



Quest Behavioral Health Provider Newsletter

Volume 8, Issue 1

February 2014

Quest Toll-Free Number – New & Improved Menu Options

1-800-364-6352



In an effort to streamline telephonic communications, Quest has developed a new and improved set of menu options that arise when contacting the toll-free number. These options offer an efficient and organized approach to fielding calls to their appropriate departments. Listed below are the new menu options for the Quest toll-free phone line:

Option 1: Hospital, Physician, or Physician Staff calling regarding admission or referral; or Employer calling regarding a critical incident – *this option will connect you with a licensed clinical staff member.*

Option 2: Patient, Employee, or Employer with benefit or EAP questions.

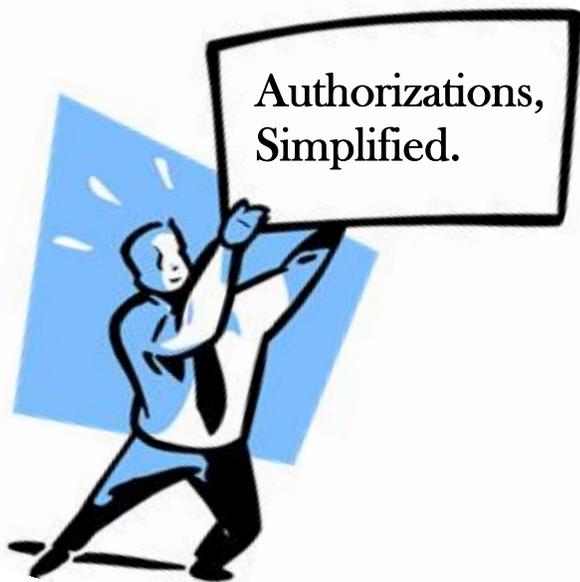
Option 3: Provider calling regarding a patient admission; or Benefit or Claim information.

Under option 3, there is a subset of selections including:

- 1 - Notification of actual or potential hospital admission for a patient.
- 2 - Claims Information.
- 3 - Partial, IOP, or Current Facility admission review.
- 4 - EAP authorization, benefit inquiry, eligibility, or administrative matters.

INSIDE THIS ISSUE

- | | | | |
|---|-------------------------------------|---|---|
| 2 | Authorizations, simplified | 3 | Supervisory Referral Employee Status Report Checklist |
| 2 | Claims Refresher | 4 | A special thank you to our providers |
| 3 | Introducing Nancy Piluso, MSN, RN-C | 5 | Introducing Katie Smeltzer, BS HCM |



Authorizations can be obtained by contacting the Quest toll-free number [1-800-364-6352]. Available electronic resources for authorizations are also included below. To ensure appropriate referrals, efficient use of benefits, and clinically effective treatment, Quest members need to contact the toll-free number and receive their benefit information and eligibility.

Pre-Authorization Required

- ✓ Employee Assistance Program [EAP] sessions – *Electronic Request for Authorization*
- ✓ Psychological Testing Request – *Electronic Request for Authorization*
- ✓ Inpatient treatment Services
- ✓ Partial Hospitalization Services
- ✓ Intensive Outpatient Services

NO Pre-Authorization Required

- ⊗ Traditional Mental Health & Substance Abuse Outpatient Services

Claims Refresher!

We know how familiar the tedious task of claims processing can be. Here are a few friendly reminders regarding the claims processing procedures with Quest:

- ❖ Quest processes clean claims, defined as a claim for payment for services without defect or impropriety (Act 68), within the required **45 days** of receipt of the claim. However, Quest typically processes claims in less than the maximally allowed time limit. With this in mind, ***please allow for 45 days post-claim submission to inquire about claim payment status.***
- ❖ Claim status inquiries can be obtained via two methods:
 - ✓ Electronically via the Quest website; or
 - ✓ Telephonically at 1-800-364-6352Website inquiries are returned within 24 hours, whereas telephonic inquiries are returned within 48 hours.
- ❖ The Health Insurance Claim Form (HCFA) 1500 is available on the Quest website. Quest currently accepts the revised CMS-1500 Form, version 02/2012.
- ❖ Required items on each HCFA claim form include:
 - ✓ Patient demographic information
 - ✓ Date(s) of service
 - ✓ Procedure code
 - ✓ Charged amount
 - ✓ Diagnostic code
 - ✓ Specific provider who offered service
 - ✓ Billing address

Introducing Nancy Piluso, MSN, RN-C!

