

Magellan Behavioral Health of Nebraska, Inc.  
Utilization Management

March 17, 2016, 1:00 pm – 2:00 pm  
Magellan Goldenrod Conference Room

Committee Chair: Adam Proctor  
Minutes prepared by: Jamaree Maack

| <b>Participants</b> | <b>Capacity/Affiliation</b>  |
|---------------------|--|
| Adam Proctor        | Director of Clinical Service<br>Magellan Behavioral Health of Nebraska, Inc. |
| Amanda Stratman     | Peer Specialist II<br>Magellan Behavioral Health of Nebraska, Inc.           |
| Andrew Shapiro      | COO<br>Magellan Behavioral Health of Nebraska, Inc.                          |
| Janine Fromm        | Medical Director<br>Magellan Behavioral Health of Nebraska, Inc.             |
| Julie Parker        | Outcomes Manager<br>Magellan Behavioral Health of Nebraska, Inc.             |
| Lisa Christensen    | VP of Quality<br>Magellan Behavioral Health of Nebraska, Inc.                |
| Lori Hack           | Compliance Officer<br>Magellan Behavioral Health of Nebraska, Inc.           |
| Teresa Danforth     | Field Network Director<br>Magellan Behavioral Health of Nebraska, Inc.       |

**Prior Minutes****Adam Proctor**

Discussion: Minutes for the February meeting were approved unanimously.

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**Readmissions****Adam Proctor**

Discussion: The readmission rate for members who were discharged from an inpatient setting during the month of October was 12.3%. Rates for most providers remained consistent with trends, and the overall rate meets the target. While the readmission rate was considerably lower in the previous month, it was agreed by the committee that the rate was not sustainable and the increase is an acceptable change.

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**Ambulatory Follow Up****Adam Proctor**

Discussion: The ambulatory follow up rate for individuals discharged from inpatient care in October was 60.4% at seven days and 81.3% at 30 days. These rates continue to meet identified targets.

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**Recovery Care Management****Adam Proctor**

Discussion: RCM enrollment was 136 members in March, which is an increase of 13 members. There have been a few cases that required a high level of involvement from the assigned RCM staff and those are beginning to stabilize. The team has worked to remain focused on being actively involved in working through each case.

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

Discussion: In March, Customer Service Associates resolved 59.34% of requests for higher levels of care. This is consistent with the typical transfer rate, and the reasons for transfer to a Care Manager were consistent with previous months.

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**Inter-Rater Reliability****Adam Proctor**

Discussion: The March Inter-Rater Reliability review was an SO THGH application. Twenty clinical staff, including 17 Care Managers, reviewed the application and nineteen determined that the request should be sent to peer review. The request was authorized in the peer to peer discussion.

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**Concordance Rate****Adam Proctor**

Discussion: The concordance rates at peer review and peer to peer review were consistent with previous months.

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**Service Utilization Report**

**Adam Proctor**

Discussion: The areas of review for service utilization will be presented at the QIC meeting in April, with the report being available in late May.

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**Service Census Report**

**Adam Proctor**

Discussion: Adam recently received new reporting on the member census by level of care. Data for the previous year was available, and while there were short term spikes there was overall consistency over time. Areas where census increased in February were reviews, and in unique cases the level of care appeared to appropriate to the members' needs.

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**Task as Requested by QIC**

**Lisa Christensen**

None at this time.

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**Tasks as Requested by the Governance Board**

**Lisa Christensen**

None at this time.

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| <b>Next Meeting</b> |                     |                         |
| April 21, 2016      | 11:00 am – 12:00 am | Magellan Goldenrod Room |

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| <b>Respectfully Submitted,</b> | (signature) | (date) |
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