



VOLUMN 8, ISSUE 3

Quest Behavioral Health Provider Newsletter

IN THIS ISSUE

New and 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.

Welcome to our new Client: Waynesboro Hospital

Please join us in welcoming our newest client, Waynesboro Hospital Employees, and their dependents. Eligibility and benefits can be obtained by calling Quest's toll-free number on the back of the member's card: 1-800-364-6352.

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Introducing Quest's newest team members!

It is our pleasure at Quest to introduce to you our new Quality Management Coordinator, Operations Coordinator, and Account Representative.

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Authorizations, Simplified

Authorizations can be obtained by contacting the Quest's 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
- ✓ Psychological Testing Request
- ✓ Inpatient Treatment
- ✓ Partial Hospitalization Intensive Outpatient

NO Pre-Authorization Required

- ✓ Traditional mental health and substance abuse outpatient sessions

BREAKING NEWS

Psychological testing authorization requests and EAP authorization requests may now be submitted electronically through the Quest website.

Website inquiries are returned within 24 hours; whereas, telephonic inquires are returned within 72 hours.

Quest currently accepts the revised CMS-1500 Form, version 02/2012. The Health Insurance Claim Form (HCFA) 1500 is available on the Quest website.

CLAIMS

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 inquires can be obtained via two methods: Electronically via the Quest website; or Telephonically at 1-800-364-6352

Required items on each HCFA claim form include:

- ✓ Patient demographic information
- ✓ Subscribers information (Box 1a)
- ✓ Insurance/Employer Group (i.e. Reading Health System)
- ✓ Date(s) of service
- ✓ Charged amount
- ✓ Diagnostic code
- ✓ Specific provider who provided the service
- ✓ Billing address
- ✓ Tax identification number or EIN

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 from **every** form submission include the following:

- ✓ Provider Name
- ✓ Member Name
- ✓ Scheduled Appointments with appropriate attendance outcome
- ✓ Scheduled follow-up appointment dates

Additionally, please return submission to Quest within 24 hours of scheduled appointments (fax: 717-851-1414)

FAST FACTS

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



Security System

At Quest, we 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.

Quest's Member Services Department Friendly Reminders



Voicemail Requests

Please remember, when leaving a voicemail for our member services department, the turn-around time is 72 hours. Additionally, to ensure accurate and efficient information please leave the following information, as this is a confidential voicemail system:

- Members name
- Members date of birth
- Name of member's employer group

Providing this information will allow our member services department to have an even faster turnaround time for information requests.

Website Requests

We thank you for your patience as we continue to update our website to make it more provider and member friendly. Please remember that the turn-around time for website form inquiries is 24 hours.

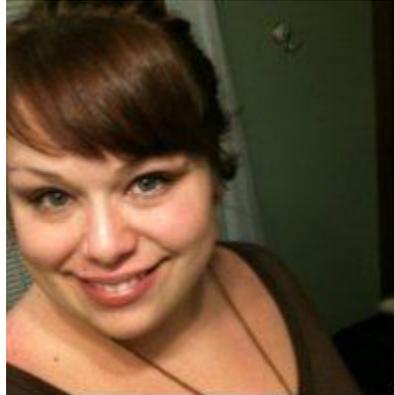
When choosing a form to send to Quest's member services department, please choose the correct form that corresponds to the needs of your inquiry. For example, requests for EAP authorizations should use the **EAP Authorization**

online form. Please only use the **Request for Information online form** for general inquiries. EAP Authorizations, claim inquiries, and membership eligibility and benefits all have their own online form.

Additionally, please keep in mind the **Members insurance/Employer Group** field is not Quest Behavioral Health. This field should be filled in with the employer of the member (i.e. Reading Health System or Shipley).

