

Nebraska Division of Behavioral Health

**MQIT**

April 22, 2014 / 9:00-10:00 a.m. Central Time  
DBH/Live Meeting & Conference Call

Meeting Notes

**I. Attendance**

*Heather Wood*

Region I – Barb Vogel and Phil Darley Region II – Angie Smith, Kathy Seacrest, Katie McCarthy, and Mary Wagner Region III - Ann Tvrdik and Melinda Farritor Region IV –Ginger Marr, Ingrid Gansebom, Melinda Crippen, and Tana Godel Region V – Linda Witmuss Region VI –Stacey Brewer Magellan – Lisa Christensen and Tamara Gavin DBH –Heather Wood, Bob Bussard, Cody R. Meyer, Kunal Dash, and Teresa LaFon
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**II. Welcome**

*Heather Wood*

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| A. Heather welcomed attendees to the meeting and the attendance was taken.<br>B. Overview of April’s agenda with no additions requested.<br>C. The March 25, 2014 Draft Meeting Notes were approved. |
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send approved March 25, 2014 Meeting Notes to group via email and post on web site: <a href="http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx">http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx</a>	Robert Bussard	Complete

**III. Magellan Updates**

*Heather Wood and Lisa Christensen*

**1. Report Updates**

*Heather Wood and Lisa Christensen*

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| <p>A. <b>Average Handle Time Report – CSA Average handle time for April</b> – The calls that have come in have changed significantly. St. Louis was taking all claims calls, but that has been moved locally. We have two types of calls now and they are: Claim Calls and All Other Types of Calls. For faster and more efficient services when calling regarding a claim please have the following information available: Claim Number, Medicaid Number, Date of Birth of the Member, Date of Service, also whether you have/or will file electronically or by paper. There is a lot of support needed. You can use the web site to help expedite the process.</p> <p>B. <b>The Appeals Reports</b> – This is a monthly report that is generated. The <b>Total Request</b> column is the total number of times that the level of care was requested during that reporting period whether or not it went to a clinical review. The <b>Total Authorizations</b> column is the total number of times the request of service was authorized whether or not it went to a clinical review. The <b>Denial Rate of the Request</b> is the number of times the request was denied divided by the total number of requests. The <b>Review Denial Rate</b> is when the request went to clinical review, the number of times the request of service was denied divided by the number of reviews for that service. The green area is the <b>Peer Review</b> area. The salmon color is the <b>Reconsideration</b> area or the <b>Appeal</b> area. The number is reported in the month that it is requested. A provided has 90 days to decide if they want to have a reconsideration and to submit additional clinical information to support the authorization report. Definitions are on the last page of the Appeal Report. The Peer Review and the Reconsideration are all done by licensed Psychiatrists. The clinical request and</p> |
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evaluation is required to have a full understanding of the level of care that is needed. That is how the appeal process can help the client receive the level of care that is desired. Magellan includes with the Denial of Authorization the rationale (documents) outlining why that level of care has not been authorized. Have the client take the letter of Determination to the provider so that the provider might see exactly what level of care is expected to meet the qualification to receive the help that is needed or desired.

- C. The Appeals Report along with the Handle Time Report was sent to the Regions before the close of the MQIT meeting.

## 2. **Regional Questions/Answers**

*Bob Bussard, Lisa Christiansen, Patti Ryan, and Tamara Gavin*

***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](mailto: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.

Heather Wood and Lisa Christensen addressed a few questions:

- A. **Authorizations for the NBH System** – There has been no further information or updates given at this time.
- B. **ICD 10** –The original implementation deadline for the ICD 10 in October of 2014 has been delayed. They have changed that date to October of 2015. DBH will continue to use the ICD 9. Medicaid is waiting to get guidance from CMS on how this will impact implementation.

## IV. **Provider Manual Feedback**

*Bob Bussard*

We continue to update the Manual as there are questions or need for further clarifications. Please continue to provide feedback. The provider manual is on the web.

## V. **Meeting Close**

*Heather Wood*

- A. May Agenda Items: Follow up information related to the Appeals Reports.
- B. May agenda items are requested to [Robert.bussard@nebraska.gov](mailto:Robert.bussard@nebraska.gov) (402-471-7821) or [Heather.Wood@Nebraska.gov](mailto:Heather.Wood@Nebraska.gov) (402-471-1423) by April 17, 2014.
- C. Next MQIT is May 27, 2014 from 9:00-10:00 a.m. (CDT).
- D. Arbor Day is April 25<sup>th</sup> and State Offices will be closed.
- E. Meeting was adjourned at 10:00 a.m. (CDT).

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