

**MQIT Meeting
October 25, 2011**

Welcome and Introductions:

Region I ---Laura Richards, Bonnie Lockhart

Region II—Kathy Seacrest, Angie Smith

Region III—Ann Tvrnick; Jen Paul

Region IV---Ingrid Gansbom, Melinda Crippen

Region V—Linda Wittmuss

Region VI-John Murphy

Magellan---Lisa Christensen, Don Reding, Eva Abbey

Gambling: Wanda Swanson

At DHHS-BH – Sheri Dawson, Heather Wood, Robert Bussard, Ying Wang, Patrick Johnson, Kermit Spade, Dan Powers, Joni Sailors

Sheri Dawson introduced Heather Wood. Sheri has taken on the Administrator's position with DBH and Heather is stepping into Sheri old position as Managed Care and QI Manager. Heather introduced herself and gave some background information about herself.

Sheri requested comments/corrections to last meeting. There were none. Minutes approved. Sheri requested additions to the minutes. Receiving none the meeting moved forward.

Status Report from Previous Minutes:

Changes to the provider Manual and website updates are in process. Web site changes will be made on the 26th in the early morning.

Don Reding reported that Magellan is finishing program testing phase III administrative cleanup of duplicate registration. It is hoped that phase III can be accomplished in November or December 2011.

Region III asked for change in due date. Bob explained that this creates a tight time line on Magellan's end trying to get reports done by the 12th. It is recommended that we retain the 7th as the cutoff date for collection of information for creation of reports on Magellan's end. Bob proposed we revisit in April 2012.

STATUS REPORTS:

Average Handle Times: Lisa Christianson reported on call center average handle times by CM & CSR

1. CSR average time for September was 3:50 minutes from being of call to end of documentation time.
2. Care Managers—Average call times for September was 14:41 minutes this was time on the phone and after the call to build and finish the authorization.

Kathy asked if there was any way to keep track of missed appointments by Care Managers. What she meant by this was that an appointment had been set up with a Care Manager to do a review at a certain time. When they call, the CM is not available and might not be valuable for ½ hour or so.

Lisa requested that providers give Carl (402-437-4218) or Tamara (402-437-4254) a call if it is something that happens on regular bases. Care Managers are sometimes delayed if they are on a Queue call of if they are delayed with another provider.

The question was asked regarding the increase of time for called for the Care Managers for September. Don explained that due to the changes on the Medicaid side with the residential services that caused the increase in time. Before care managers built auth with one code and now they need to do a variety of codes. Care Managers will be instructed to explain services and work with providers, which are taking more time.

Appeals Report: Lisa continued her reporting discussing the Appeals Report for September and year to date. Lisa broke down information for readers about reconsideration—and reported numbers seem consistent.

Issues Resolution Matrix: Don Reding reported on the Issues Resolution Matrix noting that there have been increases in unused preauthorization and changes in eligibility requiring authorizations to be retriggered. Otherwise, the changes in SSN, Names and such have been consistent over the last report period.

BUSINESS ITEMS:

Changes to Magellan Provider.Com: Changes in the Magellan Provider.Com web site will be effective on 10-26-2011. Bob reported that an e-mail has gone out to the Magellan Big List about changes to the Provider web site on Wednesday October 26. Those changes are summarized in attachments presented to the group.

Magellan programmers indicated that to complete a discharging from services after the Oct 26, 2011, revisions, and providers will not be required to edit the Admission or Re-registrations to accommodate these new data items. Discharges can be entered direct.

Provider Manual Update: Bob introduced the group to the revised Providers Manual. Bob noted that he has included several of the recently produced web guides in the appendix. Bob also asked the group to study the Rules of who has to register & and be authorize.

Bob indicated he will send out a draft manual with page numbers to the MQIT list serve later in the day and apologizes for this oversight. Bob encouraged the members review the manual and give feedback by November 18.

Meeting Adjourned at 10:10

Thanks go to Eva Abbey for creating the initial notes to construct these minutes.

Next Meeting: November 22, 2011, 9:00 to 10:00

Submitted: Robert Bussard, Sheri Dawson