

Nebraska Division of Behavioral Health

MQIT

July 23, 2013 / 9:00-10:00 a.m. Central Time
DBH/Live Meeting & Conference Call

Meeting Notes

I. Attendance

Heather Wood

Region I – Cara Didier, Laura Richards, Phil Darley, Lisa Simmons, Rose Schnell, Barbara Vogel, Rich Olsson, Jama Batt, Mia Knotts
 Region II – Angie Smith
 Region III – Ann Tvrdik, Melinda Farritor
 Region IV –Ginger Marr, Ingrid Gansebom, Melinda Crippen, Tana Godel
 Region V –
 Region VI – Joel Case, John Murphy, Stacey Brewer, Jennifer Determan
 Magellan – Carl Chrisman, Lisa Christensen, Patti Ryan, Linda Dubs
 GAP - Wanda Swanson
 DBH – Bob Bussard, Carol Coussons de Reyes, Cody R Meyer, Heather Wood, Teresa LaFon, Ying Wang, Sue Adams, Cynthia Harris, Lesley Shi, and Renee Faber,
 DHHS – Medicaid - Lowell Sedlacek

II. Welcome

Heather Wood

- Heather welcomed attendees to the meeting. Attendance was taken.
- Overview of agenda. Angie Smith Region 2 asked to add clarification on CS-SA and IOP to the agenda.
- The June 23, 2013 minutes were approved. With additions of Region 1 Attendees: Jama Batt, Cara Didier, Phil Darley, and Mia Knotts.

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 and Thoughts:
Reports Information: If you are seeing items within the reports that are different or that you know have changed, please report this information to Bob so that he can work with Magellan on a resolution or a functionality that would need to be explained/alterd.
EPC Registration: An individual needs to be registered for EPC upon entry into the emergency system even if the Medicaid eligible authorization process has begun, including on weekends.
Discharge Compliance Reports: Heather thanked Bob and Patti for their work on the compliance reports. Please remain vigilant in keeping the data clean because this is used as a true representation of who is really being served. Bob also thanked the Magellan team for their continued help and support.
Duplicate Entries: There have been some duplicate entries made. If you are unsure in regards to an individual or circumstance please call Bob or Magellan first for their thoughts and/or solutions.

Updated Lists: Magellan is gearing up for the Medicaid At Risk Managed Care Program and is adding new staff. A revised Magellan Contact list will be available at the next MQIT meeting August, 27, 2013.

Administrative Discharge: John Murphy from Region 6 brought into discussion what administrative discharges encompasses.

Bob mentioned that all records that had no activity before April 1, 2013 will be discharged and includes:

- *Lapsed Auths: Ended at least one week ago but not discharged
- *Lapsed Regs: Ended at least one week ago but not discharged or re-registered
- *Apparently Inactive Regs: No TAD activity for 3 months (6 months if Med Mgmt).

The discharge date being used will be the day before the Auth End Date.

IV. Magellan Updates

Heather, Bob Bussard, Magellan

A. Report Discussion

Lisa Christensen Discussed:

- Appeals Report
- Clinical Review Activity
- YTD Clinical Review Reports
- Overview of all Reports
- **Terminology Change:** Magellan is revising terminology of the Appeals process beginning Sept 1, 2013. To comply with national standards the old term of a **Reconsideration** is going to be called an **Appeal**. **Appeals** therefore are a second opinion where a psychiatrist looks at the clinical information independently and will render a clinical determination. The provider will have up to 90 days to place a request for a second opinion in Peer Review.

There was discussion on the definition of the term **Homeless**. After discussion the definition should include, "or a mutual agreement whether oral or written between an individual and/or owner exists".

B. CPT, DSM-5 and ICD-10

Patti Ryan, Bob Bussard

Code changes in CPT, DSM-5 – ICD-10: No updates were made but be aware that there might be some slight changes coming up. Staff at Magellan and Medicaid continue to review necessary changes that may be required for implementation of the at risk managed care program.

