

Wyoming Provider Scorecard

Talking Points

General Advice

- We have seen the impact of COVID in our measures. When looking at your measures, look in the context of these challenging times. Celebrate what you have done well and what you improved! Continue to look for ways in to be creative with the families we serve.
- This is the last in this series of provider scorecards. We look forward to using your feedback on a set of measures from FidelityEHR to demonstrate your work and the resulting youth and family outcomes!
- Remember when looking at your scorecard to have the Scorecard Manual v.5 Dec 2019 handy.

Measure Advice

Contacts per Family – We lost a ground each quarter during COVID-19. Thank you for your creative ideas to keep families engaged with telehealth! Remember **that during COVID-19 providers will not offer in-person services**. *Ask your team: How can we keep the family engaged during COVID-19?*

Engagement and Implementation – Engagement and implementation are the same as last quarter. *Ask your team: How can we keep the family engaged during COVID-19?*

HFWA Average Length of Stay (ALOS) – This has been quite steady for the past two years. *Ask your team: What can the family or team supports take over from the FCC to help improve their functioning? Are we completing goals for transition?*

Fidelity Response – We are at 65%! We will be training providers in the Feb 10th learning opportunity on the new process in FidelityEHR. We are hopeful this will increase the family participation.

Complete Authorization Documentation – We are at 100% during the COVID related suspension of non-authorizations. As of March 1st, this process will change. The prior auth procedure will be followed. *Ask your team: What do we need to do to get in requests for prior auth? If you have further questions, contact WYProvider.@MagellanHealth.com*

Improved Functioning – We do see improved functioning using the CANS to support the plan of care. *Ask your staff: How can we use the CANS to celebrate success?*

Successful Graduation from HFWA – This is our big goal – for youth to graduate successfully! We are 2% points just above our results from last year! Continue to identify family response that goals are met! *Remind your team: Remember discharge plans of care say “Youth has successfully met their goals” when the family has chosen to finish formal wraparound because they are confident in their skill to meet their continuing needs.*