

Meeting Minutes

Magellan Quality Improvement Team (MQIT)

Date: Tuesday, January 24, 2012 **Dial in #:** (888) 820 - 1398

Time: 9:00 - 10:00 a.m. **Attendee Code:** 8928797#

Location: Live Meeting

Called By: DBH

Attendees:
 Region I – Bonnie Lockhart
 Region II – Kathy Seacrest, Angie Smith
 Region III – Ann Tvrdik
 Region IV – Melinda Crippen, Ginger Marr, Amy Stachura
 Region V – Linda Wittmuss
 Region VI – John Murphy
 Magellan – Lisa Christensen, Carl Chrisman, Don Reding, Travis Parker, Laurie Haack
 DHHS, DBH – Sheri Dawson, Heather Wood, Robert Bussard, Ying Wang, Kermit Spade, Dan Powers, Meryem Ay, Kelly Dick

Item	Agenda Item / Topic	Presenter	Discussion Notes	Decision / Action / Next Steps	Resp. Party	Date Due / Status
1	Welcome and Intruductions	Heather Wood	Attendees were welcomed and introduction were made. Agenda was reviewed.			
2	Purpose of MQIT - Overview with PowerPoint	Bob Bussard	<ul style="list-style-type: none"> • Kathy recommended that in the coming year the group works on cleaning up the data in the monthly compilation reports received from Magellan via Ying Wang. For example, on the Length of Stay Report, there are consumers who should have been discharged. Another report mentioned was that containing EPC data. Bob will review the continued need for data clean up. • It would be helpful to again address some of the data issues/errors on the MQIT phone call. • Updated Provider Manual will also help resolve data issues/errors. 	<ul style="list-style-type: none"> • An updated conflict resolution matrix fact sheet will be updated and sent out to the group. 	Bob Bussard	Complete 1.25.12
3	Review of Past Minutes	Heather Wood	Novemember 22, 2011 Minutes were submitted to group for approval.	Vote Needed	Committee	Complete Approved

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			A request was made that the approved minutes are shared with MQIT regional attendees so they can share them with their providers. The MQIT web page (http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx) lists all approved minutes for the current year.	Notify committee and share link once approved minutes are posted to web site.	Bob Bussard & Kelly Dick	Complete 1.27.12
4	Reporting Date Change	Don Reding	Magellan IT is in the process of reviewing this proposal. Don has a call scheduled for Thursday, January 26 with IT and will have a good sense of the status of this afterwards.			
5	Provider Manual	Bob Bussard	<ul style="list-style-type: none"> • Bob continues to review and update the Magellan Provider Manual. • Projected date of completion is early February; however, this might change. • Heather thanked those who have provided feedback on this thus far. The goal is to produce an improved product. 			
6	Phase III Clean Up (Removing Duplicate Registrations)	Don Reding	<ul style="list-style-type: none"> • First test run was quite narrow in its search for duplicate records and did not produce many results (approx. 248 records). Records had to meet four parameters. The search will be broadened for the next test run being mindful of not removing records that are similar but not duplicates (and should be there). This hasn't been implemented yet. It is still just being tested. 			
7	New and Revised Reports (SED/SPMI)	Bob Bussard	<ul style="list-style-type: none"> • Data on these reports are collected by checkmark. • Regions were asked to review these reports and confirm they make sense and to get a sense of consistency in using this feature in Magellan. • DBH will be reviewing accuracy of reports. 			
8	Call Statistics	Lisa Christensen	Call Statistics were reviewed (Customer Service and Care Manager handle time). It was noted that there is no benchmark for this specific data.			
9	Appeals Report	Lisa Christensen	<ul style="list-style-type: none"> • Three trainings have been completed and materials are available on the web site. • The number is small for trends but denials have been ideology of diagnosis. • Sheri would like to see a drill down on some of the data. This will help address some concerns regarding trends with community support. 	<ul style="list-style-type: none"> • Ann requested November report. Lisa Christensen will send to Bob who will forward to Ann (Region 3). 	Lisa Christensen & Bob Bussard	Complete 1.24.12

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10	Prior Authorization Process	Carl Chrisman	<ul style="list-style-type: none"> • Magellan is working on creating a solution in the authorization process. • Next steps include making the process concrete. Magellan is considering pre-implementation training. • Additionally, providers will need to collaborate so consumer is discharged in system from level of care and ready for authorization at next level of care. 			
11	Reauthorization Form / Discharge Planning	Carl Chrisman	<ul style="list-style-type: none"> • Carl reviewed updates made to the form. • Changes will be implemented and posted on the web site. • Sheri suggested that a pre-implementation discussion would be helpful. 			
12	Queue System Changes	Travis Parker	<ul style="list-style-type: none"> • Magellan will send out letters to providers to inform of change. • Planned implementation is March 5. • This system should be easier for providers and consumers. • Sheri asked if there is a process for working out the issues. Travis stated that some providers have already begun using the new system and have provided feedback, giving them an opportunity to identify and work out issues on the front end. 			
13	Problem Resolution Matrix Update		<ul style="list-style-type: none"> • 120-140 requests for corrections (slight monthly change). 			
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V	Meeting Adjourn at 10:10 a.m.
Next Meeting: February 28 at 9:00 a.m. CST	

Respectfully Submitted,	
Kelly Dick	02/15/2012
Name of Minutes Taker	Date
Heather Wood	02/15/2012
Name of Chair	Date