

MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER



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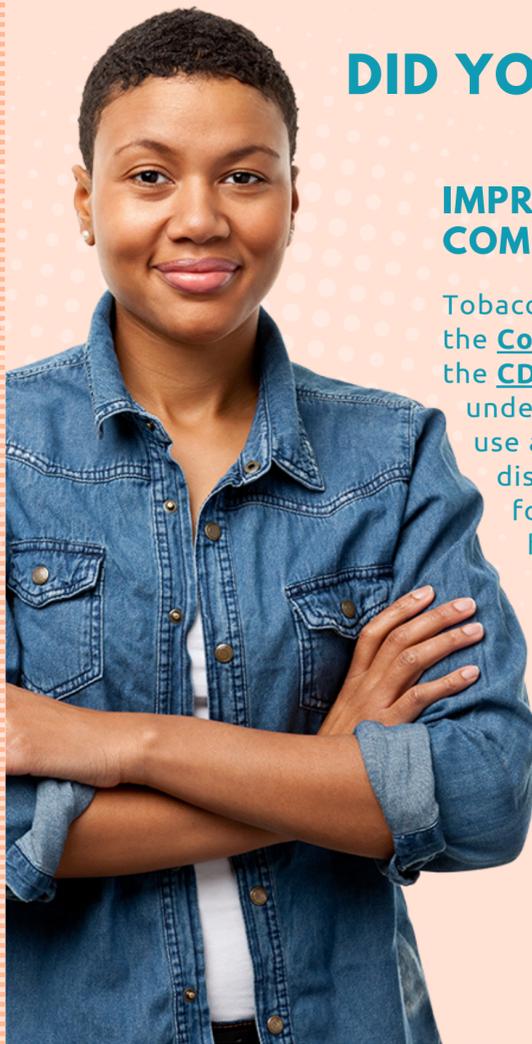
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DID YOU KNOW?

IMPROVING CULTURAL COMPETENCE

Tobacco Recovery is a priority for the [Commonwealth](#). Recently, the [CDC shared resources](#) to understand commercial tobacco use and the associated health disparities observed. The following articles explain how different races are targeted through marketing strategies to increase use, ultimately leading to poorer health outcomes for these groups. [Learn more](#) about how this may impact African American individuals.



MESSAGE TO PROVIDERS

Greetings,

Magellan's Quality Improvement team is stepping into the new year at full speed. We've completed our National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) re-accreditation survey and our working on the Triennial review with OMHSAS. We recognize we're in good company working on an evaluation of last year's work and planning for the current year. It's both a labor of love and exciting to celebrate the prior year's successes and plan activities to address opportunities.

This edition focuses on member experience. Magellan's annual member survey yielded opportunities for Magellan and heavily highlighted our provider network's successes. Access and the "front door" experiences were themes of critical feedback that our members shared. This feedback was balanced with the compliments of compassion, respect, and kindness shown to members by Magellan and provider staff. Check out page 5 for what members shared with Magellan about their experiences.

Featured articles include explanations of the activities conducted by our Complaints and Appeals team, informed consent for medication and understanding members' language needs in our regions.

As the publication of The Magellan Explorer continues, our goal is to educate and explore how Magellan QI and providers can work collaboratively to support positive member outcomes. If there's a specific topic you'd like the team to research and address or certain items you'd like to see more fully represented, please let us know!



Warm regards,

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

FEATURED: COMPLIMENTS, COMPLAINTS, GRIEVANCES AND APPEALS



Magellan maintains a process for responding to member, customer organization, and provider complaints, grievances and appeals.

What is a Member Complaint?

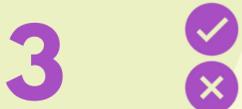
A dispute or objection regarding a Network Provider or the coverage, operations, or management of Magellan, which has not been resolved by Magellan.



1 Magellan investigates complaints by speaking with the members and providers to clarify concerns and collect information.



2 Documentation is requested from providers to support their reports of events. Magellan considers HealthChoices and contractual standards, generally accepted applicable standards of care, and regulations. Providers are expected to work with our members to resolve their concerns, if possible, and conduct an internal review to identify any opportunities for improvement.



3 The First Level Committee considers the available information and determines if it supports the Complaint (Substantiated) and a complaint resolution plan is needed; or if the available information does not support the Complaint (Not Substantiated).



4 The Committee dictates the required follow-up for Magellan and/or the provider involved to address the Complaint. If the substantiated complaint is regarding a provider, a Complaint Resolution Plan (CRP) form is completed and sent to the provider. The provider's response is reviewed for appropriateness in addressing the substantiated issue(s).

The CRP asks that providers analyze the root cause of what led to the issue, a plan to correct and prevent the situation in the future, provider staff responsible for implementing the resolution plan, and monitoring/oversight of the plan.

If a member is not satisfied with the first level response, they can request a second level Complaint within 45 days of receiving our first level decision notice.

WHAT IS A RETROSPECTIVE REVIEW?