Getting to know Quest's newest team members

Introducing, Ashley Brown, Quest's new Quality Management Coordinator



Ashley Brown is the new Quality Management Coordinator for Quest Behavioral Health. She has a lengthy history of data management and analysis working for a variety of social service non-profits, locally-owned for-profit companies, and most recently, a school district. Ashley reports it's going to be a BIG year in 2015 for the Quality Management department! She will be focusing on several new goals in the upcoming year including: improving cost effective measures throughout the office by going paperless in several departments, distributing "experience" surveys to providers, clients and members, implementing measures to coordinate care between patients in a higher level of care setting and their primary care physicians, and conducting random treatment record audits of credentialed providers and facilities.

Getting to Know Ashley:

How many years have you been with Quest?

1 year.

Primary job description for Quest?

Assist in facilitating supervisor referrals, management of the Quality Improvement program including development of annual Quality Management evaluation, annual work plan and goal-setting across all departments within Quest Behavioral Health.

Hometown?

Originally from Yukon, Oklahoma now live in Lancaster, Pennsylvania.

Hobbies/interests?

Reading, traveling, live music, and concocting new recipes in my kitchen.

My coworkers/friends/family describe me as?

Nerdy, fun, and outgoing.

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

Paying off my never-ending student loans!

Dream vacation?

Winning the lottery and traveling the world in a privately chartered yacht.

Favorite restaurant?

The Seed, a vegetarian/vegan cafe in downtown Lancaster, Pennsylvania – or anywhere that serves authentic Mexican food.

What I would like to learn?

I hope to learn as much about health care as possible, including the future of the health care industry and ways to improve the patient experience.

Greatest invention ever?

I'm still waiting for someone to invent a commercially available teleportation device.

What you like best about working at Quest?

I LOVE working at Quest! We are a small, but powerful, staff committed to providing an extraordinary experience for our clients and members. Everyone on staff is friendly, knowledgeable and works together well!

Volunteer activities?

I volunteer for a variety of organizations and activities, such as Bell Socialization Services, Habitat for Humanity, and Water Street Mission. During the open-enrollment period, I am volunteering to work with homeless and "sheltered" families in applying for Medicaid/Medicare, Medical Assistance, or the Affordable Care Act.

Introducing, Steve Warner, Quest's new Operations Coordinator



Steve Warner joined the Quest team in May as the Operations Coordinator. Steve earned his B.S. in Supply Chain Operations Management from York College of Pennsylvania. Before earning his degree, Steve served as an infantryman in the U.S. Army, where he was stationed at Ft. Wainwright, Alaska with the 172nd Brigade Combat Team and the 1st Brigade Combat Team of the 25th Infantry Division. While pursuing his degree, Steve gained practical business experience throughout the manufacturing sector by working in the Finance and Controlling Department of Voith Hydro and as a Global Supply Chain Analyst with Magnesita Refractories. During his education at York College, Steve discovered that he had a passion for healthcare and he is excited to bring his analysis capabilities and passion for continuous improvement to the Quest team!

Getting to Know Steve:**How many months have you been with Quest?**

6 months

Primary job description for Quest?

Oversees all day-to-day operations of the call center including member services and claims entry and adjudication. Coordinates the administration of benefits with owner Human Resource Directors.

Hometown?

Loganville, PA

Hobbies/interests?

Spending time outdoors, reading, traveling

My coworkers/friends/family describe me as?

Loyal, hardworking, fun

Dream vacation?

Touring Italy and Spain for a month or two with my wonderful wife!

Favorite restaurant?

Victor's Italian Restaurant in York, PA has great food with an enjoyable atmosphere

What I would like to learn?

Another language. I have never done well when trying to learn another language, but I am very jealous of those who are multi-lingual!

Greatest invention ever?

Information technology as a whole. It's mind-boggling to think about all of the information we have at our fingertips!

What you like best about working at Quest?

The staff at Quest is second to none! We have such a dedicated staff, who works together to ensure that every member receives a great customer service experience!

