

Nebraska Division of Behavioral Health  
**MQIT**  
 February 26, 2013 / 9:00-10:00 a.m. Central Time  
 DBH/Live Meeting & Conference Call

Meeting Notes

**I. Attendance**

*Heather Wood*

Region I - Mia Knotts  
 Region II – Angie Smith  
 Region III - Ann Tvrdik, Nathan Canfield, Melinda Farritor, Beth Baxter  
 Region IV –Melinda Crippen, Ginger Marr  
 Region V – Linda Wittmuss  
 Region VI – Stacey Brewer, LuAnn Boehm, Joel Case  
 Magellan – Lisa Christensen, Carl Chrisman, Patti Ryan  
 GAP - Wanda Swanson  
 DBH –Cody R Meyer, Bob Bussard, Heather Wood, Kelly Dick, Ying Wang, Jim Harvey

**II. Welcome**

*Heather Wood*

- Heather welcomed attendees to the meeting. Attendance was taken.
- Overview of agenda. No additions were requested.
- The January 22, 2013 minutes 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: <a href="http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx">http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx</a>	Kelly Dick	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](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.

- Member Rights & Responsibilities Document
- Per Federal Regulations, if Medicaid dollars are involved, a copy of the consumer’s Rights and Responsibilities must be provided to the individual upon intake.
  - Common questions asked:
    - If there is Medicaid funding does the provider need to provide this to the consumer? *Yes. The consumer must sign and date to indicate he or she received the information.*
    - Can the provider alter the content/wording of the Rights and Responsibilities document? *No, the wording cannot be changed or adapted.*
    - Can the provider retype the Rights and Responsibilities in order to imbed them into another intake document? *Yes, as long as the content is identical to the Federal form.*
    - Where is the document located? *Locate the Rights and Responsibilities document on the Magellan of Nebraska web site under the “For Providers” tab then under “Treatment Record Review.” The document is available in English and Spanish:*  
<http://www.magellanofnebraska.com/for-providers-ne/treatment-record-review.aspx>

**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)**

Lisa Christensen reviewed the current report that contains data from 2009 to January 2013. The data includes all calls, including DBH, Medicaid, and general inquiry calls.

- Customer Service Average Handle Time for January, 2013 was 4:02 minutes.
- Care Manager Average Handle Time was 17:02 minutes.
- No major changes have been noted over the past several months.
- A concern was raised by one provider over the time they spent on hold prior to connecting to a care manager on two occasions. Magellan researched the dates of the calls (2/4 and 2/6) and discovered the longest hold time for the 4<sup>th</sup> was 15 minutes and the longest hold time for the 6<sup>th</sup> was 5:42. Magellan agrees that a 15 minute hold time is unfortunate and should not occur frequently. While many who call are under a deadline that cannot be altered, if possible, the provider can call during slower times to avoid longer waits. Magellan’s busiest times for incoming calls are Mondays and mornings. The Region will follow up with the provider who raised the concern.

**B. Reporting Updates**

**NOMs Reporting:** Patti Ryan followed up on the request that the new Excel version of the quarterly Provider Detail Report include a Regional indicator. She confirmed with the group that the region associated with the provider location is desired. Patti will contact the programmer and get the change started. As a reminder, the NOMs reports that are sent out quarterly will include this Excel report; however, it will not be available on the web.

**EPC & CPC Discharge:** The administrative discharge will be reflected on the February, 2013 reports. If a discharge appears on the report that looks like it was missed by the administrative discharge it did not fall within the parameters established for the discharge. Forward questions on this subject to Heather Wood, Bob Bussard, or Patti Ryan.

- Three Region I providers have completed discharges that continue to show up on the Discharge Compliance Report. The region will work with Bob Bussard on this situation.

**eBHIN:** Bob met with eBHIN and Magellan in early February resulting in some matters Magellan is looking into. Answers to the questions will be returned soon. Magellan has established a good relationship with eBHIN allowing them to provide better support to eBHIN customers. eBHIN has scheduled a demo of their program for Magellan staff.

**CPT Code Follow Up**

- Code changes resulted in a loss of information for MRO Outpatient clients to DBH. DBH and Magellan are exploring alternatives.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send specific examples of discharges that are showing up on DCR to Bob who will then schedule time to work with region.	Bob Bussard, Region I	

**A. Updated Financial & Dependent Definitions (Attached)**

Financial and dependent definitions have been updated. The provider manual has been edited to reflect these changes and the updated manual will be available on the web at:

[http://dhhs.ne.gov/behavioral\\_health/Pages/beh\\_mqit.aspx](http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx) (Available on web after 3/18/13)

The updates are as noted below:

- **Number of Dependents:** A dependent is defined as any person married or cohabitating with the consumer or any child under the age of 19 who depends on the consumer's income for food, shelter, and care. Dependents may include parents, grandparents, or adult children.
- **Annual Gross Income:**
  - Income for this purpose is defined as alimony, wages, tips, or other money the consumer and other adult dependents received *for a good or services* whether legal or illegal. This information can be obtained by reviewing paycheck records, applications for other public assistance, and/or a signed statement from the consumer. *SSI, SSDI, child support, or monetary assistance received from family or non-family members should not be included.*
  - If the person receiving services is under the age of 19 and has not been designated by a court as emancipated (the youth is dependent upon others for support) the custodial parent(s) alimony, wages, tips or other money received for good or service must be entered.

