

**M.Q.I.T. Meeting Minutes**  
**March 22, 2011**  
Live Meeting, 9:00 – 10:00 A.M.

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**Attendance**

Region 1: Sharyn Wohlers  
Region 2: Kathy Seacrest and Angie Smith  
Region 3: Ann Tvrdik  
Region 4: Ginger Marr, Ingrid Gansebom, Melinda Crippen and Amy Stachura  
Region 5: Linda Wittmuss  
Region 6: John Murphy, Sharon Rathbun and Jean Hartwell  
GAP: Wanda Swanson  
Magellan: Don Reding, Lisa Christensen, Carl Chrisman, Sue Mimick and Lori Hack  
Catholic Charities: Amber Marolf  
Division of Behavioral Health (DBH): Sheri Dawson, Dan Powers, Tammy Westbrook, and Bob Bussard

Attachments: *Clinical Review Activity; Call Center Statistics; Issue Resolution Matrix*

**Welcome & Start-Up**

Review of February Minutes and Welcome from Sheri.

It has been decided that the MQIT meeting will be the 4<sup>th</sup> Tuesday of each month from 9:00am-10:00am and will be LIVE meeting. MQIT members only at this time will be invited. If other issues need to be addressed additional attendees will be notified.

**Minutes**

February 17, 2011 Meeting Minutes approved.

Recommendation/Action: Upload to the DBH Website.

Responsible Party: Tammy Westbrook

Due Date:

Status: Complete

**Follow Up and Status Reports**

Agenda Items from the previous meeting were reviewed and approved.

Recommendation/Action: Approved

Responsible Party: Sheri Dawson

Due Date:

Status: Complete

Magellan Report Log Authorization Request form for January & February are down in overall requests. There were 200 in January & 112 in February.

ASA/MRO Category - 20 of 40 authorizations retrIGGERED because of change in client eligibility. Corrected 13 Social Security numbers.

Recommendation/Action: None

Responsible Party: Don Reding

Due Date:

Status: Complete

**Appeals and Phone Stats**

Lisa explained that there was a change in the report due to the Live meeting hand-out format.

M.Q.I.T. Meeting Minutes  
March 22, 2011  
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Customer Service Associate handle time is 3 minutes 13 seconds.

Care Manager handle time is 10 minutes 10 seconds.

Lisa indicated Magellan staff continue to work at the management level with efficiency for the call processes.

Appeal Report for 2011 by each region broken down by region format has not changed. Number continues to be very small in term of trends this is still very low. Medicaid Authorizations are included in the total authorization column.

Recommendation/Action: None

Responsible Party: Lisa Christensen

Due Date:

Status: Complete

**Miscellaneous**

REPORT USAGE – Annual reports were used by the region but a request is made to include counties out of region so folks can capture persons served from out of region. Admission summary and utilization persons served are used by many of the regions/providers. A question for the usefulness of the Summary Population Movement report and Actual Services Provided was raised. Perhaps these can be discontinued.

There was discussion about static verses real time reports however this is very complex and would involve resources and funds for re-programming.

FILE EXCHANGE PILOT REGION 5 – Magellan sent a test file back, transaction record of admission/discharge. The date for completion has been delayed as the EBHIN folks continue to work.

Recommendation/Action: DBH will work with Magellan on report changes and requests during contract renewal discussion.

Responsible Party: Sheri and Magellan

Due Date: **May 2011**

Status:

TOWN HALL and DBH MAGELLAN EDUCATION SESSIONS – Don will be providing an education session to help folks problem solve key data entry issues with providers prior to each of the scheduled Magellan Town Hall Meetings. It was discovered that not all the folks on the list serve received the training flyer.

Recommendation/Action: 1) Send flyer to list serve; 2) If folks performing data entry run into difficulties, they may check the provider manual on the website for instruction or Call Bob Bussard for additional TA. PLEASE DO NOT CONTINUE TO TRY AND FIX THE PROBLEM. IT ONLY CREATES DUPLICATE ENTRIES AND ERRORS. THANK YOU; 3) Data entry staff in any agency may be added to the Magellan Big List – which is a list serve that provides updates, tips and latest information related to data and Magellan training activities. Please let Bob Bussard know contact information for people who would like to be added.

Responsible Party:

Due Date: **April 1, 2011**

Status: Complete

M.Q.I.T. Meeting Minutes  
March 22, 2011  
Live Meeting, 9:00 – 10:00 A.M.