C. Reports Follow up

Heather Wood

- Patti continues to look into providing a way that some forms would become more feasible to use if written in another format other than in PDF form.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Update MQIT notes on web	Bob	Done
Revised Contact Sheet for Magellan Staff	Lisa	8-27-MQIT mtg

V. Other

Heather Wood

A. Community Support SA and IOP

Angie briefed the committee on apparent denials of CS-SA and IOP simultaneously. Carl Chrisman requested that Angie send specifics for investigation to Magellan staff, but also indicated that there is no blanket denial for these two services being offered simultaneously.

B. Provider Manual Feedback

Please continue to provide feedback as it is received.

VI. Meeting Close

Heather, Bob, Group

Call for August MQIT Agenda Items:

- Please forward items to Bob Bussard or Heather Wood by Thursday, August 22, 2013.

- Next meeting: August 27, 2013, 9:00 – 10:00 a.m. Central Time
- Adjourned at 10:00 a.m.
- Following the Minutes for 7-23-2013 is the NBHS Clinical Review.

Notes prepared by the Division of Behavioral Health, Nebraska Department of Human Services. Notes are intended to provide only a general summary of the proceedings.

Magellan Health Services
NBHS Clinical Review Activity
Fiscal Year to Date = July 1, 2012 - June 30, 2013

REGION 001																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
				ACT								ACT - MRO							
				ACT-Alternative								ACT-Alternative - MRO							
33	32	3.0%	33.3%	Acute Inpatient	3	2	1				33.3%								
318	309	2.8%	64.3%	Community Support - MH	11	4	7	1		1	63.6%	Community Support - MRO	3	1	2				66.7%
69	67	2.9%	100.0%	Community Support - SA	2		2				100.0%	Community Support - ASA							
52	51	1.9%	50.0%	Day Rehabilitation	2	1	1	1		1	50.0%	Day Rehabilitation - MRO							
				Day Treatment - MH															
				Dual Disorder Residential								Dual Disorder Residential - ASA							
				Halfway House - SA								Halfway House - ASA							
				Intensive Outpatient - MH															
73	70	4.1%	100.0%	Intensive Outpatient - SA	3		3				100.0%	Intensive Outpatient - ASA							
				Intermediate Residential - SA								Intermediate Residential - ASA							
48	48	0.0%		Outpatient - SA								Outpatient - ASA							
				Psychiatric Residential Rehab								Psychiatric Residential Rehab - MRO							
2	2	0.0%		Secure Residential								Secure Residential - MRO							
129	128	0.8%	50.0%	Short Term Residential Tx - SA	2	1	1				50.0%	Short Term Residential Tx - ASA							
27	27	0.0%	0.0%	Sub-Acute Inpatient	1	1					0.0%								
				Therapeutic Community - SA								Therapeutic Community - ASA							
6	6	0.0%		Other LOC								Other LOC							
757	740	2.2%	63.0%	Totals ►	24	9	15	2		2	62.5%	Totals ►	3	1	2				66.7%

REGION 002																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
				ACT								ACT - MRO							
				ACT-Alternative								ACT-Alternative - MRO							
59	54	8.5%	71.4%	Acute Inpatient	7	2	5				71.4%								
436	426	2.3%	71.4%	Community Support - MH	8	3	5				62.5%	Community Support - MRO	6	1	5	1		1	83.3%
125	125	0.0%		Community Support - SA								Community Support - ASA							
76	74	2.6%	66.7%	Day Rehabilitation	3	1	2	1		1	66.7%	Day Rehabilitation - MRO							
				Day Treatment - MH															
				Dual Disorder Residential								Dual Disorder Residential - ASA							
1	1	0.0%		Halfway House - SA								Halfway House - ASA							
				Intensive Outpatient - MH															
106	106	0.0%	0.0%	Intensive Outpatient - SA	1	1					0.0%	Intensive Outpatient - ASA							
				Intermediate Residential - SA								Intermediate Residential - ASA							
103	103	0.0%		Outpatient - SA								Outpatient - ASA							
1		100.0%	100.0%	Psychiatric Residential Rehab	1		1	1		1	100.0%	Psychiatric Residential Rehab - MRO							
2	2	0.0%		Secure Residential								Secure Residential - MRO							
3	3	0.0%		Short Term Residential Tx - SA								Short Term Residential Tx - ASA							
22	20	9.1%	100.0%	Sub-Acute Inpatient	2		2				100.0%								
				Therapeutic Community - SA								Therapeutic Community - ASA							
1	1	0.0%		Other LOC								Other LOC							
935	915	2.1%	71.4%	Totals ►	22	7	15	2		2	68.2%	Totals ►	6	1	5	1		1	83.3%

