

M.Q.I.T. Meeting Minutes
April 26, 2011
Live Meeting, 9:00 – 10:00 A.M.

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 and Dean Settles
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: Magellan Call Log, Call Stats and Appeals Report

Welcome & Start-Up

Review of the March Minutes and Welcome from Sheri.

Minutes

March 22, 2011 Meeting Minutes approved.

Recommendation/Action: Upload to the DBH Website.

Responsible Party: Tammy Westbrook

Due Date: Upon approval at next meeting

Status: Completed

Follow Up and Status Reports

Agenda Items from the previous meeting were reviewed and approved.

Items added to the agenda

Linda Wittmus---Discuss discharges
Kathy Seacrest---Discuss drop down box
Kathy Seacrest—Discuss Community Support Registration

Recommendation/Action:

Responsible Party: Sheri Dawson

Due Date:

Status:

Magellan Report Log Authorization. March is consistent with previous month. Frequency of ASA/MRO preauthorization not as much. There were sixteen Social Security Number fixes. Suggestion was to be more mindful when entering the Social Security numbers.

Recommendation/Action:

Responsible Party: Don Reding

Due Date: today

Status: complete for April

Appeals and Phone Stats

Lisa talked about the call center stats.
Customer Service Associate handle time is 3 minutes 04 seconds.

Care Managers handle time is 11 minutes 28 seconds.

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The question was asked, "Can Magellan break the calls down by Care Manager. Lisa explained that we do not do that in our office and Lisa was not aware that they broke calls down by Care Managers in any of the other Magellan offices.

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. Overall denial rates no marked deficiency that is for NBHS & Medicaid.

Region 2 expressed concern that the numbers showing on the report are too high and questioned how this was determined.

Recommendation/Action: Don & Lisa will look into the numbers to try and determine why Region 2 feels they are so high.

Responsible Party: Don Reding & Lisa Christensen

Due Date: May meeting.

Status: open

Miscellaneous

FILE EXCHANGE PILOT REGION 5-the development to share data is on target for June. The date for completion is still on hold as the EBHIN people continue to test files and close loop holes.

Recommendation/Action: Will continue to update as we know more.

Responsible Party: Don Reding & Linda Wittmus

Due Date: June

Status: open

Discharge

Crisis IPPC—what was the end result and Don extended offer to Dean to see what can be determined.

Recommendation/Action: Linda Wittmuss will talk with Dean Settles and work with Don Reding for an answer.

Responsible Party: Dean Settles, Don Reding

Due Date: May meeting.

Status:

Client in Dual program transfer to Medicaid program.

It was discussed that when a client transfers from one service to another that the term discharge is not correct. If a client wants to move the service from Dual NBHS & Medicaid to just Medicaid it is not considered a discharge just a transfer.

Recommendation/Action: This is to be discussed further at the next meeting in regards to the verbiage that is used.

Responsible Party: Sheri Dawson

Due Date: May meeting.

Status:

Drop Down Box

Kathy Seacrest stated that children under 5 do not show in drop down box. Do they select unknown as the status? Bob asked how many under 5 they are serving.

Recommendation/Action: Bob said to use the drop down box and put unknown and then to make a note for 0-5 and we would track to see where this stands.

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Responsible Party: Bob

Due Date: May

Status: open

Diagnosis and Psychosocial for Inpatient in regards to Community Support. Provider reports that they billed for Psy Eval and because the State did not see the PTA as begin done would not allow the payment. It was explained that just Medicaid required 1 PTA within a 12 month period and it acceptable to do an addendum.

Recommendation/Action If payment is turned down provider would do an adjustment to show that the PTA had been done previously. If there is a problem they would speak with Tonye Eisner at the State Billing Department.

Responsible Party

Due Date:

Status:

NIATX

Lisa spoke briefly about NIATX project. The project is moving ahead and will kick off May 17th. There are 12 providers from across the states that have been selected. It was asked if region provider can attend and Lisa stated that this program was really not designed for the community at large.

Recommendation/Action:

Responsible Party:

Due Date:

Status:

Next Steps and Meeting Close

Next meeting is May 31, 2011, 9:00 – 10:00 a.m.

