

Magellan Behavioral Health of Nebraska, Inc.
Utilization Management

January 16, 2016, 1:00 pm – 2:00 pm
Magellan Goldenrod Conference Room

Committee Chair: Adam Proctor
Minutes prepared by: Jamaree Maack

Participants	Capacity/Affiliation
Adam Proctor	Director of Clinical Service Magellan Behavioral Health of Nebraska, Inc.
Andrew Shapiro	COO Magellan Behavioral Health of Nebraska, Inc.
Janine Fromm	Medical Director Magellan Behavioral Health of Nebraska, Inc.
Julie Parker	Outcomes Manager Magellan Behavioral Health of Nebraska, Inc.
Linda Dubs	Clinical Supervisor Magellan Behavioral Health of Nebraska, Inc.
Lisa Casullo	Director of Consumer Recovery Magellan Behavioral Health of Nebraska, Inc.
Lisa Christensen	VP of Quality Magellan Behavioral Health of Nebraska, Inc.
Rachel Nick	Clinical Supervisor Magellan Behavioral Health of Nebraska, Inc.
Teresa Danforth	Field Network Director Magellan Behavioral Health of Nebraska, Inc.

Prior Minutes**Adam Proctor**

Discussion: Minutes for the December meeting were approved unanimously.

Readmissions**Adam Proctor**

Discussion: The readmission rate for members who were discharged from an inpatient setting during the month of August was 12.2%. This meets the identified target, and is improved from the previous months that were of concern.

Ambulatory Follow Up**Adam Proctor**

Discussion: The ambulatory follow up rate for individuals discharged from inpatient care in August was 61.3% at seven days and 83.4% at 30 days. These rates are increased and meet Magellan targets. Nearly all providers met the identified targets in August.

Recovery Care Management**Adam Proctor**

Discussion: RCM enrollment was 125 members in January, which is consistent with previous months.

Requests for Higher Levels of Care**Adam Proctor**

Discussion: In January, Customer Service Associates resolved 51.69% of requests for higher levels of care. This is a higher than usually number of requests transferred to care management, but there are no other data trends that appear to contribute to the increase. The number of request received was consistent, as well as the reason for transfer. This will be monitored in coming months.

Inter-Rater Reliability**Adam Proctor**

Discussion: The January Inter-Rater Reliability review was a PRTF application. Eighteen Care Managers and two Physician Advisors reviewed the request and all agreed that the request would not be approved. In peer to peer review the request was authorized.

Concordance Rate**Adam Proctor**

Discussion: The concordance rates at peer review and peer to peer review were consistent with previous months. There were no changes in the review process to discuss.

Service Utilization Report**Adam Proctor**

Discussion: The service utilization reporting for 2015 will be available in May. Adam met with Lori to identify what will need to be in that report. Lisa identified that this will be an item of review in the IPRO audit in May.

Task as Requested by QIC
None at this time.

Lisa Christensen

Tasks as Requested by the Governance Board
None at this time.

Lisa Christensen

Policy Review

Adam Proctor

Discussion: The UM and RCM Program Descriptions were both reviewed in December. The RDM corporate program was changed to include Embrace Care, but Nebraska will not be implementing this so there were not significant changes. The UM Program Description also had no changes to content. Both documents will be forwarded to Julie for inclusion in the Trilogy Documents.

Next Meeting		
January 21, 2016	11:00 am – 12:00 am	Magellan Goldenrod Room

Respectfully Submitted,	(signature)	(date)
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