

QUEST BEHAVIORAL HEALTH PROVIDER NEWSLETTER

SPRING 2018

ABA THERAPY

Do you have a client whose child is diagnosed with ASD?

Quest is Pleased to Announce Reimbursement is Now Available for ABA Therapy (0359T – 0374T)

WellSpan, Reading/Tower Health and UPMC Pinnacle provide coverage for Applied Behavioral Analysis (ABA) and Behavioral Health Rehabilitation Services (BHRS)

Contact provider relations at 717-851-1478 if your practice is interested in contracting for ABA therapy.

There are many resources for families coping with autism.

- Autism Speaks: <https://www.autismspeaks.org/>
- ABA in PA Initiative: <http://www.abainpa.com/>
- *Top 10 Myths about Applied Behavior Analysis*: <http://nationalautismnetwork.com/about-autism/autism-treatments/top-10-myths-about-applied-behavior-analysis.html>
- ASERT (*Autism Services, Education, Resources and Training*): <http://www.paautism.org/>
- Autism York: <https://www.autismyork.com/>
- Autism Society - Greater Harrisburg Area: <http://www.autismharrisburg.org/>
- Autism Society of Berks: <http://www.autismsocietyofberkscounty.org/>

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FOR _____ DATE _____

ADDRESS _____

REFILL _____ TIMES

A generically equivalent drug product may be dispensed unless the practitioner hand writes the words "Brand Necessary" or "Brand Medically Necessary" on the face of the prescription.

R_x

PRESCRIPTION TAKEBACK

Nationally, The Center for Behavioral Health Statistics and Quality found that there is a 19 times increased likelihood that individual who abuse opioid medications will use heroin. To help address the opioid crisis, the IBC Foundation is supporting the Pennsylvania Department of Drug and Alcohol Program's biannual National Prescription Drug Takeback day by raising awareness of events (in October and April) As well as increasing awareness of locations where residents can return medications any day of the year. There are currently 681 take-back sites covering all 67 counties.

Clearing the medicine cabinet of any unused or expired medications is a simple way to help diminish initial use and possible abuse of prescription drugs. Individuals can take the unused prescriptions to a take back location (some participating police station or pharmacy) as a step in making a difference. For any unused medications found in the medicine cabinet, seal the containers and place them in a plastic bag. Visit ibxfoundation.org/dropbox to select the county and find the nearest take-back site.

SIGNATURE

DEA NO.

ADDRESS _____

Reorder Item #6120

Total Pharmacy Supply, Inc.

1-800-878-2822

UPDATE

CREDENTIALING

Please Welcome
Laura Going,
Administrative Assistant
717-851-1471

Initial Application
SIGNATURE
REQUIRED

Prof. Liability History
(PAGE 8)

CHANGES
Please notify
Provider Relations
717-851-1478
or
717-851-1471

W9
Line 1
Name as shown on your
income tax returns
and checks

Line 2 Business Name

UPDATED
INITIAL
APPLICATION
Available Now

Call
717-851-1478
Or
717-851-1471

EXPEDITE CREDENTIALING PROCESSES

Professional Reference Requirements

Same or higher **licensure** as the applicant
Has **known** the applicant for a minimum of **one year**
Can **attest** to the **clinical skills** of the applicant
Email address preferred

Practice Change/Addition Form Assist Quest Behavioral Health Call Center with accurate referrals

Resign from practice
Change practice location
Add practice location
Join additional practice
Phone or Fax number revisions
Name change

Notify Provider Relations
717-851-1478 or 717-851-1471

Individual Initial Application

SIGNATURE REQUIRED

PROFESSIONAL LIABILITY HISTORY

Attestation
Release of Information

Call provider relations for updated application

Certifications

PHYSICIAN (MD/DO)

PSYCHIATRY

Board certification is required within five years following residency

ADDICTION MEDICINE

Physicians board certified in addiction medicine are eligible to apply to become a practitioner on the Quest panel

www.abam.net

PHYSICIAN ASSISTANT (PA-C)