Quest's Newest Clinical Case Manager



Nancy Piluso, MSN, RN-C is a Masters prepared registered nurse certified as a mental health clinician with 20 years of clinical and administrative experience. She has worked in the not-for-profit, for-profit, and federal government mental health care systems. Nancy received her Bachelor's degree from York College in nursing with a minor degree in psychology. She earned her master's degree from Villanova University in nursing administration. Following her master's degree she earned a post-graduate certification in hospital administration, and also has completed training in LEAN systems for organizations. Nancy also received clinical training in structural family therapy from the Child Guidance Center in Philadelphia.

Nancy worked as an adjunct faculty member at York College teaching the undergraduate psychiatric nursing clinical rotation. She has provided consultative services for several hospital systems conducting staff development sessions, risk assessment evaluations for JCAHO readiness, as well as adherence to psychiatric in-patient environment of care standards.

Nancy's interests are in the mental health care and treatment of the child and adolescent population, substance abuse treatment, and the care and treatment of the geriatric population with medical co-morbidities impacting mental health. She has interest in access to care and transitions in levels of care, and has developed and implements a single point of entry at several hospital systems for psychiatric and detox programs. She continues to strive for success in providing patients with an excellent experience in accessing mental health and substance abuse treatment and services.

Supervisory Referral – Employee Status Report Checklist

Quest strives to offer timely and accurate communication during each Employee Assistance Program (EAP) Supervisory Referral case. To facilitate appropriate communication between Quest, the provider, and employer groups, Quest requires a completed employee status report form following *each* scheduled therapy session.



Items required with **every** form submission include the following:

- ✓ Provider Name
- ✓ Member Name
- ✓ Scheduled Appointment date with appropriate attendance outcome
- ✓ Scheduled follow-up appointment dates
- ✓ Return submission to Quest within 24 hours of scheduled appointment (fax: 717-851-1414)

A Special Thank You to our Providers...



Quest has recently noticed an influx of members receiving the appropriate and timely Employee Assistance Program (EAP) authorizations. This is largely due to the consistent reminders offered by providers and their organizations for members to retrieve the authorization.

Thank you for streamlining the authorization processes for EAP, as well as the quality care offered to our members!

New Referrals?

To ensure our members receive the appropriate referrals to providers accepting new patients, it is **imperative** that our records remain up-to-date.

If a provider is not currently accepting new referrals, or is now able to accept new members, please contact provider relations at provider@questbh.com or (717) 851-1478 to update your status within the network.

If you are unsure of your status within the Quest network, please contact provider relations for more information.

Provider Eligibility

Update:

Licensed Social Workers (LSW) and Licensed Behavior Specialists

Quest has recently extended the provider network eligibility to include Licensed Social Workers (LSW) and Licensed Behavior Specialists. Eligibility requirements for both LSW and Behavior Specialists include an active licensure in the state of practice. Additional requirements for a LSW include an active licensure for a minimum of ten [10] years.

Interested providers may contact provider relations at provider@questbh.com or 717-851-1478 for more details. Initial provider pre-applications can be accessed under the provider tab at www.questbh.com.

Psychiatrist Search!

