

# Meeting Minutes

Provider Call

April 10th, 2023

2:00 p.m.

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

Password: 937457

Providers: 16

Staff: 9

Total Attendees: 25

## New Items

- Operational Updates Rolando Fuentes
  - Mass Adjustment
    - CNSI completed a T1027 correction. They have generated a mass adjustment. There was a CNSI system error that was reimbursing at a lower rate (\$7.94 per 15-minute unity).
    - *Provider question:* Are we expecting these to not happen any longer?
      - *Magellan Response:* The expectation is that they will pay out at the correct rate.
  - Desk Cards for Professionals
    - We've created a desk card for providers to hand out to professionals in each community. These desk cards will have a QR code to submit referrals and communicate ways to communicate with Magellan. In the next few weeks, we'll ask agencies how many cards that can be passed out.
      - These cards shouldn't be given to families.
  - Family Posters
    - The CME created Family Posters that will be free to Providers to place in doctor offices waiting rooms, School, or DFS offices. There will be a QR code for families to connect with Magellan and submit a request for more information.
  - Please ensure that all families/guardians have access to their case file.
    - As a reminder, when you create the family's file, please create a family log in. This is where families can see their Plans of Care, meeting minutes, and health information etc.
  - The CME have reached 250 youth.
  - Update your team's page and remove the Independent Assessors from the team.
    - As a reminder, please periodically review your team page and remove team members that are no longer working with the family. The independent Assessors have requested that they be removed from the team page when they no longer need access to the case.
  - Creating your own reports

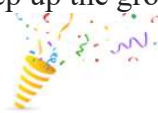
- There are four different types of reports you can create.
  - 7-day application report
    - Reports a provider to see the funding status of the youth for the application period.
  - Prior Authorization report
    - Reports what authorizations have taken place for enrolled youth.
  - Contact note report
    - Reports all contact notes that have been uploaded in Fidelity EHR
  - Demographics Report
    - Reports on all demographics of the youth you serve.
- *Provider question:* As someone who is not a director, we don't have access to the reports. How do we get access?
  - *Magellan Response:* Please work with your Program Directors to support you to get to the reports that you need.

- Network Updates

Shelli Stewart

- Respite Options for the Network
  - If interested in providing Respite, please reach out to Shelli at [wyprowider@magellanhealth.com](mailto:wyprowider@magellanhealth.com).
    - If you are interested in providing respite you will need to receive the required training and will need to update your B1 (Contract) with Magellan.
- Update Provider Network growth
  - Our provider count has grown to 86 providers in the network with 61 Family Care Coordinators.
    - Keep up the growth!

- Quality



Tina Bodkins/Rachel Copen

- Share updates on the letters process.
  - Thank you to everyone who shared feedback on these letters. We've incorporated these changes and we're working on getting them loaded into the system. The letters are currently awaiting final IT submissions. Magellan will keep you updated when the new letters go through.
- Member Advisory Group Feedback
  - Looking at ways to increase family involvement to communicate about their experiences and ways they have found the program to be successful and any barriers they may have faced.
  - Thank you to those who offered suggestions on the last Tuesdays at 2 pm.

- Training Updates

Rachel McKen

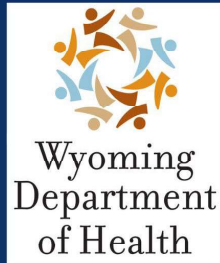
- Change coming to Level of Care document.
  - We have an updated Level of Care document to try to make the document function for the qualified Mental health professionals.
  - Changes that have been made
    - Added a cover sheet to allow for explanations of each question on the document.
    - Removed some questions from the form.

- Behavioral Exploration
  - The CME completed a Demo of the new behavioral Exploration last month. We want to remind providers that this is a tool that can be found in the Electronic Health Record. This is an optional tool that can make the crisis planning easier and interactive for the families.
- Tuesday at 2 trainings
  - Come with questions and we can get you some answers. This is a great opportunity to connect with providers and get some additional information.
- Learning Opportunity for April 19<sup>th</sup> at 11 am
  - Putting it all together
  - Will receive a participant manual.
  - All are welcome to join.

- Clinical

Angela White

- Plans of Care
  - The quality of documentation is leaps and bounds from where we were when we started. Congrats to all of you.
  - The CME is continuing to review and revise the Plan of Care review process. These conversations are ongoing so please if you have any questions please outreach us.
  - Can still submit Plans of Care up to 30-days in advance. The CME would encourage all providers to take advantage of that time window.
  - Please join the Tuesday at 2 to talk about barriers with Plans of Care.
- Public Health Emergency
  - This is winding down. There will be a lot of documentation from Wyoming Medicaid, so please keep an eye out for those.
  - The exceptions that were made will sunset.
  - There may be some kiddos that may no longer qualify under the B waiver and may need to transition to the C waiver.
  - All families will need to go through this process.
  - Please remind your families that the Guardians will need to remind Medicaid that they are the guardian of a CME enrolled youth.
- Medicaid Eligibility
  - Please make sure all kiddos on your caseload are eligible for Medicaid. We suggest this done at the beginning of each month. Encourage families to go to the Wyoming Medicaid Website to get the needed information regarding eligibility and services. Here are the two locations to check:



# MEDICAID & KID CARE CHIP ENROLLEES

HAS YOUR CONTACT INFORMATION CHANGED SINCE MARCH 2020?

DID YOU CONTACT THE WYOMING DEPARTMENT OF HEALTH CUSTOMER SERVICE CENTER TO REPORT THE CHANGE?

**MAKE YOUR UPDATES ONLINE!**

**[www.wesystem.wyo.gov](http://www.wesystem.wyo.gov)**

**OR CALL US:**

**1-855-294-2127**

**THIS WILL HELP US CONTACT YOU WHEN IT'S TIME FOR YOUR RENEWAL.**

- <https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility/medicaid-income-requirements/>

## Standing Items

- Questions and Answers

All

**Next Provider Call is May 8th, 2023**

High Fidelity Wraparound in Wyoming is made possible by the Wyoming Department of Health, Division of Healthcare Financing.



**Magellan**  
HEALTHCARE<sup>SM</sup>