CERTIFICATE OF ADDED QUALIFICATION (CAQ) IN PSYCHIATRY

(Required within three (3) years following graduation)

www.nccpa.net/psychiatry

NURSING (CRNP)

PSYCHIATRIC-MENTAL HEALTH American Nurses Credentialing Center (ANCC)

www.nursecredentialing.org/psychiatricmentalhealthnursing

BEHAVIOR SPECIALIST (LBS)

BOARD CERTIFIED BEHAVIOR ANALYST (BCBA-BCBA-D)

Board Certified Assistant Behavior Analyst (BCaBA)
Registered Behavior Technician (RBT)

www.bacb.com/page/100155/

CLAIMS CORNER

EAP AUTHORIZATION

A. Appointment required

- Client calls Quest for referrals
- Quest supplies referrals
- Client calls practice/clinician for appointment

B. Call Quest

- Practice or member may contact Quest for authorization
- **DATE** of first appointment is **REQUIRED**
- **NAME** of clinician providing the services is **REQUIRED**

C. Authorization

- Quest will fax or email authorization within 24 hours
- Number of sessions approved are noted on authorization
- Call Quest 1-800-364-6352 for missing authorizations, please do not cancel appointments

CLAIMS PROCESSING WITHOUT DELAY

- Client name and date of birth are required
- Diagnosis and CPT codes are required
- Box 31, 32, and 33 must be completed
 - Box 31 – Please type the clinician's name
 - Box 32 – Address where services were provided
 - Box 33 – Billing address
- Autism
 - Name for authorized BSC must be on claim for TSS services (H2021)

Fax 717-851-1414

or

Email

claims@questbh.com

BENEFITS AND ELIGIBILITY REQUESTS

EMAIL

MEMBERSHIP@QUESTBH.COM

24 HOUR TURN-AROUND-TIME



Laura Going, Administrative Assistant

What is your primary job description?

I have two roles – Administrative assistant for Provider Relations and Special projects for the president of Quest, Bob Green.

What do you like about working for Quest?

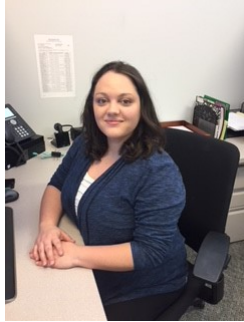
Quest is very laid-back and the people function as a team.

Co-workers/friends/family describe me as...

Quirky, kind, and helpful

Most people don't know that I...

Tried out for American Idol in college. No, I didn't make it.



Philip Graham-Bell, Senior Account Representative



What is your primary job description?

Maintain high quality customer service for our clients. Identify sales prospects and solicit new accounts. AKA: Maintain and grow relationships with customers while achieving sale and profit growth goals.

What do you like about working for Quest?

Our People! Quest is full of experts in their fields and it is refreshing to be surrounded by capable, compassionate and caring people.

Co-workers/friends/family describe me as...

A Steelers loving, golf playing, food cooking, baby cradling, book reading, technology loving, Sunday driving son of a gun!

Most people don't know that I...

I am a classically trained chef and taught Culinary Arts/Restaurant Management for 4 years.

Terri Roberts, Administrative Assistant

What is your primary job description?

My main focus is to take phone calls from both providers and members and provide them with mental health insurance eligibility and benefit details.

What do you like about working for Quest?

I like that we are small, but extremely efficient. Everyone here seems to genuinely care about our member's well-being and goes the extra mile to help them to the best of our ability.

Co-workers/friends/family describe me as...

A caring, friendly person...after coffee of course 😊

Most people don't know that I...

I...once lead a very different career life. For the first 10 years of post college life, I worked as a buyer for a department store. It is funny how life takes you in different directions for whatever reason. I never imagined I would work in behavioral health, but I am very glad to be here and I love working in the behavioral health field.



Kim Kreager, Claims Analyst

What is your primary job description?

Claims analyst

What do you like about working for Quest?

