

Nebraska Division of Behavioral Health
MQIT
May 28, 2013 / 9:00-10:00 a.m. Central Time
DBH/Live Meeting & Conference Call

Meeting Notes

I. Attendance

Heather Wood

Region I - Mia Knotts, Laura Richards
Region II - Kathy Seacrest, Mary Wagner
Region III - Ann Tvrdik,
Region IV - Amy Stachura, Ginger Marr, Ingrid Ganseboom, Tana Godel
Region V - Linda Wittmuss
Region VI - Stacey Brewer, Joel Case, John Murphy, Michelle Noah
Magellan - Carl Chrisman, Patti Ryan
GAP -
DBH - Cody R Meyer, Bob Bussard, Heather Wood, Ying Wang, Mark Moore, Jan Goracke, Cynthia Harris

II. Welcome

Heather Wood

- Heather welcomed attendees to the meeting. Attendance was taken.
- Overview of agenda. No additions were requested.
- The April 23, 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

Lisa Christensen

- ***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:

Region 4 asked if more provider detail can be generated for the regions from the Clinical Review Activity summary. Patti Ryan indicated that she will discuss with other Magellan staff to determine if this can be done.

IV. Magellan Updates

Heather, Bob 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.

Reports Discussion: Average Handle Time (Attached)

Patti Ryan reviewed the current report that contains data from 2009 to April 2013. The data includes all calls, including DBH, Medicaid, and general inquiry calls, she noted no concerns.

- Customer Service Average Handle Time for April, 2013 was 4:03 minutes.

- Care Manager Average Handle Time was 17:05 minutes.
- No major changes have been noted over the past several months.

B. Reporting Updates

Patti Ryan, Lowell Sedlacek, Heather Wood

Code Updates: CPT, DSM-V, ICD-10
 CPT updates that were effective in January 2013 have continued to go smoothly.
 ICD-10 is schedule to be effective with services October 1, 2014. Lowell indicated Medicaid has a work group going over the conversion grid from ICD-9 to ICD-10. Patti Ryan of Magellan also indicated Magellan is reviewing all codes and will be working with Nebraska Medicaid to coordinate mapping.
 DSM-V was released in May 2013. Bob Bussard indicated the Division has a copy and will be reviewing the changes with an eye to what modifications will be necessary for Divisions work. Kathy Seacrest reminded the group that the DSM is mentioned as the guide for the Service Definitions and that there might be a need to be a review.

Other Business:

Heather Wood

- Attempts were made to share Patti Ryan’s work station with the group to review Magellan reports presentation, but this failed and the reports presentation was moved to the June 25 meeting.
- Reminder – continue to send in questions about items of the provider manual.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Learn how to share work stations outside DHHS network using Live Meeting.	Bob Bussard	TBD

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