

Magellan Behavioral Health of Nebraska, Inc.  
Utilization Management

June 15, 2016, 11:00 am – 12:00 pm  
Magellan Goldenrod Conference Room

Committee Chair: Carl Chrisman  
Minutes prepared by: Jamaree Maack

Participants	Capacity/Affiliation
Amanda Stratman	Peer Specialist II Magellan Behavioral Health of Nebraska, Inc.
Andrew Shapiro	COO Magellan Behavioral Health of Nebraska, Inc.
Carl Chrisman	Director of Clinical Service 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.

**Prior minutes****Carl Chrisman**

Discussion: Minutes for the May meeting were approved unanimously.

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**Readmissions****Carl Chrisman**

Discussion: The readmission rate for members who were discharged from an inpatient setting during the month of February was 12.1%. This is a return to lower rates after an increase in January.

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**Ambulatory follow up****Carl Chrisman**

Discussion: The ambulatory follow up rate for individuals discharged from inpatient care in February was 58.4% at seven days and 82.1% at 30 days. These meet targets, including the 30 day stretch goal.

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**Recovery Care Management****Carl Chrisman**

Discussion: RCM enrollment was 112 members in May. This is a decrease in enrolled members, but this is accounted for by changes in staffing.

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**Requests for higher levels of care****Carl Chrisman**

Discussion: In May, Customer Service Associates resolved 61% of requests for higher levels of care. This rate is in line with typical months.

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**Inter-rater reliability****Carl Chrisman**

Discussion: A PRTF-MH application was reviewed in May by seventeen Care Managers. Thirteen determined that they would send the request to peer review, with four agreeing to authorize. The request was not authorized in reconsideration and was offered IOP and medication management. The case was discussed with the Care Managers that would have authorized the level of care.

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**Concordance rate****Carl Chrisman**

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.

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**Service Utilization report****Carl Chrisman**

Discussion: None at this time.

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**UM goals****Carl Chrisman**

Discussion: Carl is in process of reviewing the UM Program Description, and brought the program goals for review by the committee. The primary focus of discussion was on if the goals should reflect de-implementation. Lisa reported that the Trilogy Documents are being written without reference to the shut down, so it would be appropriate for the UM Program Description to follow the same format. The decision was made that goals will be changed to maintain rather than increase and a transition goal will be added. Carl will make the changes in the Program Description.

**Task as requested by QIC****Lisa Christensen**

Discussion: It was identified that the readmission rate for youth for 2015 was 15.3%, and the PIP goal was 11.3%. The QIC asked that the team review potential explanations for the higher rate. Through discussion potential areas for additional review included:

- There was a plan to use crisis response services through Omni. While this service was contracted, it has never been utilized. This service was expected to decrease the readmission rate.
- Increased eligibility and specifically an increased number of state wards could impact readmission. Julie will determine if this can be assessed.
- Julie will compare seasonality to 2014 to determine there were specific time periods that appear to consistently skew the trend.
- The clinical team has recognized and increase in overall acuity, and this would impact readmission.

**Tasks as requested by the Governance Board****Lisa Christensen**

Discussion: None at this time.

<b>Next Meeting</b>		
July 21, 2016	11:00 a.m.	Magellan Goldenrod room

<b>Respectfully Submitted,</b> Carl Chrisman	(signature)	(date) 6/15/16
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