

Nebraska Division of Behavioral Health

**MQIT**

August 27, 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  
Region II – Angie Smith, Kathy Seacrest, Mary Wagner  
Region III – Ann Tvrdik  
Region IV –Ginger Marr, Melinda Crippen, Tana Godel  
Region V – Jon Day, Linda Wittmuss  
Region VI – Joel Case, John Murphy, Stacey Brewer  
Magellan – Lisa Christensen, Patti Ryan, Linda Dubs  
DBH – Bob Bussard, Cody R Meyer, Heather Wood, Teresa LaFon, Ying Wang, Sue Adams, Pat Roberts, Kunal Dash

**II. Welcome**

*Heather Wood*

- Heather welcomed attendees to the meeting. Attendance was taken.
- Overview of agenda. Stacey Brewer indicated errors on the list of attendees in Region 6 in July Meeting notes.
- The July 24, 3 2013 meeting notes were approved with corrections to regions 6 attendees.

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>	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:**  
**Administrative Discharge progress:** Bob reported that Magellan had completed the Administrative Discharges for records. Any record not having activity before April 1, 2013 was discharged. Patti Ryan indicated the number of lines on her Discharge Compliance report dropped from over 7,000 to around 1500. Heather thanked all who participated in this cleanup.  
**Medicaid Eligibility.** Linda Wittmuss asked, “Are there any anticipated or planned changes to the system with respect to ensuring NBHS continues to receive a breakout of Medicaid yes/no on TADs and enter this encounter data?” Magellan indicated that the MRO yes/no section will be continued.

**IV. Magellan Updates**

*Heather, Bob Bussard, Magellan*

**A. Report Discussion**

Lisa Christensen Discussed:  
**Average Handle Time.** Lisa pointed out that times are consistent for the last months. However with

the addition of new staff and new processes she anticipated some difference in the handle times for the month of September. As new staff gain experience these handle times will even out.

**Magellan Care Management Center Contacts** – Members were informed a new directory of Magellan staff has been prepared. The sheet is attached to these minutes and will appear in similar fashion in the provider manual. Special note was given that the new Clinical Contact Person is, “Tamara Gavin”.

**Medicaid At Risk Managed Care** – Magellan staff reported that new people have been hired to facilitate the contract with Medicaid and Long Term Care, at risk contract. Additionally, Magellan staff are working with Medicaid to produce new reports for production in 2014.

Anne Tvrdik questioned Psyc Res Rehab care in the Magellan Appeals Report. Ann and Lisa discussed the parameters of the report and subsequently answered why so many Psyc Res Rehab service recipients were listed in the report. The report contains both new authorizations and re-authorizations.

## **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.

<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Update MQIT notes on web	Bob	Meeting
Updated Magellan Contact List	Lisa/Bob	Attached & Web

## **V. Other**

*Heather Wood*

### **A. Provider Manual Feedback**

Bob reviewed with committee members that a revised provider manual will be posted to the web late this week or early next. Changes include the definition for homeless, income, and dependents as well as a revised appendix on Appeals, Magellan Contact and NBHS Service Names. Laura Richards questioned who should be called for changes in password or where to send the Behavioral Health Modification Request Form. Lisa indicated all calls should begin with customer service. Several staff members are being trained in each of the functions such as password changes, handling forms, etc. so agencies are encouraged to call the 800 number, talk to a care manger and be routed to the appropriate staff member.

## **VI. Meeting Close**

*Heather, Bob, Group*

Call for August MQIT Agenda Items:

- Please forward items to Bob Bussard or Heather Wood by Thursday, September 19, 2013.

- Next meeting: September 24, 2013, 9:00 – 10:00 a.m. Central Time
- Adjourned at 10:00 a.m.
- Average Handle time document is included with these meeting notes.
- Magellan contact sheet is included with these meeting notes.

*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*

## Nebraska Care Management Center (CMC) Key Contacts List

Sue Mimick, CEO; [smimick@magellanhealth.com](mailto:smimick@magellanhealth.com) , (402) 437-4214

Andrew Shapiro, COO; [adshapiro@magellanhealth.com](mailto:adshapiro@magellanhealth.com) , (402) 437-4244

Dr. Janine Bergerac Fromm, Medical Director; [jbfromm@magellanhealth.com](mailto:jbfromm@magellanhealth.com) , (800) 424-0329

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Lori Hack, Compliance Officer; [LAHack@magellanhealth.com](mailto:LAHack@magellanhealth.com) , (402) 437-4220

Tamara Gavin, Director of Clinical Services; [TGavin@magellanhealth.com](mailto:TGavin@magellanhealth.com) , (402) 437-4254

Lisa Christensen, Director of Quality Management; [LLChristensen@magellanhealth.com](mailto:LLChristensen@magellanhealth.com) , (402) 437-4255

Teresa Danforth, Director of Provider Network Services; [TJDanforth@MagellanHealth.com](mailto:TJDanforth@MagellanHealth.com) , (402) 437-4241

Bryon Belding, Field Network Coordinator; [bnbelding@magellanhealth.com](mailto:bnbelding@magellanhealth.com) , (402) 437-4268

Christine Cole, Provider Relations Liaison; [CSCole@magellanhealth.com](mailto:CSCole@magellanhealth.com) , (402) 437-4265

Patti Ryan, Director of IT; [poryan@magellanhealth.com](mailto:poryan@magellanhealth.com) , (402) 437-4210

Lisa Casullo, Sr. Manager of Consumer Recovery; [lcasullo@magellanhealth.com](mailto:lcasullo@magellanhealth.com) , (402) 437-4234

Suzanne Kuhn, Member Services Managers; [skuhn@magellanhealth.com](mailto:skuhn@magellanhealth.com) , (402), 437-4247

Adam Proctor, Training Lead; [aproctor@magellanhealth.com](mailto:aproctor@magellanhealth.com) , (402) 437-4227

Questions of process and procedure begin at the Customer service Level –i.e.: Lost Password, Grievance Process, Authorizations, Appeals Process, etc. (800)-424-0333

Behavioral Health Authorization Modification Request Form – FAX to number on form.

## Magellan Call Center Statistics: Average Handle Time

### Customer Service

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
Feb-13	4:01
Mar-13	3:55
Apr-13	4:03

### Care Managers

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
Feb-13	17:40
Mar-13	16:30
Apr-13	17:05

## Magellan Call Center Statistics: Average Handle Time

### Customer Service

May-13	4:19
Jun-13	4:05
Jul-13	4:03

### Care Managers

May-13	17:21
Jun-13	17:51
Jul-13	17:43