

Magellan Behavioral Health of Nebraska, Inc.
Advocating for Adults

February 16, 2016, 2:30 pm – 4:00 pm
Magellan Meadowlark Conference Room

Committee Chair: Lisa Casullo
Minutes prepared by: Amanda Stratman

Participants	Capacity/Affiliation
Amanda Stratman	Peer Specialist, II Magellan Behavioral Health of Nebraska
Jonathan Koley	Consumer Representative Consumer Advocate, Region 6
Lisa Casullo	Director of Consumer Recovery Magellan Behavioral Health of Nebraska
Lisa Christensen	Senior Director of Quality Insurance Magellan Behavioral Health of Nebraska
Tommy Newcombe	Consumer Representative Consumer Advocate, Region 4

Guest	Affiliation
Kelly Giger	Appeals Coordinator Magellan Behavioral Health of Nebraska

Prior Minutes**Lisa Casullo**

December 2015 minutes adopted. January 2016 minutes adopted.

Housekeeping**Lisa Casullo**

- It was asked that current committee members stay on until Dec. 2016 to finish out the contract
 - Discussed the idea of quarterly vs. monthly meetings; Lisa Casullo will follow up to gain perspective from all members as to what everyone wants to do.
 - Jonathan expressed a concern that quarterly meetings may not give the committee enough time to accomplish everything
-

Appeals Process**Kelly Giger**

- Denials are based on medical necessity criteria
- If sending in a request for an appeal, there is specific information needed in order to make the request
 - If request is for prior authorization-consent form needs to be filled out if someone other than the member is requesting
 - Member name
 - Member address
 - Medicaid ID or NBHS ID
 - Date(s) of service
 - Type of service
 - Reason for appeal
 - Any information to help explain why this service should be approved (med records, doctor letters, etc.)
- Reviewed flow chart to break down process
 - Request for services is made (majority of services the provider will call in); care manager will review the information.
 - If care manager is unable to authorize services the information received will go to a peer reviewer.
 - If the peer reviewer is unable to authorize services, the provider can request a peer to peer, where the provider will discuss, over the phone, the information with a peer reviewer and provide any additional information, if needed.
 - If during the peer to peer the services cannot be authorized, the provider, member, or legal guardian can request an appeal and a different peer reviewer will look at the information. (Peer to peer conversation is NOT required in order to request an appeal).
 - If the appeal is denied, a state fair hearing can then be requested.
- Timelines Reviewed
 - The appeal needs to be filed within 90 days of the date on the denial letter that is sent out. The member and the provider receive a copy of this letter
 - If requesting a standard appeal, Magellan has 30 days to complete and make a decision; however it typically will not take the entire 30 days.
 - If the situation is an emergency and an expedited appeal is requested, Magellan has 72 hours to complete and make a decision.

- Helpful Tips
 - The first page of the denial letter will have all the needed information to identify the member, so making a copy and sending that in with the written request is fine.
 - The appeal process is a chance for the member to have a voice and explain why they feel they need these services. They can provide as much additional information as they want including additional medical records, or letters from doctors, family members, etc. who may have insight into the situation.

Consumer and Family Led Evaluation Team

Lisa Casullo

- It was asked if anyone had suggestions about places MHA-NE could go in order to hold focus groups
 - Lincoln Regional Center and Secure Res were suggested
 - Having an open hour available on both days at the Behavioral Health Conference was suggested
- It was asked if committee members feel that having a call in session would be beneficial, in particular for those who live in rural areas and/or have difficulty with transportation.
- The process for selecting which members would receive a mailed survey was reviewed.

Next Meeting		
April 19, 2016	2:30 – 4:00	Magellan Goldenrod Room

Respectfully Submitted,	<i>Lisa Casullo</i>	02/24/2016
--------------------------------	---------------------	------------