A Retrospective Review is an evaluation of the medical necessity of treatment services after the treatment has been rendered without preauthorization.



Retrospective Review is available for providers to seek coverage for services when they were not able to request prior authorization from Magellan due to circumstances beyond their control.



Situations that qualify for Retrospective Review

- Emergency services
- HealthChoices eligibility is retroactively initiated
- Service was not covered by the member's primary insurer



Situations that do not qualify for Retrospective Review

- Not requesting prior authorization or a concurrent review.
- Not reviewing eligibility resources.
- Seeking authorization for services that do not require prior authorization due to problems with claims.
- Treatment was approved, but Provider called in the wrong discharge date.
- Requesting authorization from Magellan when the member has a primary insurer and the primary insurer covered each date of service. (In these situations, you need only submit a claim to Magellan with the primary insurer's payment Explanation of Payment notice.
- Requesting coverage for future dates of service.
- Requesting authorization for a different level of care than what was initially approved at the time.
- Except for emergency care, if your agency is not enrolled as a Pennsylvania HealthChoices Medical Assistance provider, Magellan cannot authorize coverage for any services with your agency.
- Requesting services that are not covered under the Pennsylvania HealthChoices Benefit Package.

The Retrospective Review Form is online for Provider use, as well as Instructions for Retrospective Review Tutorial at: <https://www.magellanofpa.com/for-providers/provider-resources/forms/>



PLAY IT AGAIN

Magellan needs your help!

We're seeking members or involved family members to provide feedback to Magellan's overall quality improvement and cultural competency plan. If you know of an individual that is a strong member advocate, please have them outreach to Elaine Bailiff at embailiff@magellanhealth.com





SAFETY STANDOUTS: INFORMED CONSENT FOR MEDICATIONS

Magellan routinely reviews surveys conducted by Consumer and Family Satisfaction Teams (CFSTs) in our counties and looks for overarching themes. One recent trend was reports by individuals, or parents/guardians of children, receiving treatment that they did not receive adequate education about their, or their child's, prescribed medications.

Magellan's Treatment Record Review (TRRs) audits include items on informed consent for medications, highlighting the requirement that individuals receive adequate education about their medications. These audits repeatedly reveal opportunities for improvement around psychiatrists or nurse practitioners documenting that medication education has occurred.

The relevant items on the Magellan audit are:

- Informed consent for medications is signed, or refusal documented
- Documentation of member education regarding reason for the medication, benefits, risks, and side effects (includes effect of medication in women of childbearing age, and to notify provider if becomes pregnant, if appropriate)
- Documentation of member verbalizing understanding of medication education



An essential part of informed consent for any type of treatment, is education and member understanding about the treatment being provided. It is generally accepted that it is the psychiatrist's duty to obtain informed consent from each patient for each procedure and recommended course of treatment.

To satisfy this duty, the prescriber must disclose sufficient information in each of the following areas:

1. The patient's diagnosis and prognosis
2. The proposed/recommended treatment
3. The risks and benefits associated with the proposed/recommended treatment, including side effects that the patient should tell the doctor about
4. Alternative treatments, along with their risks and benefits
5. The risks of forgoing treatment should the patient refuse
6. Specific discussion of risks of the use of the medication in children under 18, or in patients who may be pregnant or may become pregnant, as appropriate
7. Any Black Box warnings
8. Assessment of the patient's (or parent's) understanding of the above elements

Medical malpractice insurers also strongly advise physicians to clearly document that all the above elements have been provided. Prescribers are encouraged to consult their own malpractice insurers and their organizations' compliance officers to ensure they are meeting the expectations of these organizations.

Obtaining informed consent for prescribed medications is an expectation of the American Psychiatric Association, the American Medical Association, accrediting bodies, multiple state regulations, and is a key element of shared decision making in patient-centered healthcare.

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



UPCOMING TRAININGS OFFERED BY MAGELLAN

Using Motivational Interviewing when Someone is Considering Medication Assisted Treatment

March 31, 2023, Location: Zoom, 1:30 p.m. – 4:30 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. – 4:30 p.m.

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

Using Motivational Interviewing for Precontemplation about Mental Health

September 21, 2023, Location: Zoom, 1:30 p.m. – 4:30 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. – 4:30 p.m.

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



READER'S NOOK

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Edersheim, Judith G, and Theodore A Stern. "Liability Associated with Prescribing Medications." Primary Care Companion to the Journal of Clinical Psychiatry, vol. 11, no. 3, 2009, pp. 115–9, www.ncbi.nlm.nih.gov/pmc/articles/PMC2708008/.

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BACK ISSUE



2022



LANGUAGE NEEDS IN OUR REGIONS

Member Language Needs

Every year, Magellan conducts a comprehensive assessment of our member population to identify its characteristics, demographics, Social Determinants of Health, language needs, and emerging trends in the counties served. Each annual Population Assessment is based on the previous year's data.



