

MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER

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MESSAGE TO PROVIDERS

Greetings,

Magellan would like to extend warm wishes for a peaceful and enjoyable holiday season. In the quality management field, many of us are working hard to wrap up and analyze the year's quality improvement activities. This quarter is a time of reflection and planning for the new opportunities a fresh calendar year can afford.

Magellan's quality improvement department appreciates the ways we've connected with our provider network in 2022. Regardless of the activity, it's been our honor to walk alongside your work with our membership. It's a privilege to serve and support Pennsylvania's HealthChoices-funded members, and it would be impossible without strong provider partnerships.

As the last month of the year is upon us, you may see Magellan's team members volunteering in the community. We prioritize utilizing "volunteer time off" to positively impact the social determinants of health in the communities where we live and work.

Several QI team members will be volunteering to [Team Up Against Hunger](#) at the Magellan-sponsored food drive in collaboration with the Philadelphia Chapter of the NFL Alumni Association, Bucks County Behavioral Health/Developmental Programs, and Montgomery County Department of Health and Human Services. The event runs through December 16, with a goal of 5,000 pounds of donations to support the community. The Bucks County Opportunity Council will be the beneficiary of all donations collected in Bucks County and the Montco Anti-Hunger Network for those gathered in Montgomery County.

Whether you happen upon our team volunteering, dropping off gifts for the Holiday Helpers program, or through a routine quality activity, know that we're here to help and are grateful to be making these strides together. Thanks for your ongoing commitment to quality. We look forward to finding and celebrating opportunities hidden within each day of the new year with you.

Happy Holidays,



Maria Brachelli-Pigeon, LMFT, CPHQ,
Director, Quality Improvement

SUPPORTING OUR UKRAINIAN NEIGHBORS: RESOURCES AND LANGUAGE ASSISTANCE SERVICES



As we monitor the war activities in Ukraine and observe the challenges for Ukrainians, Magellan recognizes that our regions are welcoming refugees. Given the unanticipated manner in which these individuals have traveled to our communities, they may benefit from trauma-informed behavioral health services. Providers can utilize the following resources to meet the unique needs of this population:

- [PA Refugee Service Contractors Directory](#)
- [Information for Ukrainians from the City of Philadelphia Office of Immigrant Affairs](#)
- [Humanitarian Parole for Ukrainians Toolkit](#)
- [Ukrainian Support Program \(USP\)](#) providing case management services to Ukrainians
- [Language Assistance Services and Tools](#)

As a reminder, Magellan requires that all providers offer behavioral health services in the preferred language of the member. If your organization does not provide services in a member's preferred language, engaging with language assistance services is imperative to meet your contractual requirements. It is not acceptable to refuse referrals for services based on language needs.



SAFETY STANDOUTS: CLINICAL PRACTICE GUIDELINES



Clinical practice guidelines (CPGs) define evidence-based best practices for our network providers to use when treating our members and their families. These CPGs help our providers care for patients who have a mental health or substance use disorder.

Before a guideline is adopted, Magellan’s Clinical Practice Guidelines Task Force conducts a thorough review of clinical literature, analyzing research findings for their scientific merit and the degree to which they contribute new knowledge to the assessment and treatment of mental health or substance use disorders. The results of the literature review either form the basis for Magellan’s guidelines or are synthesized into introductions to the guidelines we adopt but that were written by other organizations, such as with the American Psychiatric Association.

View Magellan’s Clinical Practice Guidelines for Acute Stress Disorder and PTSD, ADHD, ASD, Depression, Suicide, Schizophrenia, and Substance Use Disorders [here](#).



UPCOMING PROVIDER TOWN HALL

Magellan Behavioral Health of Pennsylvania, Inc. is pleased to invite you to attend Magellan’s Provider Town Hall meeting for PA HealthChoices.

Topics include:

- 2023 Key Initiatives, Emergency Declaration
- ASAM and Center of Excellence updates
- Languages Information, Front End Customer Service Results
- Availability, PROMISE enrollment, Provider updates submitted to Magellan

Who should attend from our providers?

*Operations/Office Managers *QI/Compliance Officers *Clinical Leaders

When: December 19, 2022, 2:00 PM

Please register [here](#). After registering, you will receive a confirmation email containing information about joining the webinar.

