

Magellan Behavioral Health of Nebraska, Inc.  
Collaborating for Kids

February 17, 2016, 2:30 pm – 4:00 pm  
Magellan Goldenrod Conference Room

Committee Chair: Lisa Casullo  
Minutes prepared by: Amanda Stratman

Participants	Capacity/Affiliation
Amanda Stratman	Peer Support Specialist, Magellan Behavioral Health of Nebraska
Amy Reynoldson	Stakeholder Liaison, Magellan Behavioral Health of Nebraska
Cassy Blakely	Youth Representative, Project Everlast
Jim Schuman	Family Advocate, Nebraska Family Support Network
Kim Hill	Advocacy/Stakeholder Representative
Lisa Casullo	Director of Consumer Recovery, Magellan Behavioral Health of Nebraska
Mary Thunker	Family Advocate, Alphabet Soup Kids
Sandy Thompson	Family Advocate, Families Inspiring Families

Guest	Capacity/Affiliation
Kelly Giger	Appeals Coordinator, Magellan Behavioral Health of Nebraska

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**Prior Minutes****Lisa Casullo**

Discussion: January 2016 minutes were approved and adopted.

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**Committee Schedule****Lisa Casullo**

Discussion: Members present at the meeting were in agreement to continue meeting monthly, for the time being, rather than change to quarterly.

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**Heritage Health****Lisa Casullo**

Discussion: The MCO's who will be a part of Heritage Health have been named. It was discussed how important it is for providers and advocates to start having discussions with members now in order to help people prepare for the transition.

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**Appeals****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 Teams

**Lisa Casullo**

Update: After an internal discussion it was felt that doing a focus group at a MYLIFE event could possibly seem as though Magellan was trying to bribe youth. There was a suggestion made that flyers for other focus groups could be distributed at MYLIFE and also given to staff members who bring groups. There was another suggestion that surveys could be given to staff or another region person they could give them out to youth.

Discussion: MHA-NE should be connecting with family organizations and regional specialists to get focus groups scheduled with different youth groups. Other suggestions that were made include:

- Hastings YRTC
- Geneva YRTC
- CEDARS (in particular, the bridge program)
- Yes House
- Foster care agencies
- Boys town (multiple locations)
- Youth Emergency Services
- Youth Links
- Bridge to Independence
- PALS workers (DHHS)
- Richard Young hospital
- Emmanuel hospital/RTC
- Attending bowling night
- Having a booth at Mental Health Awareness Day at the capital on June 4<sup>th</sup>.

### Strengthening Families Act

**Cassy Blakely**

Discussion: Bill addressing what should be considered normalcy for children of different ages and populations. There is an ongoing stakeholder meeting that is meant to represent voices from young people, foster families, adoptive families, and bio families. They are in need of more voices from bio families and are looking for a bio parent to be the third chair person. Sandy may have a bio parent to fill

this role. The next meeting is scheduled for March 4, 2016 from 1pm – 4pm and will be held at the Office of Court Improvement Project located at 5001 Central Park, Suite 200 in Lincoln. It was noted that this is a great time for new people to come into the meetings as they have divided the topics into four areas and this meeting is meant to help people decide which area they would like to be involved with.

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<b>Next Meeting</b>		
March 16, 2016	2:30 – 4:00	Magellan Goldenrod Room

<b>Respectfully Submitted,</b>	<i>Lisa Casullo</i>	02/18/2016
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