Language preference is different from Limited English Proficiency (LEP). LEP can be identified by examining cases in which members requested language assistance in their contacts with Magellan. In 2021, the language most frequently requested was Spanish (96.6% of the requests for language assistance). This was followed by Arabic (0.7% of the requests), then Khmer and Bulgarian (with 0.5% each).

Magellan also examines provider languages, as reported by providers when they update their information in the Magellan provider directory. Providers are requested to regularly update the languages their staff have proficiency using, so that members with language needs can be connected with providers who can serve them in their preferred language.

In addition, Magellan regularly examines external data, to determine changing language needs in our counties served to supplement lagging HealthChoices data. Magellan examines US Census information, data from the Modern Language Association, other sources on LEP and "language spoken at home." These external sources identified Spanish as the #1 language spoken by people with LEP in all five of Magellan's counties, and the #1 language spoken at home.

"Other Indic languages" refers to Indian languages other than Gujarati, Hindi, and Urdu. The term "Chinese" includes Cantonese, Chinese, Formosan, Mandarin, and other variants.

Providers are encouraged to keep this information in mind, as people using these languages may seek services regardless of their HealthChoices enrollment. Some of the above languages have not appeared in Magellan's HealthChoices member data, so they could be emerging populations in those counties, or the people who use those languages have not needed to enroll in Medicaid.

Of note, families from Ukraine have settled, at least temporarily, in several of Magellan's counties served. The language preference and LEP data for Ukrainian or Russian are expected to increase in 2022's data. Providers are strongly encouraged to include any information about staff able to deliver services in Ukrainian or Russian when updating their information in Magellan's provider directory.

The 2021 data revealed the following information about members' preferred languages from their Medicaid enrollment information. Spanish is the second most preferred language in Bucks, Lehigh, Montgomery, and Northampton counties, with Thai preferred third. In Cambria, Thai holds the #2 spot, with Spanish third.

	Bucks	Cambria	Lehigh	Montgomery	Northampton
English	96.83%	English 98.80%	English 79.41%	English 96.09%	English 90.33%
Spanish	1.42%	Thai 0.81%	Spanish 19.22%	Spanish 2.28%	Spanish 8.15%
Thai	0.67%	Spanish 0.27%	Thai 0.95%	Thai 0.62%	Thai 0.90%
Russian	0.61%	Armenian 0.05%	Arabic 0.17%	Korean 0.13%	Arabic 0.10%
Persian	0.07%	Persian 0.03%	French 0.03%	Bengali 0.12%	Czech 0.08%

The following table displays the top-five languages preferred by HealthChoices members by county.

County	Top languages (other than Spanish) spoken by people with LEP	Top languages other than English or Spanish spoken at home
Bucks	Russian Gujarati Chinese	Russian Italian Gujarati
Cambria	Chinese German Polish	German Italian Chinese
Lehigh	Arabic Chinese Vietnamese	Arabic German Chinese
Montgomery	Korean Chinese Vietnamese	Korean Chinese Italian
Northampton	Other Indic Languages Chinese Portuguese	Italian Chinese Portuguese

The following table displays the top 3 languages other than Spanish spoken by people in the five counties who have LEP, or who use languages other than English or Spanish at home.

What do you like most about Magellan?



★★★★★★
They listen to our concerns/issues and help to solve them. They make my daughter feel safe and comfortable to talk about her problems. They are always courteous, kind, understanding, and willing to help.

★★★★★★
I feel truly blessed to have access to the health and mental services Magellan provides me. I am extremely thankful! It has saved my life!

★★★★★★
La mejor parte para mi es el avance que han tenido mis hijos con este servicio. Ha mejorado la calidad de vida de ellos. Gracias por ayudar a mi familia.

★★★★★★
Magellan services are great. Mental health gets overlooked and stigmatized. They offer hope!

★★★★★★
Having Magellan close by and willing to help my daughter was a lifesaver!

★★★★★★
Magellan is always there if help is needed. Thank you.

★★★★★★
The support and services have been very beneficial for my daughter. The team is dedicated and truly cares about my daughter and our family and in helping her to be successful and feel her best.

★★★★★★
Los medicos y empleados son super amables y carinosos con mis hijos y mi persona. Se preocupan por mis necesidades.

★★★★★★
What I like most about Magellan, is that they care about your feedback and want to hear your opinion in your health and decisions, especially in your overall wellbeing. They consider what you have to say without criticism.

★★★★★★
The staff made me feel like I was part of something and they always went the extra mile for me. They are great people who want to see others succeed.

★★★★★★
The therapists we have had so far have been very nice. They truly tried to understand our struggles and used their resources to help in any way they could!

★★★★★★
Magellan staff are friendly and helpful. Grievances were easily maneuvered through.

★★★★★★
I liked that as soon as I was able to find a provider, they got us in immediately and at a time that worked for our family.

★★★★★★
Quality of service, easy to use. I got a lot of great services for the special needs of my kid. Thank you so much!

★★★★★★
You seem to work like magic behind the scenes.

★★★★★★
Magellan is amazing! My interactions have always been informative and the staff is kind and professional.