Magellan Health Services
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REGION 003																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
2	1	50.0%	100.0%	ACT	1		1				100.0%	ACT - MRO							
68	68	0.0%		ACT-Alternative								ACT-Alternative - MRO							
186	170	8.6%	84.2%	Acute Inpatient	19	3	16	1		1	84.2%								
503	498	1.0%	83.3%	Community Support - MH	6	1	5				83.3%	Community Support - MRO							
99	98	1.0%	100.0%	Community Support - SA	1		1				100.0%	Community Support - ASA							
213	212	0.5%	50.0%	Day Rehabilitation	1	1					0.0%	Day Rehabilitation - MRO	1		1				100.0%
				Day Treatment - MH															
			0.0%	Dual Disorder Residential	1	1					0.0%	Dual Disorder Residential - ASA							
74	74	0.0%		Halfway House - SA								Halfway House - ASA							
				Intensive Outpatient - MH															
123	116	5.7%	87.5%	Intensive Outpatient - SA	7	1	6				85.7%	Intensive Outpatient - ASA	1		1				100.0%
				Intermediate Residential - SA								Intermediate Residential - ASA							
207	207	0.0%		Outpatient - SA								Outpatient - ASA							
26	23	11.5%	75.0%	Psychiatric Residential Rehab	4	1	3	1		1	75.0%	Psychiatric Residential Rehab - MRO							
4	4	0.0%		Secure Residential								Secure Residential - MRO							
228	223	2.2%	55.6%	Short Term Residential Tx - SA	9	4	5	2		2	55.6%	Short Term Residential Tx - ASA							
20	17	15.0%	100.0%	Sub-Acute Inpatient	3		3				100.0%								
54	54	0.0%		Therapeutic Community - SA								Therapeutic Community - ASA							
141	141	0.0%		Other LOC								Other LOC							
1948	1906	2.2%	77.8%	Totals ►	52	12	40	4		4	76.9%	Totals ►	2	0	2				100.0%

REGION 004																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
				ACT								ACT - MRO							
				ACT-Alternative								ACT-Alternative - MRO							
341	304	10.9%	92.5%	Acute Inpatient	40	3	37				92.5%								
796	776	2.5%	83.3%	Community Support - MH	20	3	17	3		3	85.0%	Community Support - MRO	4	1	3				75.0%
326	325	0.3%	50.0%	Community Support - SA	2	1	1				50.0%	Community Support - ASA							
230	225	2.2%	83.3%	Day Rehabilitation	3		3				100.0%	Day Rehabilitation - MRO	3	1	2				66.7%
				Day Treatment - MH															
100	100	0.0%		Dual Disorder Residential								Dual Disorder Residential - ASA							
58	58	0.0%		Halfway House - SA								Halfway House - ASA							
				Intensive Outpatient - MH															
211	207	1.9%	66.7%	Intensive Outpatient - SA	5	1	4				80.0%	Intensive Outpatient - ASA	1	1					0.0%
5	5	0.0%		Intermediate Residential - SA								Intermediate Residential - ASA							
90	90	0.0%		Outpatient - SA								Outpatient - ASA							
59	58	1.7%	50.0%	Psychiatric Residential Rehab	2	1	1				50.0%	Psychiatric Residential Rehab - MRO							
5	5	0.0%		Secure Residential								Secure Residential - MRO							
328	327	0.3%	25.0%	Short Term Residential Tx - SA	4	3	1	1		1	25.0%	Short Term Residential Tx - ASA							
34	31	8.8%	60.0%	Sub-Acute Inpatient	5	2	3				60.0%								
1	1	0.0%		Therapeutic Community - SA								Therapeutic Community - ASA							
99	99	0.0%		Other LOC								Other LOC							
2683	2611	2.7%	80.9%	Totals ►	81	14	67	4		4	82.7%	Totals ►	8	3	5				62.5%