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DBH Minimum Data Set Training – The group discussed a variety of options for training providers on the various definitions of data elements to ensure complete and accurate data entry. Webinar plus provider manual updates plus Q&A.

Recommendation/Action: DBH and Magellan will continue to collaborate on training. Training will be targeted for July 2011.

Responsible Party: DBH and Magellan

Due Date: July 2011

Status:

**Next Steps and Meeting Close**

Next meeting is April 26, 2011, 9:00 – 10:00 a.m.

Respectfully submitted,

Eva Abbey 3/26/2011  
(Name of Minute's taker) (Date)

Sheri Dawson 3/26/2011  
(Name of Chair) (Date)

















## Magellan Call Center Statistics: Average Handle Time

### Customer Service Average Handle Time

Sep-09	2:34
Oct-09	2:42
Nov-09	2:30
Dec-09	2:31
Jan-10	2:43
Feb-10	2:27
Mar-10	2:34
Apr-10	2:32
May-10	2:43
10-Jun	2:29
10-Jul	2:51
10-Aug	3:01
10-Sep	2:44
Oct-10	2:39
Nov-10	2:49
Dec-10	3:14
Jan-11	3:06
Feb-11	3:13

### Care Manager Average Handle Time

Sep-09	14:03
Oct-09	14:39
Nov-09	15:47
Dec-09	17:04
Jan-10	18:40
Feb-10	16:41
Mar-10	16:59
Apr-10	15:21
May-10	16:07
10-Jun	16:11
10-Jul	19:02
10-Aug	19:08
10-Sep	12:53
Oct-10	8:42
Nov-10	8:14
Dec-10	7:52
Jan-11	8:46
Feb-11	10:10

**Magellan Health Services**  
**MQIT Issue Resolution Matrix**  
**3-21-11**

Stated Issue	Resolution										Total	Percentage
	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect		2		7				2			11	22.45%
No ASA/MRO Auth #	14			2		3					19	38.78%
Duplicate Registration/Pre-Auth								3			3	6.12%
Incorrect Discharge			2								2	4.08%
Incorrect Svc Location					4						4	8.16%
CPT Code Change Request						1	1				2	4.08%
MRO Yes/No Incorrect on TAD							2				2	4.08%
Incorrect CPT Code						2					2	4.08%
Auth Not on Medicaid System				1							1	2.04%
No Re-Auth							2				2	4.08%
Incorrect Svc Registered								1			1	2.04%
Auth Not On TAD											0	0.00%
Auth Not On Auth Report											0	0.00%
<b>Total</b>	14	2	2	10	4	6	5	6			49	100.00%

Stated Issue	Resolution										Total	Percentage
	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect		6		7				1			14	10.14%
No ASA/MRO Auth #	28			2		8	7				45	32.61%
Duplicate Registration/Pre-Auth								11			11	7.97%
Incorrect Discharge			19								19	13.77%
Incorrect Svc Location					9		1	1			11	7.97%
CPT Code Change Request						3					3	2.17%
MRO Yes/No Incorrect on TAD							1				1	0.72%
Incorrect CPT Code						5	1				6	4.35%
Auth Not on Medicaid System											0	0.00%
No Re-Auth	1						2				3	2.17%
Incorrect Svc Registered								10			10	7.25%
Auth Not On TAD			3			1	2	1			7	5.07%
Auth Not On Auth Report	1		1			1	3	2			8	5.80%
<b>Total</b>	30	6	23	9	9	18	17	26			138	100.00%

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3-21-11**

Stated Issue	Resolution										Total	Percentage
	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect				4				2			6	6.52%
No ASA/MRO Auth #	22			1	1	4	2			3	33	35.87%
Duplicate Registration/Pre-Auth								9			9	9.78%
Incorrect Discharge			6								6	6.52%
Incorrect Svc Location					2						2	2.17%
CPT Code Change Request							1				1	1.09%
MRO Yes/No Incorrect on TAD							8				8	8.70%
Incorrect CPT Code											0	0.00%
Auth Not on Medicaid System					1						1	1.09%
No Re-Auth											0	0.00%
Incorrect Svc Registered								8			8	8.70%
Auth Not On TAD						2	1			2	5	5.43%
Auth Not On Auth Report	2			1	1	2	1				7	7.61%
Client Name Incorrect									4		4	4.35%
Spend Down/Claims Denied							2				2	2.17%
<b>Total</b>	24	0	6	6	5	8	15	19	4	5	92	100.00%