Respectfully submitted,

<u>Eva Abbey</u>	<u>04/28/2011</u>
(Name of Minute's taker)	(Date)

<u>Sheri Dawson</u>	<u>04/28/2011</u>
(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
Mar-11	3:04

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
Mar-11	11:28

Magellan Health Services
NBHS Clinical Review Activity
Fiscal Year to Date = July 1, 2010 - March 31, 2011

REGION 003																								
Not Medicaid Eligible												Medicaid Eligible												
Level of Care	Total Auths	Review	Auth	Auth Rate	Deny	Deny Rate	Recon	Auth	Auth Rate	Deny	Deny Rate	Level of Care	Review	Auth	Auth Rate	Deny	Deny Rate	Recon	Auth	Auth Rate	Deny	Deny Rate	Overall Denial Rate	
ACT												ACT - MRO												
ACT-Alternative	52											ACT-Alternative - MRO												
Acute Inpatient	144	5	1	20.0%	4	80.0%																	80.0%	
Community Support - MH	465	5	2	40.0%	3	60.0%						Community Support - MRO											60.0%	
Community Support - SA	104											Community Support - ASA												
Day Rehabilitation	322											Day Rehabilitation - MRO												
Day Treatment - MH																								
Dual Disorder Residential	1											Dual Disorder Residential - ASA												
Halfway House - SA	75											Halfway House - ASA												
Intensive Outpatient - MH																								
Intensive Outpatient - SA	177	6	1	16.7%	5	83.3%						Intensive Outpatient - ASA	1	1	100.0%		0.0%						71.4%	
Intermediate Residential - SA												Intermediate Residential - ASA												
Outpatient - SA	264											Outpatient - ASA												
Psychiatric Residential Rehab	28											Psychiatric Residential Rehab - MRO												
Secure Residential																								
Short Term Residential Tx - SA	152	5		0.0%	4	80.0%						Short Term Residential Tx - ASA											80.0%	
Sub-Acute Inpatient	40	2		0.0%	2	100.0%																	100.0%	
Therapeutic Community - SA	62	1	1	100.0%		0.0%						Therapeutic Community - ASA											0.0%	
Other LOC	88					1						Other LOC												
Totals ▶	1974	24	5	20.8%	19	79.2%						Totals ▶	1	1	100.0%		0.0%						76.0%	

REGION 004																								
Not Medicaid Eligible												Medicaid Eligible												
Level of Care	Total Auths	Review	Auth	Auth Rate	Deny	Deny Rate	Recon	Auth	Auth Rate	Deny	Deny Rate	Level of Care	Review	Auth	Auth Rate	Deny	Deny Rate	Recon	Auth	Auth Rate	Deny	Deny Rate	Overall Denial Rate	
ACT												ACT - MRO												
ACT-Alternative												ACT-Alternative - MRO												
Acute Inpatient	116	5	3	60.0%	2	40.0%	1		0.0%	1	100.0%												50.0%	
Community Support - MH	768	12	5	41.7%	7	58.3%	1		0.0%	1	100.0%	Community Support - MRO	1		0.0%	1	100.0%						64.3%	
Community Support - SA	431	1		0.0%	1	100.0%						Community Support - ASA											100.0%	
Day Rehabilitation	314	5	1	20.0%	4	80.0%	1		0.0%	1	100.0%	Day Rehabilitation - MRO											83.3%	
Day Treatment - MH																								
Dual Disorder Residential	142											Dual Disorder Residential - ASA												
Halfway House - SA	75											Halfway House - ASA												
Intensive Outpatient - MH																								
Intensive Outpatient - SA	265	1		0.0%	1	100.0%						Intensive Outpatient - ASA											100.0%	
Intermediate Residential - SA	6											Intermediate Residential - ASA												
Outpatient - SA	88											Outpatient - ASA												
Psychiatric Residential Rehab	82											Psychiatric Residential Rehab - MRO												
Secure Residential	11																							
Short Term Residential Tx - SA	284	1	1	100.0%		0.0%						Short Term Residential Tx - ASA											0.0%	
Sub-Acute Inpatient	50	4		0.0%	4	100.0%																	100.0%	
Therapeutic Community - SA												Therapeutic Community - ASA												
Other LOC	60	1		0.0%	1	100.0%						Other LOC											100.0%	
Totals ▶	2692	30	10	33.3%	20	66.7%	3		0.0%	3	100.0%	Totals ▶	1	0	0.0%	1	100.0%						70.6%	

Magellan Health Services
NBHS Clinical Review Activity
Fiscal Year to Date = July 1, 2010 - March 31, 2011