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REGION 005																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
5	5	0.0%		ACT								ACT - MRO							
68	68	0.0%		ACT-Alternative								ACT-Alternative - MRO							
23	23	0.0%		Acute Inpatient															
1567	1553	0.9%	60.9%	Community Support - MH	18	7	11				61.1%	Community Support - MRO	5	2	3				60.0%
173	171	1.2%	100.0%	Community Support - SA	2		2				100.0%	Community Support - ASA							
107	106	0.9%	100.0%	Day Rehabilitation	1		1				100.0%	Day Rehabilitation - MRO							
93	92	1.1%	100.0%	Day Treatment - MH	1		1				100.0%								
88	87	1.1%	100.0%	Dual Disorder Residential	1		1				100.0%	Dual Disorder Residential - ASA							
137	137	0.0%	0.0%	Halfway House - SA	3	3					0.0%	Halfway House - ASA							
				Intensive Outpatient - MH															
228	228	0.0%	0.0%	Intensive Outpatient - SA	1	1					0.0%	Intensive Outpatient - ASA	1	1					0.0%
79	79	0.0%		Intermediate Residential - SA								Intermediate Residential - ASA							
223	223	0.0%		Outpatient - SA								Outpatient - ASA							
34	33	2.9%	25.0%	Psychiatric Residential Rehab	3	2	1				33.3%	Psychiatric Residential Rehab - MRO	1	1					0.0%
25	25	0.0%		Secure Residential								Secure Residential - MRO							
435	435	0.0%	0.0%	Short Term Residential Tx - SA								Short Term Residential Tx - ASA	1	1					0.0%
				Sub-Acute Inpatient															
67	66	1.5%	100.0%	Therapeutic Community - SA								Therapeutic Community - ASA	1		1				100.0%
138	138	0.0%		Other LOC								Other LOC							
3490	3469	0.6%	53.8%	Totals ►	30	13	17				56.7%	Totals ►	9	5	4				44.4%

REGION 006																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
101	101	0.0%	0.0%	ACT	1	1					0.0%	ACT - MRO							
3	3	0.0%		ACT-Alternative								ACT-Alternative - MRO							
2396	2351	1.9%	41.7%	Acute Inpatient	108	62	46	1	1		41.7%								
1651	1627	1.5%	68.6%	Community Support - MH	26	7	19	5		5	73.1%	Community Support - MRO	9	4	5				55.6%
117	117	0.0%		Community Support - SA								Community Support - ASA							
1024	1019	0.5%	45.5%	Day Rehabilitation	8	5	3				37.5%	Day Rehabilitation - MRO	3	1	2	2		2	66.7%
87	87	0.0%		Day Treatment - MH															
98	98	0.0%		Dual Disorder Residential								Dual Disorder Residential - ASA							
129	127	1.6%	100.0%	Halfway House - SA	2		2				100.0%	Halfway House - ASA							
				Intensive Outpatient - MH															
349	343	1.7%	75.0%	Intensive Outpatient - SA	7	2	5				71.4%	Intensive Outpatient - ASA	1		1				100.0%
24	24	0.0%		Intermediate Residential - SA								Intermediate Residential - ASA							
614	614	0.0%		Outpatient - SA								Outpatient - ASA							
244	242	0.8%	50.0%	Psychiatric Residential Rehab	1		1				100.0%	Psychiatric Residential Rehab - MRO	3	2	1	1		1	33.3%
101	101	0.0%	0.0%	Secure Residential	3	3					0.0%	Secure Residential - MRO							
301	300	0.3%	100.0%	Short Term Residential Tx - SA	1		1				100.0%	Short Term Residential Tx - ASA							
341	339	0.6%	12.5%	Sub-Acute Inpatient	16	14	2				12.5%								
112	112	0.0%	0.0%	Therapeutic Community - SA	2	2					0.0%	Therapeutic Community - ASA	1	1					0.0%
25	25	0.0%	0.0%	Other LOC								Other LOC	1	1					0.0%
7717	7630	1.1%	45.1%	Totals ►	175	96	79	6	1	5	44.6%	Totals ►	18	9	9	3		3	50.0%

