

Magellan Behavioral Health of Nebraska, Inc.
Utilization Management

April 21, 2016, 11:00 am – 12:00 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.
Darla Wynia	Clinical Supervisor 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 Christensen	VP of Quality Magellan Behavioral Health of Nebraska, Inc.
Lori Hack	Compliance Officer 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 March meeting were approved unanimously.

Readmissions**Adam Proctor**

Discussion: The readmission rate for members who were discharged from an inpatient setting during the month of November was 12.1%. Rates for most providers remained consistent with trends, and the overall rate meets the target.

Ambulatory follow up**Adam Proctor**

Discussion: The ambulatory follow up rate for individuals discharged from inpatient care in November was 58.3% at seven days and 80.6% at 30 days. These rates continue to meet identified targets.

Recovery Care Management**Adam Proctor**

Discussion: RCM enrollment was 130 members in March. The RMC team worked to revise the way they were explaining the program when they reach out to new referrals. As a result, the acceptance rate has increased from 70% to 90%.

Requests for higher levels of care**Adam Proctor**

Discussion: In March, Customer Service Associates resolved 51.11% of requests for higher levels of care. This is a slightly low pass through rate, but there is no identifiable reason for the decrease at this time. The number of requests remained consistent.

Inter-rater reliability**Adam Proctor**

Discussion: An inter-rater reliability assessment was not done in March. The corporate requirement is 12 reviews per year, with ten of those identified by corporate and released later in the year. Missing one month will not impact the CMC's ability to meet the corporate requirement, so the review will not be made up. The April IRR review has already been completed.

Concordance rate**Adam Proctor**

Discussion: The concordance rates at peer review and peer to peer review were slightly lower than previous months, but not enough to be of concern.

Service Utilization report

Adam Proctor

Discussion: The areas of review for service utilization were presented at the QIC meeting in April and approved. Final data for December 2015 will not be available until mid-May. The document submission deadline the upcoming IPRO review will be before the final document is complete. The data available through November will be submitted, with the final report available to reviewer when they are on site in May.

IP reviews by provider

Adam Proctor

Discussion: Adam provided a report on the review statistics for individual inpatient providers. One provider did have a slightly higher denial rate at the Care Manager review. Clinical supervisor reported that the UR staff for this facility are often unprepared for the review and are not able to provide the information necessary for authorization by the Care Manager.

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		
May 19, 2016	11:00 am – 12:00 am	Magellan Goldenrod Room

Respectfully Submitted,	(signature)	(date)
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