ALL REGIONS																							
Not Medicaid Eligible												Medicaid Eligible											
Level of Care	Total Auths	Review	Auth	Auth Rate	Deny	Deny Rate	Recon	Auth	Auth Rate	Deny	Deny Rate	Level of Care	Review	Auth	Auth Rate	Deny	Deny Rate	Recon	Auth	Auth Rate	Deny	Deny Rate	Overall Denial Rate
ACT	80	1	1	100.0%		0.0%						ACT - MRO											0.0%
ACT-Alternative	121											ACT-Alternative - MRO											
Acute Inpatient	1938	66	31	47.0%	35	53.0%	1		0.0%	1	100.0%												53.7%
Community Support - MH	4433	60	20	33.3%	40	66.7%	4		0.0%	4	100.0%	Community Support - MRO	3	2	66.7%	1	33.3%						67.2%
Community Support - SA	1044	3		0.0%	3	100.0%	1		0.0%	1	100.0%	Community Support - ASA											100.0%
Day Rehabilitation	2504	11	4	36.4%	7	63.6%	1		0.0%	1	100.0%	Day Rehabilitation - MRO	1		0.0%	1	100.0%						69.2%
Day Treatment - MH	198	2		0.0%	2	100.0%																	100.0%
Dual Disorder Residential	355											Dual Disorder Residential - ASA											
Halfway House - SA	404	1		0.0%	1	100.0%						Halfway House - ASA											100.0%
Intensive Outpatient - MH																							
Intensive Outpatient - SA	1475	9	3	33.3%	6	66.7%						Intensive Outpatient - ASA	2	1	50.0%	1	50.0%						63.6%
Intermediate Residential - SA	123	2	2	100.0%		0.0%						Intermediate Residential - ASA											0.0%
Outpatient - SA	1248											Outpatient - ASA											
Psychiatric Residential Rehab	504	1		0.0%	1	100.0%						Psychiatric Residential Rehab - MRO											100.0%
Secure Residential	147	1	1	100.0%		0.0%																	0.0%
Short Term Residential Tx - SA	1568	15	5	33.3%	9	60.0%						Short Term Residential Tx - ASA											60.0%
Sub-Acute Inpatient	386	15	2	13.3%	13	86.7%																	86.7%
Therapeutic Community - SA	310	3	3	100.0%		0.0%						Therapeutic Community - ASA	1		0.0%	1	100.0%						25.0%
Other LOC	329	1		0.0%	2	200.0%						Other LOC											200.0%
Totals ►	17167	191	72	37.7%	119	62.3%	7		0.0%	7	100.0%	Totals ►	7	3	42.9%	4	57.1%						63.4%

Magellan Health Services
MQIT Issue Resolution Matrix
4-25-11

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%
Total	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%
Total	30	6	23	9	9	18	17	26			138	100.00%

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MQIT Issue Resolution Matrix
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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%
Total	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%
Total	15	0	10	10	3	12	16	19	1	2	88	100.00%

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September, 2010												
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				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%
Total	18	0	15	9	12	9	9	17	4	8	101	100.00%

October, 2010												
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		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%
Total	13	2	5	16	17	3	26	39	4	11	136	100.00%

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November, 2010													
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	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%	
Total	21	1	21	9	23	8	14	19	1	6	123	100.00%	

December, 2010												
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				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%
Total	18	0	14	26	21	12	17	47	3	3	161	100.00%

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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%
Total	25	10	20	25	16	10	24	53	4	13	200	100.00%	

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%
Total	18	0	12	11	7	7	20	25	5	7	112	100.00%	

**Magellan Health Services
MQIT Issue Resolution Matrix
4-25-11**

March, 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		2		16							18	11.69%
No ASA/MRO Auth #	19				1	2	8			1	31	20.13%
Duplicate Registration/Pre-Auth								23			23	14.94%
Incorrect Discharge			19								19	12.34%
Incorrect Svc Location/Region					5			2			7	4.55%
CPT Code Change Request						6					6	3.90%
MRO Yes/No Incorrect on TAD							3				3	1.95%
Incorrect CPT Code						1					1	0.65%
Auth Not on Medicaid System											0	0.00%
No Re-Auth			3							4	7	4.55%
Incorrect Svc Registered								3			3	1.95%
Auth/Reg Not On TAD						2	2			4	8	5.19%
Auth Not On Auth Report	6		1	3		1	7			4	22	14.29%
Client Name Incorrect									6		6	3.90%
Spend Down/Claims Denied											0	0.00%
Total	25	2	23	19	6	12	20	28	6	13	154	100.00%