

Nebraska Division of Behavioral Health
MQIT
June 25, 2013 / 9:00-10:00 a.m. Central Time
DBH/Live Meeting & Conference Call

Meeting Notes

I. Attendance

Robert Bussard

Region I – Jama Batt, Cara Didier, Phil Darley, and Mia KNotts
Region II – Kathy Seacrest, Mary Wagner, Angie Smith
Region III - Ann Tvrdik,
Region IV – Tana Godel
Region V – Linda Wittmuss
Region VI – Stacey Brewer, Joel Case, John Murphy, LuAnn Boehm
Magellan – Carl Chrisman, Patti Ryan, Lisa Christensen
GAP -
DBH – Cody R Meyer, Bob Bussard, Mark Moore, Jan Goracke, Cynthia Harris
Medicaid – Staci Zuerlein, Rachel Cooper

II. Welcome

Robert Bussard

- Bob welcomed attendees to the meeting. Attendance was taken.
- Overview of agenda. No additions were requested.
- The May 28, 2013 notes were approved. No additions or questions were noted.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send approved minutes to group via email and post on web site: http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx	Bob Bussard	Complete

III. Regional Questions/Discussion

- ***Regions that have questions for Magellan should have these to Bob Bussard by the end of day Thursday, prior to the next scheduled MQIT meeting*** (Robert.bussard@nebraska.gov).
- Answers will be better addressed if Regions are able to submit their questions with examples or other details rather than generic questions.

Regional Questions:

The Emergency Admission process to accommodate payment was discussed. Additional conversation was related to the process when an individual is brought in by Police on a mental health warrant. It should be noted that all persons should be registered to EPC upon entry to the emergency service provider.
Custody warrants, should be identified in “legal status” as a MHB Hold/Custody Warrant. The level of care is EPC.

IV. Magellan Updates

Robert Bussard, Magellan

A. Report Discussion

The Average Handle Time Report and the Appeals Report will be available each month as handouts via Live Meeting. Discussion will be limited to one report each month, unless a specific request is made to discuss another report.

Lisa Christensen

Reports Discussion: Average Handle Time (Attached)

Lisa Christensen reviewed the current report that contains data from 2009 to May 2013. The data includes all calls, including DBH, Medicaid, and general inquiry calls, she noted no concerns time remain consistent over the most current months.

The Appeals report was also presented via the live meeting format for members to review.

B. Reporting Updates

Patti Ryan, Robert Bussard

Code Updates: CPT, DSM-V, ICD-10

No new news on code updates. DHHS and Magellan continue to review codes and work through processes necessary to meet ICD-10 updates.

Other Business:

Robert Bussard

- Magellan reports available to agencies on the web were reviewed by Patti Ryan with the group. After Patti’s discussion, Ann Tvrdik asked if there could be a way to summarize across multiple MIS numbers. She finds the summaries created by Ying Wang of the Division very helpful.
- When asked how often the Regions review reports Ann Tvrdik indicated she reviews Region 3’s reports monthly and with the providers. Stacey Brewer indicated she reviews reports periodically, but finds Ying’s reports very helpful in that they summarize information across the Region by service type. Stacey also mentioned it would be a time saver if the reports were presented in Excel format rather than PDF. Patti Ryan indicated she’d look into the availability of Excel format.

NEXT MEETING:		
Bob Bussard reminded people to have topics for next meeting to him or Heather by the Thursday before. Next meeting is scheduled for July 23, 2013 at 9:00 AM.		

Meeting notes presented by the DBH Data Team.

Magellan Call Center Statistics: Average Handle Time

Customer Service Average Handle Time		Care Manager Average Handle Time	
Sep-09	2:34	Sep-09	14:03
Oct-09	2:42	Oct-09	14:39
Nov-09	2:30	Nov-09	15:47
Dec-09	2:31	Dec-09	17:04
Jan-10	2:43	Jan-10	18:40
Feb-10	2:27	Feb-10	16:41
Mar-10	2:34	Mar-10	16:59
Apr-10	2:32	Apr-10	15:21
May-10	2:43	May-10	16:07
10-Jun	2:29	10-Jun	16:11
10-Jul	2:51	10-Jul	19:02
10-Aug	3:01	10-Aug	19:08
10-Sep	2:44	10-Sep	12:53
Oct-10	2:39	Oct-10	8:42
Nov-10	2:49	Nov-10	8:14
Dec-10	3:14	Dec-10	7:52
Jan-11	3:06	Jan-11	8:46
Feb-11	3:13	Feb-11	10:10
Mar-11	3:04	Mar-11	11:28
Apr-11	2:57	Apr-11	10:46
May-11	2:32	May-11	11:40
Jun-11	3:38	Jun-11	12:35
Jul-11	3:50	Jul-11	12:17
Aug-11	3:59	Aug-11	11:53
Sep-11	3:50	Sep-11	14:41
Oct-11	4:16	Oct-11	16:41
Nov-11	4:20	Nov-11	14:46
Dec-11	4:25	Dec-11	14:13
Jan-12	4:28	Jan-12	14:43
Feb-12	4:18	Feb-12	15:25
Mar-12	3:53	Mar-12	16:40
Apr-12	4:08	Apr-12	16:47
May-12	4:03	May-12	16:49
Jun-12	3:55	Jun-12	17:30
Jul-12	3:54	Jul-12	17:02
Aug-12	3:59	Aug-12	17:49
Sep-12	4:11	Sep-12	17:01
Oct-12	4:06	Oct-12	16:44
Nov-12	4:07	Nov-12	17:55
Dec-12	4:05	Dec-12	17:09
Jan-13	4:02	Jan-13	17:02
Feb-13	4:01	Feb-13	17:40
Mar-13	3:55	Mar-13	16:30
Apr-13	4:03	Apr-13	17:05
May-13	4:19	May-13	17:21