To accommodate the ever increasing request for psychiatry services, Quest is continuously developing our network of licensed psychiatrists. Interested providers can contact provider relations for more information at provider@questbh.com or 717-851-1478. Psychiatrist eligibility include: active licensure, DEA registration, CDS registration (if applicable), completion of medical school and three-year psychiatric residency program, and board certification by the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry. *Non-board certified psychiatrists are eligible for network participation contingent upon receipt of board certification within the five years post-completion of residency.*

DID YOU KNOW?

Quest has over 2,000 providers in network and includes 58 counties of Pennsylvania and 11 counties of Maryland. We serve over 140,000 employees and their family members!

ZixCorp Security System

We here at Quest are dedicated to maintaining the security and confidentiality of patient and provider information. To reinforce the security of electronic communication, emails containing pre-populated re-credentialing applications as attachments are automatically transmitted using the ZixCorp security system. The email will prompt recipients to open the message using the secure server. First time users will be able to establish a new password; likewise, return users will enter their pre-established password. Please note these secure messages are designed to maintain confidentiality and privacy. Thank you for continued participation with this new system.

Introducing Katie Smeltzer, Provider Relations!

*Quest's Newest Provider Relations
Representative*



Katie Smeltzer, BS HCM – Katie received her Bachelors of Science: Health Care Management degree from Saint Leo University. Currently, she has nine more months left in her MBA: Health Care Management degree with Saint Leo University. In the past, Katie has worked as a certified nursing assistant at Pleasant Acres Nursing and Rehabilitation Center, an administrative assistant for a Department of Defense facility, and a physician's office assistant for The Heart Group of Lancaster

General Health. After being a nursing assistant and working administrative work, Katie decided that a career in health care administration was for her. Future goals for Katie involve receiving her PhD and gaining more experience in the health care administration field.

Getting to Know Katie:

How many years have you been with Quest?

1 month

Primary job description for Quest?

Provider Relations/Administrative Assistant

Typical Workday?

Credentialing providers, re-credentialing providers, administrative work.

Hometown?

Broque, PA

Hobbies/Interests?

Cooking, traveling, photography, spending time with my family.

My coworkers/friends/family describe me as?

Outgoing

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

Juggling a full time job, MBA classes, and a 3 year old!

Pets I own?

Welsh Corgi

Dream vacation?

Cruising around the islands.

Favorite restaurant?

I love pizza and wings!

What I would like to learn?

I would like to learn more about the future of health care.

Greatest invention ever?

The computer - my job would involve a lot more paperwork without one.

What you like best about working at Quest?

I like that everyone is nice and works together for a common goal.

Volunteer activities?

I used to volunteer at Tri-City Medical Center's laboratory in Oceanside, CA when I lived there.

Favorite sports team?

Pittsburgh Steelers and Penn State Football.

Quest 2014 Holiday Office Closures:



Monday, May 26, 2014 – Memorial Day
Friday, July 4, 2014 – Independence Day
Monday, September 1, 2014 – Labor Day
Thursday, November 27, 2014 – Thanksgiving Day
Thursday, December 25, 2014 – Christmas Day

Please remember that clinical services are always available 24-hours a day, 7-days a week through the Quest Call Center at 1-800-364-6352.

CALENDAR OF EVENTS

QUEST WILL BE EXHIBITING AT THE FOLLOWING 2014 CONFERENCES:

2014 PENNSYLVANIA ASSOCIATION OF SCHOOL PERSONNEL ADMINISTRATORS [PASPA]
SHERATON HARRISBURG-HERSHEY HOTEL,
HARRISBURG, PA
FEBRUARY 26 –27, 2014

2014 PENNSYLVANIA ASSOCIATION OF SCHOOL BUSINESS OFFICIALS [PASBO]
HERSHEY LODGE & CONVENTION CENTER, HERSHEY, PA
MARCH 12 – 13, 2014

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. If you have questions and would like additional information, you may contact Quest at 800-364-6352.

Contact Us:

Provider Relations

provider@questbh.com
Phone: 717-851-1478
Fax: 717-851-1414

Claims

Toll Free: 800-364-6352
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](#)