Stated Issue	Resolution										Total	Percentage
	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect				5				1			6	6.82%
No ASA/MRO Auth #	10			2	1	1	1				15	17.05%
Duplicate Registration/Pre-Auth			2					8			10	11.36%
Incorrect Discharge			8								8	9.09%
Incorrect Svc Location					1			2			3	3.41%
CPT Code Change Request						1	1				2	2.27%
MRO Yes/No Incorrect on TAD							2				2	2.27%
Incorrect CPT Code						3	1				4	4.55%
Auth Not on Medicaid System											0	0.00%
No Re-Auth											0	0.00%
Incorrect Svc Registered								7			7	7.95%
Auth Not On TAD							6	1		2	9	10.23%
Auth Not On Auth Report	3			3	1	7	5				19	21.59%
Client Name Incorrect									1		1	1.14%
Spend Down/Claims Denied	2										2	2.27%
<b>Total</b>	15	0	10	10	3	12	16	19	1	2	88	100.00%

**Magellan Health Services  
MQIT Issue Resolution Matrix  
3-21-11**

September, 2010	Resolution										Total	Percentage
Stated Issue	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect				5				4			9	8.91%
No ASA/MRO Auth #	14			3	3		2			1	23	22.77%
Duplicate Registration/Pre-Auth								10			10	9.90%
Incorrect Discharge			12								12	11.88%
Incorrect Svc Location/Region					9			2			11	10.89%
CPT Code Change Request						1					1	0.99%
MRO Yes/No Incorrect on TAD							1				1	0.99%
Incorrect CPT Code						1					1	0.99%
Auth Not on Medicaid System											0	0.00%
No Re-Auth			1				1			4	6	5.94%
Incorrect Svc Registered								1			1	0.99%
Auth/Reg Not On TAD						2	1			1	4	3.96%
Auth/Reg Not On Auth Report	4		1	1		5	4			2	17	16.83%
Client Name Incorrect									4		4	3.96%
Spend Down/Claims Denied			1								1	0.99%
<b>Total</b>	<b>18</b>	<b>0</b>	<b>15</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>17</b>	<b>4</b>	<b>8</b>	<b>101</b>	<b>100.00%</b>

October, 2010	Resolution										Total	Percentage
Stated Issue	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect		2		6			1	5			14	10.29%
No ASA/MRO Auth #	10			7	3	1	8			3	32	23.53%
Duplicate Registration/Pre-Auth							1	26			27	19.85%
Incorrect Discharge			1								1	0.74%
Incorrect Svc Location/Region					10						10	7.35%
CPT Code Change Request						1					1	0.74%
MRO Yes/No Incorrect on TAD							1				1	0.74%
Incorrect CPT Code							8				8	5.88%
Auth Not on Medicaid System				2	1		1				4	2.94%
No Re-Auth											0	0.00%
Incorrect Svc Registered								8			8	5.88%
Auth/Reg Not On TAD			4				3			7	14	10.29%
Auth Not On Auth Report	3			1	3	1	2			1	11	8.09%
Client Name Incorrect							1		4		5	3.68%
Spend Down/Claims Denied											0	0.00%
<b>Total</b>	<b>13</b>	<b>2</b>	<b>5</b>	<b>16</b>	<b>17</b>	<b>3</b>	<b>26</b>	<b>39</b>	<b>4</b>	<b>11</b>	<b>136</b>	<b>100.00%</b>

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MQIT Issue Resolution Matrix  
3-21-11**

November, 2010	Resolution										Total	Percentage
Stated Issue	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect				5				1			6	4.88%
No ASA/MRO Auth #	16	1		1	3	5	3			1	30	24.39%
Duplicate Registration/Pre-Auth								10			10	8.13%
Incorrect Discharge			18				1				19	15.45%
Incorrect Svc Location/Region					17		2	2			21	17.07%
CPT Code Change Request						1					1	0.81%
MRO Yes/No Incorrect on TAD							4				4	3.25%
Incorrect CPT Code											0	0.00%
Auth Not on Medicaid System											0	0.00%
No Re-Auth							1				1	0.81%
Incorrect Svc Registered								6			6	4.88%
Auth/Reg Not On TAD				2	2		2			5	11	8.94%
Auth Not On Auth Report	4		2	1		2	1				10	8.13%
Client Name Incorrect									1		1	0.81%
Spend Down/Claims Denied	1		1		1						3	2.44%
<b>Total</b>	<b>21</b>	<b>1</b>	<b>21</b>	<b>9</b>	<b>23</b>	<b>8</b>	<b>14</b>	<b>19</b>	<b>1</b>	<b>6</b>	<b>123</b>	<b>100.00%</b>