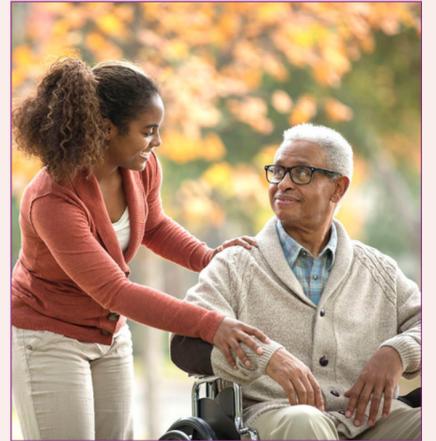
We hope you can attend Magellan’s Provider Town Hall!



NATIONAL FAMILY CAREGIVERS MONTH

November was National Family Caregiver Month, a time to reflect on the importance of family members and their role in behavioral healthcare.

Research shows that including supportive family members in care can lead to positive outcomes. Similarly, children's mental health can be significantly impacted by a caregiver with poor mental health. Compounding these variables, a caregiver's or family's cultural background may affect an individual's ability to engage in needed therapeutic services.



The benefits of family involvement in treatment can include a reduction in hospitalizations, improved medication adherence, fewer relapses, earlier interventions to reduce the severity of symptoms, and overall improved quality of life (Hatta & Ong, 2021).

Involving caregivers in treatment may pose challenges for treatment providers. These difficulties can include additional care coordination efforts such as scheduling calls/meetings and addressing cultural barriers/stigma about the therapy process.

Consider these tips to support caregivers involved in treatment:

- ✓ Ask about the family's needs, culture, preferences, and strengths.
- ✓ Include family members early in treatment for ease of scheduling.
- ✓ Narrate for families/caregivers what to expect throughout the treatment episode.
- ✓ Maintain a trauma-informed approach in all interactions.

Given the opioid epidemic and the volume of grandparents in caregiving roles due to the impact of parental substance use, the Wolf administration is promoting resources to assist caregivers.

- [Caregiver Support Program](#) through the PA Department of Aging
- [KinConnector](#) is Pennsylvania's resource space for caregivers to access financial assistance, legal information, and referrals.

See the references and resources in the Reader's Nook for more information.



READER'S NOOK

“Diverse Communities | NAMI: National Alliance on Mental Illness.” Nami.org, 2020, www.nami.org/Your-Journey/Identity-and-Cultural-Dimensions.

“Family Members and Caregivers | NAMI: National Alliance on Mental Illness.” Nami.org, nami.org/Your-Journey/Family-Members-and-Caregivers/Learning-to-Help-Your-Child-and-Your-Family. Accessed 22 Nov. 2022.

Hatta, Dr, and Santoso Ong. INTRODUCTION -FAMILY and MENTAL HEALTH. www.smj.org.sg/sites/default/files/SMJ-62-213.pdf_10.11622/smedj.2021057.

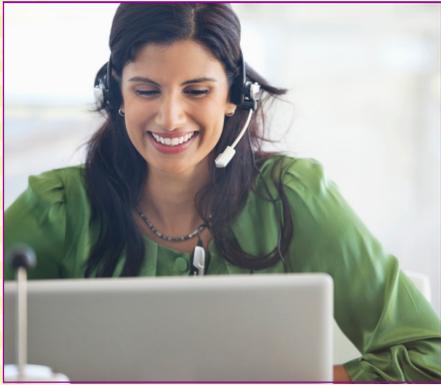
“Parents and Families.” www.samhsa.gov, www.samhsa.gov/brss-tacs/recovery-support-tools/parents-families.

Villatoro, Alice P., and Carol S. Aneshensel. “Family Influences on the Use of Mental Health Services among African Americans.” *Journal of Health and Social Behavior*, vol. 55, no. 2, 27 May 2014, pp. 161–180, 10.1177/0022146514533348.

Wolicki, Sara Beth, et al. “Mental Health of Parents and Primary Caregivers by Sex and Associated Child Health Indicators.” *Adversity and Resilience Science*, 19 Apr. 2021, 10.1007/s42844-021-00037-7.



FRONT END CUSTOMER SERVICE



In 2020, Magellan conducted a baseline assessment of the customer service experience among outpatient providers to simulate the experience members encounter when initiating services in either mental health or substance use disorder services. In subsequent years, results are compared against the 2020 baseline.

The need for this project was identified first through an analysis of complaints received from members. The highest volume was "Attitude and Service" complaints, often regarding telephonic contact with providers.

The need to explore customer service experiences was also seen in a root cause analysis examining follow-up after hospitalization (FUH) rates.