I like that I work independently on claims, but still have co-workers to go to with questions or problems. Quest has a lot of experienced staff that offer a wealth of information.

Co-workers/friends/family describe me as...

Detail oriented, loyal, shy or quiet until I get to know you.

Most people don't know that

I still volunteer for kindergarten kid writing at my son's school even though he's moved on to another grade. I love watching the kids progress through the school year!



Kelechi Anyatonwu, Administrative Assistant



What is your primary job description?

Administrative Assistant

What do you like about working for Quest?

The work atmosphere is relaxing but still promotes constant productivity.

Co-workers/friends/family describe me as...

Funny, loud, and intelligent.

Most people don't know that I...

I was in an African Dance Troupe and I can play the violin.

Irene Reinoso-Vega, Administrative Assistant

What is your primary job description?

I'm an Administrative Assistant. I answer provider/ member calls and quote benefits. I provide members with referrals. I also handle email inquiries for member benefits and eligibility. I also process claims, etc.

What do you like about working for Quest?

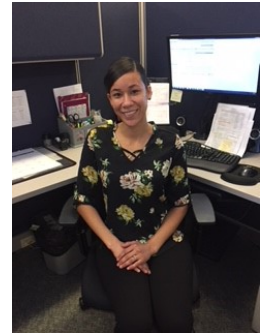
My Co-Workers! We are a TEAM and strive to provide the best services possible to our members and providers.

Co-workers/friends/family describe me as...

Kind, Helpful, and easy to work with.

Most people don't know that I...

I Lived in Alaska



Beverly Gordon, PsyD, RN, Utilization/Care Manager



What is your primary job description?

My primary job description is utilization reviewer/case manager.

What do you like about working for Quest?

So far, the thing I find most satisfying is the congenial work environment and the interactions that I have with members and providers. The position has given me the opportunity to apply accumulated experience and knowledge to the various tasks; and I experience satisfaction when I am able to achieve competent and effective outcomes. I also enjoy the challenge of adapting to new perspectives and novel experiences.

Co-workers/friends/family describe me as...

This is an interesting question. I believe that each category of individuals may see me differently because they know me in different ways and at different levels. At this point I don't really know how coworkers view me in this setting. I hope that they at least see me as friendly and open.

Friends and family describe me as warm, loving, giving, innovative, creative, a born leader, spiritual, an excellent speaker, intelligent, funny, fun-loving, and outgoing.

Most people don't know that I...

Most people at work don't know that I sing, play the piano, and do a lot of public speaking and community work.

Quest 2018-2019
Holiday Administrative
Office Closures:



Monday, May 28, 2018 – Memorial Day
Wednesday, July 4, 2018 – Independence Day
Monday, September 3, 2018 – Labor Day
Thursday, November 22, 2018 – Thanksgiving Day
Tuesday, December 25, 2018 – Christmas Day
Tuesday, January 1, 2019 – New Year's Day

NOTE

Clinical Services Available
24-hours a day, 7-days a week
Quest Call Center
1-800-364-6352

CALENDAR OF EVENTS

QUEST WILL BE EXHIBITING AT THE
FOLLOWING 2018 CONFERENCES:

2018 ANNUAL STATE HUMAN RESOURCES
CONFERENCE BY PENNSYLVANIA STATE SHRM
COUNCIL
THE PENN STATER CONFERENCE CENTER IN STATE
COLLEGE
SEPTEMBER 20, 21, 2018

PRIVACY AND
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.

Quest Behavioral Health

PO Box 1032
York, PA 17405

Administrative Hours:
8:00 am – 4:30 pm Monday-Friday

Clinical Services Hours:
24 hours a day; 7 days a week

Phone: 717-851-1486
Toll-free: 800-364-6352
Fax: 717-851-1414

Contact Us:

Provider Relations:
provider@questbh.com

Member Services:
membership@questbh.com

Quality Management:
gm@questbh.com

Claims:
claims@questbh.com

Sales:
sales@questbh.com

Quest Provider Newsletter
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