

Magellan Behavioral Health of Nebraska, Inc.
Utilization Management

May 19, 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.
Amanda Stratman	Peer Specialist II 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.
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.

Prior minutes**Adam Proctor**

Discussion: Minutes for the April meeting were approved unanimously.

Readmissions**Adam Proctor**

Discussion: The readmission rate for members who were discharged from an inpatient setting during the month of December was 17.4%. This is a little higher than is typical, but is connected to spikes at two specific hospitals.

Ambulatory follow up**Adam Proctor**

Discussion: The ambulatory follow up rate for individuals discharged from inpatient care in December was 52.9% at seven days and 78.7% at 30 days. These rates continue to meet identified targets. These are slightly low, but again tied to one hospital. That provider has been in contact with Adam and is actively working to address the decrease.

Recovery Care Management**Adam Proctor**

Discussion: RCM enrollment was 131 members in April. This is in line with the previous month. The RCM team is prepared to present files for review at the upcoming IPRO audit.

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

Discussion: In April, Customer Service Associates resolved 62.5% of requests for higher levels of care. This is a significant increase from the previous month and in line with monthly averages.

Inter-rater reliability**Adam Proctor**

Discussion: A PRTF-MH application was reviewed in April by eighteen Care Managers. Seventeen determined that they would send the request to peer review, with one agreeing to authorize. The request was not authorized in peer to peer discussion and was offered IOP and medication management. The case was discussed with the Care Manager that would have authorized the level of care.

Concordance rate**Adam Proctor**

Discussion: The concordance rates at peer review and peer to peer review followed normal trends. The number of peer reviews increased slightly, and this will be monitored to determine if there is reason for evaluation.

Service Utilization report

Adam Proctor

Discussion: A complete report for 2015 is now available. A team will begin assessing the data to determine necessary action plans.

IP reviews by provider

Adam Proctor

Discussion: In April there was a trend up in utilization. However there was also a significant increase in the number of lives covered by Magellan, so the increase appears to be appropriate.

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		
To be scheduled		

Respectfully Submitted,	(signature)	(date)
--------------------------------	-------------	--------