

Magellan Behavioral Health of Nebraska, Inc.
Advocating for Adults

June 21, 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 Specialist, II Magellan Behavioral Health of Nebraska
Kim Strong	Consumer Representative Consumer Specialist, Region 1
Lisa Casullo	Director of Consumer Recovery Magellan Behavioral Health of Nebraska
Lisa Christensen	Senior Director of Quality Insurance Magellan Behavioral Health of Nebraska
Scott Loder	Consumer Representative Lincoln Regional Center
Vicky Lyons	Family Member Representative

Prior Minutes**Lisa Casullo**

April 2016 minutes were approved and adopted.

Housekeeping**Lisa Casullo**

- It was discussed and approved to move to quarterly meetings and change the time to 2-4 pm. We will meet on September 20th to review member satisfaction and CFLET survey results. We will then meet one final time in November to discuss transition to the new managed care companies & take any recommendations that can be passed on to MLTC.

Magellan Treatment Record Review (TRR) Process**Lisa Casullo**

- TRR is a what QI reviewers use to audit a provider
- The tool reflects the services and quality of care providers have signed and agreed to provide
- This can also be a resource for members to understand what to expect out of their providers and what their providers should be providing for them
- The tool is broken down into several parts
 - General info: demos, and information sheets that have been signed by member; current address is still a struggle for us to obtain and it helps when providers are also checking.
 - Consumer Rights: the following forms should be signed by member: informed consent, HIPPA privacy, consent or non-consent for medical releases and collaborative care, bill of rights, advance directives, media consents.
 - Initial evaluation: why is the member seeking services right now, providing dx information, tx history, substance screening, risk assessment, documenting support system, family hx, & assessing for strengths
 - Treatment plan: one should exist, based on strengths, goals & objectives should be listed, have a target date for achievement, and reflect what the member wants, should be a plan for connecting member with community supports, & also contain safety plans
 - Ongoing treatment: needs to be documented with every visit, show progress toward tx plan goals, working to alternate levels of care and eventually to discontinue services, should reflect cultural competence as well as continued connection for community and family support
 - Coordination of care: attempts to contact and coordinate with other providers need to be well documented
 - Med management needs to be well documented with continued follow ups to show progress
 - Cultural competence question from Kim: are there any updates regarding the definition? Lisa explained that Magellan follows the standard set by the APA and NASW.

Member Rights & Responsibilities**Lisa Casullo**

- Can sexual orientation & gender identity be added to the list of non-discrimination?
- Can disability have an addition of ability? I.e Ability/Disability
- Look at punctuation, and check for consistency within the outline
- Wording on clinical rules vs. clinical roles
- Question on tx needs vs. wants
 - Ideally we would like to have the tx based on member wants, however, not always are the member's wants feasible
 - We have to stay within the medical necessity guidelines which may not always reflect what the member wants
 - At the same time, a member should always ask for what they want, and we can work to see what can be done to help achieve this
- Rights first allows members to know what's available, but may emphasize responsibilities more by making it bold or highlighted
- Possibly make black banner across the bottom smaller

Member Communication Plan**Lisa Casullo**

- Putting on hold until we get more info from CFLET

Comments**Lisa Casullo**

- Any updates on the assisted living & group home situation?
 - Lisa will check in with Cynthia Harris and Disability Rights of Nebraska to try and get an update on the bill
 - The last that was heard was they were trying to gain feedback from those who would actually be affected to add into the bill
- Behavioral Health Conference
 - Went well; there were fewer workshops to allow for bigger groups to attend each workshop
 - Big turn out; there were over 500 people in attendance
 - There was a combination of workshops, panels, & keynotes
 - Some in attendance felt the focus was too clinical and related to substance use and recovery. It was recommended to have more peer/consumer workshops next time.

Next Meeting

September 20, 2016

2:00 – 4:00

Magellan Goldenrod Room

Respectfully Submitted,

(signature)

Lisa Casullo

(date)

06/22/2016