Members report



Difficulty accessing outpatient services



Calling and getting complicated, automated answering systems



Not being able to reach a live person



Leaving messages and not receiving a return call



Past negative experiences of interactions with provider staff



Hospital and rehab staff reported similar issues trying to set up outpatient appointments for members discharging from 24-hour care

A brief assessment was designed and carried out by telephone. The review collected data on the following metrics:

- Call pick-up time
- The difficulty level in reaching a live person
- The difficulty level of navigating automated voice systems
- Length of time to receive a call back after leaving a message
- The professionalism and courtesy of staff answering calls
- Calls were made during business hours (8 am-6 pm), Monday through Friday, to phone numbers appearing in Magellan's Q3 Provider Directory.

RESULTS



108 calls made



76 were picked up in three or fewer rings



75% of the calls were picked up by an automated system (an increase from prior years)



51 voicemails left with no return call from providers, totaling 47% of the calls made



Providers that did call back did so within the same day or next day (82%-thank you!)



96% of staff answering the calls were courteous and professional

Strengths Identified



The majority of staff answering phone calls were courteous and professional.



Most calls were picked up in fewer than 3 rings.



All provider staff who were reached were knowledgeable enough to answer a basic question about whether the provider accepts Magellan Medicaid.

Opportunities for Improvement Identified



Returning calls promptly when a message is left



Availability of psychiatrists or nurse practitioners



Waiting lists



Inclusion of behavioral health crisis contact information on the outgoing message

Providers that were called as part of this quality improvement activity will receive their individual scores in the coming month. This assessment will be replicated in 2023 by Magellan. We encourage all providers to self-assess their telephonic "front door" experience to identify opportunities that may improve customer satisfaction.



EVIDENCE BASED PRACTICES (EBPS)



Annually, Magellan requests that providers share the successes they have achieved by utilizing best and evidence-based practices. Please take a few minutes to share your achievements with Magellan and our County Partners through the survey below.

<https://www.surveymonkey.com/r/2022EBP>

Why are EBPs and this survey important? Incorporating EBPs into daily practice can improve outcomes for members, offer treatment providers a confirmed framework to practice, and improve the overall quality of care. Thank you for helping Magellan stay current with the available offerings for our members and supporting quality through practice.



UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

Using Motivational Interviewing when Someone is Considering Medication Assisted Treatment

March 9, 2023, Location: Zoom, 1:30 p.m. – 3:30 p.m.

For more information, please email Tracy Samuelson at samuelsont@magellanhealth.com

Using Motivational Interviewing to Prevent AMA Discharges

June 22, 2023, Location: Zoom, 1:30 p.m. – 3:30 p.m.

For more information, please email Tracy Samuelson at samuelsont@magellanhealth.com

Using Motivational Interviewing for Precontemplation about Mental Health

September 14, 2023, Location: Zoom, 1:30 p.m. – 3:30 p.m.

For more information, please email Tracy Samuelson at samuelsont@magellanhealth.com

How Motivational Interviewing Increases Follow-Up Appointment Attendance

November 9, 2023, Location: Zoom, 1:30 p.m. – 3:30 p.m.

For more information, please email Tracy Samuelson at samuelsont@magellanhealth.com



PLAY IT AGAIN



Magellan hosted a training earlier this quarter on Patient Safety Opportunities: Debriefing with Trauma-Informed Strategies. This training focused on the state-required reporting of incidents to Magellan and strategies to effectively debrief critical incidents.

Has your organization experienced a time where the focus of incident review was driven by a culture of blame?

In feedback received from participants, presenters were cited as knowledgeable, professional, and well-spoken.

Here's what participants said about this training:

"All of the presented debriefing techniques have a function in our setting (AIP). I think fitting the right method to the right scenario is the next step for us."

"I really enjoyed the polling questions and interaction in the training as well as the relaxation exercise."

This training was recorded and is accessible [here](#).



CRITICAL UPDATE: INCIDENT REPORTING

Don't end up on the naughty list!

This is a friendly reminder that the online incident reporting portal on the [Magellan of PA website](#) should be used for all incidents reported to Magellan. If your organization submits incidents with a paper form, it does not include all the required information.

Magellan advises you to bookmark the portal and recommends that providers make their unique Magellan MIS number(s) accessible to their reporting team members. The MIS number, level of care, and the member's Medical Assistance ID number (MA ID) are all necessary to complete incident reports. Moving forward, when a paper submission is received, a Quality Specialist will reach out to reinforce the online portal's use.

Thank you for your continued support with quality improvement activities.

