

M. Q. I. T. Meeting Minutes
August 23, 2011
Live Meeting, 9:00 – 10:00 A. M.

Attend:

Region 1 – Sharyn Wohlers and Laura
Region 2 – Kathy Seacrest and Angie Smith
Region 3 – Ann Tvrdik
Region 4 – Ginger Maar and Amy Stachura
Region 5 – Linda Wittmuss
Region 6 – John Murphy
Gambling – Wanda Swanson
State – Sheri Dawson, Robert Bussard, Ying Wang, Meryem Ay, Kermit Spade, Dan Powers and Abbie Anderson.
Magellan – Don Reding, Lisa Christensen, Lori Hack

Attachments – Magellan Call Log, Call Stats and Appeals Report for Jun and July 2011; NBHS Magellan Variable and Response Changes.

Minutes of the May 31, 2011 meeting were agreed to.

Added to the Agenda: Care Manager Overview, ACT Discharge/DC, Discharge instructions, and RQIT meeting of Region 5.

Region 3 requests for change in dates of Annual Re-registration and DC compliance report runs. Regions polled on dates they require programs to report to regions:

1 – 5th	2 – 6th
3 – 8th	4 – 5th
5 – 7th	6 – 7th

Bob and Sheri indicated they will take this information back and work with Magellan to see if any alterations can be made without significantly affecting report time tables.

MQIT Issues Resolution Matrix Don Reding briefed the group on his observations about the issues resulting in requests for changes to be made to records within the data system. Don emphasized that SSN and name changes continue to be the most requested changes.

Phase III Data Clean Up Don reported that phase III of the data clean up is scheduled to be tested in September 2011. This is cleaning up the duplicate registrations that exist in the system. 1st focus will be exact duplicates followed by tests in agencies.

Electronic Behavior Health Information Network (e-BHIN) is now sending electronic records to Magellan for registration and authorization. The one big snag is reported to be the hours of the files transfers. The 9 AM and Noon transfers are felt to be fewer than what e-BHIN representatives would want as it relates to how agencies schedule appointments – especially on Friday PM's. Three day holidays also represent a challenge that will be tested in the upcoming Labor Day weekend. Authorizations for services after the noon transfer must wait for the next day 9 AM transfer, that poses a challenge in speaking to Magellan Care Managers for people who may be in the office that day seeking authorized admissions to services. Also there are many agencies that hold sessions after 5 PM for the convenience of the program participants. Linda reported agencies are working with Magellan to test possible solutions. Also Linda indicated that there are some emergency services in which a person is admitted early day one, discharged later and then admit again on the same day. This is causing workflow issues for the system.

Magellan Call Stats Lisa Christensen reported on the call stats for Magellan. She noted Aug Handle times for customer service rising to just under 4 minutes. Lisa speculated these may be questions because of changes in the transportation authorization vendor process.

Clinical Review Activities Lisa Christensen also reviewed the Clinical Review Activities report. She noted that the number of authorizations, reconsiderations and appeals remains constant in June but rose to nearly 4500 in July. The July authorizations were inflated due to the number of changes instituted to respond to Medicaid's Community Support authorization process and the authorizations created for the transition.

MRO review criteria Lisa also reported on the MRO review criteria. Magellan, Division of Behavioral Health and Division of Medicaid and Long Term Care have been reviewing diagnosis that would constitute appropriate for SPMI. PTSD has been discussed and depending on the individual meeting all criteria, PTSD would be eligible diagnosis.

Data System Changes As part of the contract with Magellan for FY 12, the data system will reflect several changes, both in Gambling and in the NBHS registration process. Bob handed out the priority 1 changes and will bring to MQIT those being considered further by the Division in an upcoming meeting. Wanda received the full set of priority one change affecting the gambling programs for discussion with Gambling providers.

Annual Reports Don indicated that Annual reports should be available in early September.

ACT Discharges Discussion around medical leave for ACT clients. In general the group believed that Medical Leave is a reimbursement issue and does not require a discharge from the data system with subsequent admission back into the program when the client returns. **Magellan is to put the process in writing to promote data consistency among the three teams.**

Community Support changes Don discussed with the group that Magellan end dated all community support MH and SA clients on 6/30/2011 and re-authorized on 7-1-2011 in response to the changes being requested by Medicaid. The provider sites will have duplicate authorizations for MRO and SA waiver community support clients. There is no need to discharge the 6/30/2011 authorization ended clients from the system. Re-authorizations should be staggered based on the Authorization start dates. If a person discharges complete the 7/1/2011 authorization record. **The Discharge Compliance Reports on the Web for July produced 8-8-2011 reflect the authorization end date of 6-30-2011. This will be corrected for the September report.**

Don was unsure of when the MLTC changes will occur on the Magellan system.

Next meeting – October 25, 2011. Please have agenda Items to the Division by Oct 10, 2011.

Respectfully Submitted:

Robert Bussard

Sheri Dawson.