

MQIT Meeting
November 22, 2011

Welcome and Introductions:

Region I ---Laura Richards, Bonnie Lockhart

Region II—Kathy Seacrest, Angie Smith

Region III—Ann Tvrdik; Melinda Farritor

Region IV---Ingrid Gansebom, Melinda Crippen , Ginger Marr and Amy Stachura

Region V—Linda Wittmuss

Region VI-John Murphy

Magellan---Lisa Christensen, Eva Abbey, Carl Chrisman

Gambling:

At DHHS-BH – Sheri Dawson, Heather Wood, Robert Bussard, Ying Wang, Patrick Johnson, Kermit Spade, Dan Powers, Carol Coussons de Reyes, Joni Sailors

Sheri Reviewed the minutes to the October 25 meeting.

Sheri requested comments/corrections to last meeting. There were none. Minutes approved.

Sheri requested additions to the minutes. Receiving none the meeting moved forward.

Status Report from Previous Minutes:

Changes to the provider Manual and website updates are in process. Meeting participants were invited to send comment about the draft Magellan Provider Manual to Bob Bussard.

Region III has requested changes in the reporting dates for providers and regions. Bob explained that this creates a tight time line on Magellan's end trying to get reports done by the 12th. It is recommended that we retain the 7th as the cutoff date for collection of information for creation of reports on Magellan's end. Bob proposed we revisit in April 2012.

STATUS REPORTS:

Average Handle Times: Lisa Christianson reported on call center average handle times by CM & CSR

1. CSR average time for October was 4:16 minutes from being of call to end of documentation time.
2. Care Managers—Average call times for September was 16:41 minutes this was time on the phone and after the call to build and finish the authorization.

Appeals Report: Lisa continued her reporting discussing the Appeals Report for October and year to date. Lisa broke down information for readers about reconsideration—and reported numbers seem consistent.

Issues Resolution Matrix: Lisa reported on the Issues Resolution Matrix noting authorizations to be retriggered, the changes in SSN, Names and such have been consistent over the last report period.

BUSINESS ITEMS:

Changes to Magellan Provider.Com: Changes in the Magellan Provider.Com web site were effective on 10-26-2011. Bob reported that an e-mail has gone out to the Magellan Big List about changes to the Provider web.

Magellan programmers indicated that to complete a discharging from services after the Oct 26, 2011, revisions, and providers will not be required to edit the Admission or Re-registrations to accommodate these new data items. Discharges can be entered direct.

Provider Manual Update: Bob reported he has received many comments about the provider manual and requested that comments be directed to him so he can compile those and begin working on revisions to the manual. It is his goal to have the manual be a resource for questions that those using the Magellan system can refer to.

Comments from the group included: The Manual needs to be reorganized, Appendices are good but require reorganization and clean up, there are spelling errors in the draft manual, the need for better explanations of the reasons for discharge and referral sources.

The original purpose of the update was to lend clarification to minimum data set questions and clarify responses and define to improve consistency and data integrity.

Projected New Data Elements – Bob provided a handout of the proposed new data elements to be considered for FY 13 and beyond.

Next Meeting: January 24, 2012, 9:00 to 10:00

Submitted: Robert Bussard, Sheri Dawson, Heather Wood.