December, 2010	Resolution										Total	Percentage
Stated Issue	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name	Svc Not Authorized		
SSN Incorrect				14				4			18	11.18%
No ASA/MRO Auth #	16			9	1	2	8				36	22.36%
Duplicate Registration/Pre-Auth								28			28	17.39%
Incorrect Discharge			8								8	4.97%
Incorrect Svc Location/Region					19		2	12			33	20.50%
CPT Code Change Request						3	1				4	2.48%
MRO Yes/No Incorrect on TAD							4				4	2.48%
Incorrect CPT Code								1			1	0.62%
Auth Not on Medicaid System						1					1	0.62%
No Re-Auth											0	0.00%
Incorrect Svc Registered							1	2			3	1.86%
Auth/Reg Not On TAD			3			3				2	8	4.97%
Auth Not On Auth Report	2		3	3	1	3	1			1	14	8.70%
Client Name Incorrect									3		3	1.86%
Spend Down/Claims Denied											0	0.00%
<b>Total</b>	<b>18</b>	<b>0</b>	<b>14</b>	<b>26</b>	<b>21</b>	<b>12</b>	<b>17</b>	<b>47</b>	<b>3</b>	<b>3</b>	<b>161</b>	<b>100.00%</b>

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3-21-11**

January, 2011	Resolution										Total	Percentage	
	Stated Issue	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name			Svc Not Authorized
SSN Incorrect		9			9							18	9.00%
No ASA/MRO Auth #	20				13		1	4			2	40	20.00%
Duplicate Registration/Pre-Auth								3	43			46	23.00%
Incorrect Discharge			14									14	7.00%
Incorrect Svc Location/Region						16						16	8.00%
CPT Code Change Request							2	2			2	6	3.00%
MRO Yes/No Incorrect on TAD								3				3	1.50%
Incorrect CPT Code							1	2				3	1.50%
Auth Not on Medicaid System												0	0.00%
No Re-Auth								2		1	2	5	2.50%
Incorrect Svc Registered									10			10	5.00%
Auth/Reg Not On TAD		1	3				1	2			4	11	5.50%
Auth Not On Auth Report	1		2		2		2	5			2	14	7.00%
Client Name Incorrect										3		3	1.50%
Spend Down/Claims Denied	4		1		1		3	1			1	11	5.50%
<b>Total</b>	<b>25</b>	<b>10</b>	<b>20</b>		<b>25</b>	<b>16</b>	<b>10</b>	<b>24</b>	<b>53</b>	<b>4</b>	<b>13</b>	<b>200</b>	<b>100.00%</b>

February, 2011	Resolution										Total	Percentage	
	Stated Issue	Re-Triggered Auth	Merged Case	Deleted D/C	Corrected SSN	Changed Svc Loc	Updated CPT Code(s)	No Change	Deleted Encounter	Corrected Name			Svc Not Authorized
SSN Incorrect					3							3	2.68%
No ASA/MRO Auth #	18				4		1	11		1		35	31.25%
Duplicate Registration/Pre-Auth									20			20	17.86%
Incorrect Discharge			10									10	8.93%
Incorrect Svc Location/Region						7						7	6.25%
CPT Code Change Request							1					1	0.89%
MRO Yes/No Incorrect on TAD					1			2				3	2.68%
Incorrect CPT Code							1	2				3	2.68%
Auth Not on Medicaid System												0	0.00%
No Re-Auth								3			1	4	3.57%
Incorrect Svc Registered									5			5	4.46%
Auth/Reg Not On TAD			2					1			5	8	7.14%
Auth Not On Auth Report					3		4	1			1	9	8.04%
Client Name Incorrect										4		4	3.57%
Spend Down/Claims Denied												0	0.00%
<b>Total</b>	<b>18</b>	<b>0</b>	<b>12</b>		<b>11</b>	<b>7</b>	<b>7</b>	<b>20</b>	<b>25</b>	<b>5</b>	<b>7</b>	<b>112</b>	<b>100.00%</b>