all settings. Our policies and procedures are available on the web at [www.questbh.com](http://www.questbh.com). If you have questions and would like additional information, you may contact Quest at 800-364-6352.

Contact Us:



#### Provider Relations

**Provider Relations**  
[provider@questbh.com](mailto:provider@questbh.com)  
Phone: 717-851-1478  
Fax: 717-851-1414

#### CLAIMS

Toll Free: 800-364-6352  
[claims@questbh.com](mailto:claims@questbh.com)

#### PHONE NUMBER

800-364-6352

#### Fax Number

717-851-1414

#### ADDRESS

PO Box 1032  
York, PA 17405-1032

#### Administrative Services

Monday – Friday  
8:00 a.m. – 4:30 p.m.

Clinical Services are Available:  
24 Hours a day, 7 Days a Week

[Quest Provider Newsletter Archive](#)

**Wishing you  
a safe and  
happy  
summer.**