

Magellan Behavioral Health of Nebraska, Inc.
Utilization Management

February 18, 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.
Amanda Stratman	Peer Specialist II 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.
Lisa Christensen	VP of Quality Magellan Behavioral Health of Nebraska, Inc.
Lori Hack	Compliance Officer 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 January meeting were approved unanimously.

Readmissions**Adam Proctor**

Discussion: The readmission rate for members who were discharged from an inpatient setting during the month of September was 9.8%. Several inpatient settings had their lowest readmission rates to date. The committee looked at the overall census to determine if low numbers had any impact on the rates, but inpatient census was consistent with previous months.

Ambulatory Follow Up**Adam Proctor**

Discussion: The ambulatory follow up rate for individuals discharged from inpatient care in September was 52.7% at seven days and 81.2% at 30 days. The seven day rate decreased, but it remains above the minimum goal. As with readmission rates, there were providers who recorded much higher AFU rates than has been typical for them.

Recovery Care Management**Adam Proctor**

Discussion: RCM enrollment was 123 members in February, which remains consistent with previous months. The team has begun to discuss ways to increase acceptance rates in the program.

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

Discussion: In February, Customer Service Associates resolved 58.35% of requests for higher levels of care. This is a return to the typical transfer rate. The reasons for transfer to a Care Manager were consistent with previous months.

Inter-Rater Reliability**Adam Proctor**

Discussion: The February Inter-Rater Reliability review was a CTA application. Eighteen Care Managers reviewed the application and were split with 11 reporting that they would authorize the care and 10 reporting that they would send for peer review. The Care Managers who did not authorize generally identified that the youth probably did meet the criteria, but the application was missing clinical information that was necessary to make the decision. The review provided a good opportunity for clinical staff to discuss the service application needs related to expanded services for children and youth. With additional information in peer to peer review, the request was authorized.

Lisa reminded the committee that the option does exist to send an application back due to insufficient information. Dr. Fromm identified that this is a good option to have available, but in cases when the care appears to be necessary it is faster to do a peer review.

Concordance Rate**Adam Proctor**

Discussion: The concordance rates at peer review and peer to peer review were consistent with previous months. The total number of appeals done in January was slightly lower than is typical, and it appears that February will be low as well.

Service Utilization Report**Adam Proctor**

Discussion: Adam and Lori met to discuss the service utilization report for 2015. Prior attempts to address areas such as diversity were ineffective due to the lack of clear information, so the decision was made to focus on areas where data is available.

They identified:

- Length of stay in inpatient care
- Ambulatory follow up rates at 7 and 30 days
- Readmission rates
- Grievance and appeals for utilization and access

The timeline for requesting and reviewing the reports was established so that information will be available for the IPRO audit in May.

Task as Requested by QIC**Lisa Christensen**

None at this time.

Tasks as Requested by the Governance Board**Lisa Christensen**

None at this time.

Next Meeting		
March 17, 2016	11:00 am – 12:00 am	Magellan Goldenrod Room

Respectfully Submitted,	(signature)	(date)
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