

Meeting Minutes

Provider Call

February 13th, 2023

2:00 p.m.

<https://magellanhealth.zoom.us/j/98029168463?pwd=RGc5VXVCOGSxakU2c1pMOFgvdUIPZz09&from=addon>

New Items

- Operational Updates Rolando Fuentes
 - Please ensure that all families/guardians have access to their case file.
 - Ensure that you are adding families to Fidelity EHR client portal. Instructions are provided in the RISE module Client Portal.
 - *Please note:* It is not required for families to use the site but that they have access to the site.
 - Update your team's page and remove the Independent Assessors from the team.
 - On your team's page, if your independent assessor has completed the assessment, please be sure to remove them from the team's access (end their access or remove from the case file) to limit PHI and remove the youth on their lists. It helps the assessors to not have such an excessive list.
 - Question: Should we remove them from the team or add an end date.
 - *Response:* You can remove them from the team or give them an end date.
 - Creating your own reports
 - 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.
 - Looking for feedback regarding the Prior Authorization Process:
 - Our Network Manager will be sending out a survey to review our current Prior Authorization process.
 - This is the beginning of the dialogue of what Providers are experiencing with their families. Please do not include youth's names or case numbers as to not share PHI.
- Network Updates Shelli Stewart
 - Prior Authorization Ticket – Implementation: 1/16/2023
 - A demonstration was given by the Network Manager

- A ticketing system that will allow providers to report any issues with Prior Authorizations. It can get really confusing quickly so having a tracking number is helpful. The link is also in the CME Connections for Provider convenience.
 - *Tip: The Medicaid number is helpful along with a description of the issue so that the team can work each Prior Authorization.*
 - Reminder your contact information is up to date.
 - Please ensure that all your information is up to date with Magellan, HHS, and NPI so that claims can be paid properly. If they mismatch, payment may be affected.
 - Contract review: Need to give a 30-day notice to families if there is a switch of provider.
 - Provider Handbook is on the website and is an extension of your Provider Contract. If an Family Care Coordinator chooses to leave a team, Medicaid rules state they must give a 30 day notice and provide the family with a list of other providers to choose from.
 - The Provider Directory can be found at <https://www.magellanofwyoming.com/>
 - Update Provider Network growth
 - There has been a substantial amount of growth in the network with 84 providers and 39 more providers that we are working on coming into the Network. It is great to see the Provider Network grow!
 - Keep up the work on growing your agencies!

- Quality

Tina Bodkins/Rachel Copen

- Member Advisory Groups: Are there families that would be interested in participating on advisory groups to support High Fidelity Wraparound?
 - Looking for families to participate in a Member Advisory Group. If you have any families have them reach out to Quality.
 - Question: Should families reach out directly or go through the Provider?
 - *Response:* It can be done in a couple of different ways. It can be through either the family reaching out or the Provider guiding the process. There really is no wrong way to connect.
 - Question: Do you have a list of what they are going to be about?
 - *Response:* We are still early in the stages of the development, but it would be around what families feel could be an improvement to the Program. What are the families' ideas and are they willing to share in a group setting.
- External QIC tentatively scheduled 03/17/23
 - Have an idea to improve the program please send to Wyquality@magellanhealth.com by March 3rd so that we can include it in the agenda!
 - Meeting Invite: <https://magellanhealth.zoom.us/j/99404467271?pwd=K3I1bHdlcEhoemtmd0xNYU8wOTg1dz09>

- Training Updates

Rachel McKen

- How to create your own reports
 - Lead Trainer presented slides demonstrating how to review the 4 different reports.
 - Screenshots of this process are attached to these meeting minutes.
- Tuesday at 2 trainings for February: Crisis Planning
 - There will be a Tuesdays at 2 in the evening to allow providers to review the materials. An invite will go out to Providers.
- Learning Opportunity for February

- There will be a learning opportunity on Feb 22nd at 11:00 AM
 - Learning Opportunity for March
 - Trauma informed care
- Clinical Angela White
 - Cold Referrals have been initiated
 - We would like to re-emphasize that we have started doing the cold referrals. Some of you had outreaches from the clinical team with these referrals. You should see consistent outreach from us with these cold referrals. The State of Wyoming Medicaid is helping Magellan identify youth that may qualify for High Fidelity Wraparound.
 - Please reach out if you run into barriers or need support with different contact information. We can look at that and please send requests to wyclinical@magellanhealth.com.
 - Thank you for those of you have taken these as we grow our census with the growth of the network
 - Documentation submissions in Fidelity EHR: A follow up email is needed to trigger a review
 - If you are submitting documentation (CASii, ESCii Plan of Care or Level of Care) you need to email the Clinical Team.
 - Medicaid Eligibility
 - Look at Eligibility at the beginning of the month to verify Medicaid eligibility for your enrolled youth. Please verify monthly (preferably at the beginning of the month).

Standing Items

- Questions and Answers All

Next Provider Call is March 13th, 2023

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