Introducing, Courtney Beam, Quest's new Account Representative



Courtney Beam is a recent graduate of York College of Pennsylvania who earned a Bachelor of Science degree in Entrepreneurship. She relocated to Pennsylvania from New York to accept the full time Account Representative position within Quest immediately after graduation. She has an extensive customer service past, as she managed a Carvel for five years beginning when she was only sixteen. Her time at Quest has been spent working closely with clients, managing client service databases, writing press releases, organizing meetings and seminars, attending benefit fairs, and giving Employee Assistance Program presentations.

Getting to Know Courtney:

How many years have you been with Quest?

1 year

Primary job description for Quest?

Manage all client accounts

Hometown?

Originally from Long Island, New York. Relocated to Lancaster Pennsylvania.

Hobbies/interests?

Drawing/painting, exploring, being active, learning

My coworkers/friends/family describe me as?

Adventurous, outgoing, funny, organized

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

Moving away from home on my own to start my job at Quest Behavioral Health

Dream vacation?

Any tropical, six-month long vacation, twice a year

Favorite restaurant?

Max Brenner in New York City – it's a chocolate restaurant!

What I would like to learn?

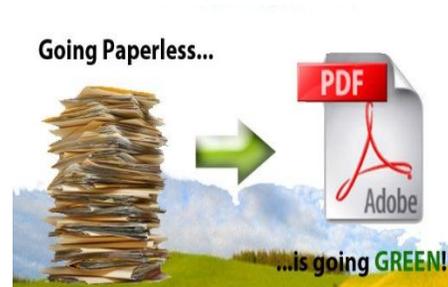
I'd like to learn how to surf

What you like best about working at Quest?

Quest is a close-knit family who works well together and I'm lucky to be part of the friendly, intelligent, and thoughtful staff that always puts their members first

Volunteer activities?

During my two years at York College of PA, I was on the Executive Board for Habitat for Humanity and aided in all fundraising campaigns



The Quest Provider Relations Department is going paperless!

Please strive to fill out online application through our website www.questbh.com under the provider tab.

Additionally, please try and EMAIL all paper applications in PDF format to our provider relations specialist, Katie Smeltzer, at ksmeltzer3@questbh.com

A Special Thank You to Our Providers...



Quest has been noticing 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 receive the authorizations.

Thank you for streamlining the authorization process 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.

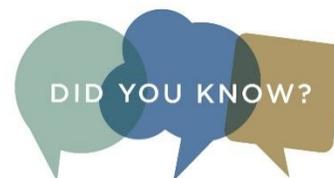
If a provider is not currently accepting new referrals, or is now able to accept new members, please contact our provider relations representative, Katie Smeltzer, at provider@questbh.com or (717) 851-1478, to update your status within the network.

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

Please Join Quest in Welcoming our new client, Waynesboro Hospital, and their Dependents as of November 1, 2014

As always, please remember to contact our call center for Quest member benefits and proper authorizations.

[Waynesboro cont.] Quest's toll free number can be found on the back of the member's insurance card. Any questions and questions on benefits and eligibility should be directed to Member Services at **1-800-364-6352**



Licensed Social Workers (LSW) and Licensed Behavioral Specialists (LBS)

Quest has recently extended the provider network eligibility to include Licensed Social Workers (LSW) and Licensed Behavioral Specialists (LBS). Eligibility requirements for both LSW and Behavioral 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: provider@questbh.com or 717-851-1478 for more details. Provider pre-applications may also 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: 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.*



Quest 2014-2015 Holiday Office Closures



Thursday, December 25, 2014 – Christmas Day
 Thursday, January 1, 2015 – New Years Day
 Monday, May 25, 2015 – Memorial Day
 Monday, September 7, 2015 – Labor Day
 Thursday, November 26, 2015 – Thanksgiving 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**



Contact Us:

Provider Relations
provider@questbh.com

Claims
 Toll Free: 1-800-364-6352

Phone Number	Address
800-364-6352	PO BOX 1032
Fax Number	York, PA 17405
717-851-1414	

Administrative Services
 Monday – Friday
 8:00am – 4:30pm

Clinical Services are available
 24-hours a day, 7-days a week



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.