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NBHS Clinical Review Activity
Fiscal Year to Date = July 1, 2012 - June 30, 2013

ALL REGIONS																			
All Reviews				Not Medicaid Eligible								Medicaid Eligible							
Total Req	Total Auths	Req Denial Rate	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate	Level of Care	Rvw	Rvw Auth	Rvw Deny	Recon	Recon Auth	Recon Deny	Rvw Denial Rate
108	107	0.9%	50.0%	ACT	2	1	1				50.0%	ACT - MRO							
139	139	0.0%		ACT-Alternative								ACT-Alternative - MRO							
3038	2934	3.4%	58.8%	Acute Inpatient	177	72	105	2	1	1	58.8%								
5271	5189	1.6%	70.7%	Community Support - MH	89	25	64	9		9	71.9%	Community Support - MRO	27	9	18	1		1	66.7%
909	903	0.7%	85.7%	Community Support - SA	7	1	6				85.7%	Community Support - ASA							
1702	1687	0.9%	60.0%	Day Rehabilitation	18	8	10	2		2	55.6%	Day Rehabilitation - MRO	7	2	5	2		2	71.4%
180	179	0.6%	100.0%	Day Treatment - MH	1		1				100.0%								
286	285	0.3%	50.0%	Dual Disorder Residential	2	1	1				50.0%	Dual Disorder Residential - ASA							
399	397	0.5%	40.0%	Halfway House - SA	5	3	2				40.0%	Halfway House - ASA							
				Intensive Outpatient - MH															
1090	1070	1.8%	71.4%	Intensive Outpatient - SA	24	6	18				75.0%	Intensive Outpatient - ASA	4	2	2				50.0%
108	108	0.0%		Intermediate Residential - SA								Intermediate Residential - ASA							
1285	1285	0.0%		Outpatient - SA								Outpatient - ASA							
364	356	2.2%	53.3%	Psychiatric Residential Rehab	11	4	7	2		2	63.6%	Psychiatric Residential Rehab - MRO	4	3	1	1		1	25.0%
139	139	0.0%	0.0%	Secure Residential	3	3					0.0%	Secure Residential - MRO							
1424	1416	0.6%	47.1%	Short Term Residential Tx - SA	16	8	8	3		3	50.0%	Short Term Residential Tx - ASA	1	1					0.0%
444	434	2.3%	37.0%	Sub-Acute Inpatient	27	17	10				37.0%								
234	233	0.4%	25.0%	Therapeutic Community - SA	2	2					0.0%	Therapeutic Community - ASA	2	1	1				50.0%
410	410	0.0%	0.0%	Other LOC								Other LOC	1	1					0.0%
17530	17271	1.5%	60.2%	Totals ►	384	151	233	18	1	17	60.4%	Totals ►	46	19	27	4		4	58.7%

Definitions:

Total Req - The total number of times the service was requested during the reporting period, whether or not it went to clinical review.

Total Auths - The total number of times the requested service was authorized, whether or not it went to clinical review.

Req Denial Rate - Of the requests that went to clinical review, the number of times the requested service was denied divided by the Total Req.

Rvw Denial Rate - Of the requests that went to clinical review, the number of times the requested service was denied divided by the number of reviews for that service.