

Meeting Minutes

Provider Call

January 9th, 2023

2:00 p.m.

<https://magellanhealth.zoom.us/j/98029168463?pwd=RGc5VXVCOGsxakU2c1pMOFgvdUIPZz09&from=addon>

New Items

- Operational Updates Rolando Fuentes
 - Introduction of Patricia Burns as the communication: she works in Louisiana. Will be the new communications specialist for Wyoming.
 - Reminder: Client Portal
 - All clients should have access to their EHR client portal.
 - Tutorials are in RISE to review how to set them up.
 - Families are not required to log-in but need to have the option.

- Network Updates Rolando Fuentes
 - Five Important Updates - Sent 1/5/2023
 - The 2023 Provider Agreement (Due back 1/31/2023)
 - Sent to you as providers on the fifth
 - Review and sign, return to WYProvider@magellanhealth.com
 - General Liability Insurance for 2023 (Due back 1/31/2023)
 - Need to update this for your file.
 - Provider question: What if we are unable to get the general Liability Insurance?
 - Please contact Shelli to work through barriers in getting Liability Insurance.
 - Updated Electronic Funds Transfer Form (Due back 1/31/2023)
 - Still have option of receiving a paper check but otherwise need the form back by end of month
 - Only need once for this year and then will not need further for this year.
 - The 2023 Application Invoice Form
 - Removed Clients name and is now just Client ID #
 - On the Magellan website along with RISE and sent to you in the January 5th email
 - Submit as usual
 - The 2023 Provider Handbook
 - Located in RISE
 - Prior Authorization Ticket – Implementation: 1/16/2023
 - Walked through the form for issues with Prior Authorization and submit a ticket.
 - A link will be in RISE and a link will be emailed to providers in the CME connections.
 - Please use the “describe the issue” to really dive in depth into what you have done and what you are seeing.
 - Utilize for Prior Authorization issues that would typically go to Shelli.

- For Example: Utilize when the Prior Authorizations is in Fidelity as authorized but not CNSI.

- Quality

Tina Bodkins/Rachel Copen

- 1st Quarter Provider Scorecard: email WYProvider for your provider code if you need your number. The scorecard will be published on the Magellan website.
 - **Overall, we are doing a lot of excellent work.**
- Explain the Provider Scorecard: gauges how things are going with our Wraparound process, quality, adherence to principles, along with just quality of Wraparound
 - Minimum Contacts: getting the minimum in and then going to Fidelity of the contact, fell just a little at 98%
 - Not Engaged: slight increase this past quarter
 - Implementation: (in program greater than 180 days) decreased for this quarter but still at 70% baseline
 -
 - Average Length of Stay (ALOS): overall the ALOS remains steady
 - Authorization: 100% for this quarter; indicating that the needed documentation is being completed for the authorization process
 - Fidelity Surveys: completion of surveys by families is above the baseline of 70% at 87%
 - CANS Improved: CANS results showed improvement over previous quarter
 - Graduation: how are families doing with leaving the program: baseline is 50% and we are at 47%
 - Quarter over quarter trends: Show an upward movement overall. If we concentrate on graduation success, what does this look like for best practices? One of the important things to call out is that there is a positive direction showing the diligent work that Providers are doing. As things do increase, we would like to see the successful graduation rate increase even more.
 - We would like to continue to see more good team members, resources, and building upon strengths of the families and youths Asked providers what they do specifically.
 - Misty (Provider) talked about:
 - services such as churches, therapists; other community supports such as AA.
 - Looking at a Circle of Support....and casting a wide net of support.
 - Utilizing all the different people whether that person is staying with the family or moving forward with someone else.
 - Importance of Planning from the beginning for transition. Prepare the family from the beginning to move forward on their own.
 - Kristin (Provider) talked about having the conversation at the beginning and then about halfway through and what the final lap is going to look like. What support do you have and what do you need?
 - Then sometimes reminding families to look back. Your talk about transition looks different in distinct phases.
 - It is an evolution. School Districts can be a notable example of this when a youth transitions into the next grade and having this be a smooth transition for the youth, family, and school. Look at the big picture.
- Grievance Process/Complaint

Refer to the website for the Grievance process. It is also in the Provider Handbook, Member Handbook, and in the RISE Trainings.

 - You can tell us by phone, online, or in writing
 - To tell us by phone, please call:
Magellan at 1-855-883-8740
 - You can mail your grievance/complaint to Magellan or email WYQuality@MagellanHealth.com
- External QIC tentatively scheduled 3/17/23
 - A way to hear feedback from the Provider Network and Families.

- Additional details including invites will be forthcoming

- Training Updates

Rachel McKen

- Tuesday at 2 trainings for January
 - Beginning stage processes and crisis planning
 - Will be getting into the specifics of crisis planning with tasks, strategies and more during the next few Tuesday @2 calls.
- Learning Opportunity for January
 - Crisis Planning
 - Learning opportunities will be a 3-month approach with January being Crisis Planning, February being Transition Minded, and March being Trauma Informed Care.
- HIPAA Reminder
 - As the new year hits, ensure all releases of information are current.
 - RISE Trainings 2023 will be live and in your Learning Paths

- Clinical

Angela White

- Length of Stay for youth enrolled more than a year
 - For an agency, the outreach will go to CPD and Facilitator. This will be for youth for 15 months or more. This includes transition of care cases.
 - This is to see how the youth and family are progressing towards purposeful transition.
 - What is the progress since enrollment and see if the Magellan team can support the Providers towards that (and in turn the family).
 - Look forward to the one-on-one time with providers and getting to know people more.
- Contact Information for Caseloads
 - Check to see that your family's contact information is up to date.
 - This may include supporting the guardian to update with Wyoming Medicaid as they need to match.
- Medicaid Eligibility.
 - Look at kids once a month and tag Magellan in if there is a change so that we can support if there is a switch from B Waiver and C Waiver.
 - Public Health Emergency may get extended, and Magellan is tracking in real time and will share updates as they become available.

Standing Items

- Questions and Answers All
 - Providers can email WYProvider@magellanhealth.com and also check out these opportunities:
 - 1:1 with Network
 - Tuesday at 2:00

Next Provider Call is February 13th, 2023

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