**B. Homeless Definition for Living Situation at Discharge**

Jim Harvey

**Jim shared the following criteria for Federal definitions of homeless.<sup>1</sup>**

- **Category 1 - Literally Homeless:** (1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- **Category 2 - Imminent Risk of Homelessness:** (2) Individual or family who will imminently lose their primary nighttime residence, provided that: (i) Residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; and (iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing.
- **Category 3 - Homeless Under Other Federal Statutes:** (3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: (i) Are defined as homeless under the other listed federal statutes; (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; (iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers.
- **Category 4 - Fleeing / Attempting to Flee Domestic Violence:** (4) Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; and (iii) Lacks the resources or support networks to obtain other permanent housing.

Further discussion of this topic is warranted and will be revisited in the future. In the meantime, please have conversations with providers (perhaps at RQIT meetings). The goal is to have statewide uniformity so the data accurately reflects the patterns of homelessness in Nebraska.

<sup>1</sup>[https://www.onecpd.info/resources/documents/HomelessDefinition\\_RecordkeepingRequirementsandCriteria.pdf](https://www.onecpd.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf)

**C. Provider Manual Feedback**

Please continue to provide feedback as it is received.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Update dependent and financial definitions in Provider Manual and post updated manual on web site. Post updated definition to Provider Listserv.	Bob Bussard, Kelly Dick	Complete (available on web after 3/18/13)
Talk to providers about “homeless” definition.	Regions	Ongoing

**VI. Meeting Close**

*Heather, Bob, Group*

Call for March MQIT Agenda Items:  
• Please forward items to Bob Bussard or Heather Wood by Thursday, March 21.

- Next meeting: March 26, 2013, 9:00 – 10:00 a.m. Central Time
- Adjourned at 10:00 a.m.

*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 Call Center Statistics: Average Handle Time

Customer Service Average Handle Time

Sep-09	2:34
Oct-09	2:42
Nov-09	2:30
Dec-09	2:31
Jan-10	2:43
Feb-10	2:27
Mar-10	2:34
Apr-10	2:32
May-10	2:43
10-Jun	2:29
10-Jul	2:51
10-Aug	3:01
10-Sep	2:44
Oct-10	2:39
Nov-10	2:49
Dec-10	3:14
Jan-11	3:06
Feb-11	3:13
Mar-11	3:04
Apr-11	2:57
May-11	2:32
Jun-11	3:38
Jul-11	3:50
Aug-11	3:59
Sep-11	3:50
Oct-11	4:16
Nov-11	4:20
Dec-11	4:25
Jan-12	4:28
Feb-12	4:18
Mar-12	3:53
Apr-12	4:08
May-12	4:03
Jun-12	3:55
Jul-12	3:54
Aug-12	3:59
Sep-12	4:11
Oct-12	4:06
Nov-12	4:07
Dec-12	4:05
Jan-13	4:02

Care Manager Average Handle Time

Sep-09	14:03
Oct-09	14:39
Nov-09	15:47
Dec-09	17:04
Jan-10	18:40
Feb-10	16:41
Mar-10	16:59
Apr-10	15:21
May-10	16:07
10-Jun	16:11
10-Jul	19:02
10-Aug	19:08
10-Sep	12:53
Oct-10	8:42
Nov-10	8:14
Dec-10	7:52
Jan-11	8:46
Feb-11	10:10
Mar-11	11:28
Apr-11	10:46
May-11	11:40
Jun-11	12:35
Jul-11	12:17
Aug-11	11:53
Sep-11	14:41
Oct-11	16:41
Nov-11	14:46
Dec-11	14:13
Jan-12	14:43
Feb-12	15:25
Mar-12	16:40
Apr-12	16:47
May-12	16:49
Jun-12	17:30
Jul-12	17:02
Aug-12	17:49
Sep-12	17:01
Oct-12	16:44
Nov-12	17:55
Dec-12	17:09
Jan-13	17:02

## Financial Information (from Provide Manual)

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This section obtains financial information related to the consumer and contains the following fields (this information may support a means test but is not to be used solely for means testing).

**Number of Dependents** – Enter the number of dependents including the consumer. A dependent is defined as any person married or cohabitating with the consumer or any child under the age of 19 who depends on the consumer’s income for food, shelter, and care. Dependents may include parents, grandparents, or adult children.

- If there is no one dependent upon the consumer’s income other than the consumer then enter one (1).
- If the consumer is a child and is dependent upon others for support then enter zero (0).
- If the consumer is in a “cohabitating” relationship and does not rely on the support of the other individual(s) of the relationship and has no other source of support then enter one (1).

**Annual Gross Income (nearest \$1,000)** - Enter the household annual gross income rounded to the nearest one thousand dollars (\$1,000). **Do not enter decimals, commas, or dollar signs** (e.g. **No** income becomes 0; \$1350 becomes 1000; \$58,342 becomes 58000; or \$4,365 is 4000; \$4,501 is 5000; \$125,986 is 126000).

- Income for this purpose is defined as alimony, wages, tips, or other money the consumer and other adult dependents received *for a good or services* whether legal or illegal. This information can be obtained by reviewing paycheck records, applications for other public assistance, and/or a signed statement from the consumer. *SSI, SSDI, child support, or monetary assistance received from family or non-family members should not be included.*
- If the person receiving services is under the age of 19 and has not been designated by a court as emancipated (the youth is dependent upon others for support) the custodial parent(s) alimony, wages, tips or other money received for good or service must be entered.
- For the consumer who is a State Ward report zero (0).
- If the consumer is in a “cohabitating” relationship and does not rely on the support of the other individual(s) of the relationship and has no other source of support – enter the consumer’s income.