

Magellan Behavioral Health of Nebraska, Inc.  
Collaborating for Kids

June 15, 2016, 2:30 pm – 4:00 pm  
Magellan Meadowlark Conference Room

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Committee Chair: Lisa Casullo  
Minutes prepared by: Amanda Stratman

<b>Participants</b>	<b>Capacity/Affiliation</b>
<b>Amanda Stratman</b>	Peer Support Specialist, Magellan Behavioral Health of Nebraska
<b>Kim Hill</b>	Advocacy/Stakeholder Representative
<b>Kristin Maag</b>	Family Advocate, S.P.E.A.K.O.U.T
<b>Lisa Casullo</b>	Director of Consumer Recovery, Magellan Behavioral Health of Nebraska
<b>Lisa Christensen</b>	V.P. of Quality Improvement, Magellan Behavioral Health of Nebraska
<b>Sandy Thompson</b>	Family Advocate, Families Inspiring Families

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

Discussion: April 2016 minutes reviewed and adopted.

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**Committee****Lisa Casullo**

- What is the purpose of the committee going forward?
  - Magellan still needs feedback on different documents in order to fulfill contract, however we can do quarterly meetings if that is better.
  - Members expressed willingness to continue to meet, but are also open to meeting less often
  - Magellan would also like to help in the transition to the other managed care companies and help identify contact persons at each company.
  - CFLET & member satisfaction results will be available by September.
- Committee discussed the idea of having the next meeting in September, and then one more in November. All members present agreed.
- A recommendation was made that members please RSVP before the meeting. Committee chair will send out email reminder and remind members to RSVP.

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**Consumer and Family Led Evaluation Teams****Lisa Casullo**

- Family organizations were wonderful and helped pass out surveys at the Children's Mental Health Awareness events.
- Second round of focus groups has started. Having MHA to come out to a specific agency for a closed group is always an option.
- Previous suggestions from committee members were passed on to MHA
- Overall, there has been a lower participation this year

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**Member Handbook****Lisa Casullo**

- Briefly discussed the new mailing being sent to members
- It is the shorter version that was recommended by committee members
- Any input from committee members is welcome
  - We will check back in at the next meeting if anyone has any feedback or anyone can email Lisa.
- Question was asked if the new managed care companies will have similar handbooks. Lisa explained that if committee members like the format Magellan has used they can always use that as a suggestion with the new companies.

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**Treatment Record Reviews****Lisa Casullo**

- The scoring tool can be a helpful resource for members to know that is expected of their providers & the quality of care that is expected
- Some of the key points to highlight:
  - Basic paperwork & documentation should be completed.
    - This is still a struggle we see with many providers.

- In addition, it is helpful when providers check on current address at every visit as addresses for our members change rapidly.
- Treatment plan should be in place and updated regularly to show member's progress and how the intervention has been helping. The goals should be reflective of what the member wants to accomplish.
- Crisis plans and safety plans should be in place
- There should be documentation for every visit and all documentation should tie back into the treatment plan and show how the member has been progressing. If there has not been progress, the documentation needs to reflect that this has been addressed and other things are being tried.
- Identification of support system outside of mental health service providers
- Coordination of care with other providers as well as helping member get connected with community supports
- Documentation is for purposes to provide consistency between providers. If a member switches providers, the documentation should be clear and show what has worked and has not. It was noted that this can set the tx back when new providers have to go back through everything that has already been done because there is no clear documentation from the previous provider.
- Magellan's reviewers are clinicians and understand what best practices are and are up to date on the current research to back this up. They are also willing to do mentoring and/or one on ones to help providers better understand documentation requirements and provide suggestions.

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**Member Communication Plan**

**Lisa Casullo**

- The information we have received from CFLET thus far has indicated the preferred method of contact is via mail.
- It was emphasized to have members update address with either Medicaid or their provider. Magellan goes off of what is most current in the Medicaid system as we are contracted through them.

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**Open Forum**

**Lisa Casullo**

- NAMI walk is Saturday, June 18, 2016.
- Pony Express Riders & Children's Mental Health Awareness events turned out great!

<b>Next Meeting</b>		
September 21, 2016	2:30 – 4:00	Magellan Goldenrod Room

<b>Respectfully Submitted,</b>	<i>Lisa Casullo</i>	06/16/2016
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