



## Meeting Minutes

### Provider Call

June 12th, 2023

2:00 p.m.

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

Password: 937457

### Attendees:

- Providers: 15
- Staff: 6
- Total: 21

### New Items

- Operational Updates Rolando Fuentes
  - Backup Facilitators, Application Documents and Level of Care Notice of Change
    - Backup Facilitators:
      - Released on June 2<sup>nd</sup>, 2023 in the CME Connections
      - Enhancement is to have a backup facilitator for your cases.
      - Intended if you wanted to take a vacation or take a few days off.
      - Only for FCC role.
      - Window of time is two weeks.
      - Your units will be dispersed to your backup and be deducted from your current authorization.
      - Families still will choose their back up facilitator. Present the family with options and have the family choose using the Choice of Provider form.
        - Changes will g
    - Application Documents
      - Revised to be more streamlined.
    - Level of Care
      - We offered 60 days' notice. We're starting the last 30 days of the notice period.
      - Previous versions will not be accepted once implementation begins.
    - All will go into effect on June 30, 2023.
  - Provider Resource List
    - Rolando presented the resource center. The form is a way to communicate with Magellan. It's a one-stop shop for the needs of the Network.
      - The Provider Resource forms will be the way that Providers communicate requests to Magellan. Once this process is in place no email communication will be accepted for requests. The following forms will be used.
        - Prior Authorization Ticket System
        - Interested Provider Form (Adding a new Provider)
        - Request for a Case Review
        - Request for additional units

- Requesting access to a Case
  - Updating Network Capacity
  - General suggestions for improvement
  - Submit suggestion for Improvement (Fidelity EHR)
  - Interpretation Service Request
  - FCC change of circumstances
    - Rolando previewed the Back Up Facilitator portion.
      - Provider Question: So, this backup facilitator form, this is all that needs to be done to elect a provider? There won't be an additional requirement for getting a COP with that backup facilitator.
        - The Choice of Provider form would need to have the backup facilitator's name listed, and then the form will need to be completed.
        - Will not be asked to re-vamp the Plan of Care.
      - How does the FCC ratio play into this change? For example, if you already have 15 members, can you be a backup?
        - Backup facilitation doesn't count toward your caseload because it's a temporary situation for at most two weeks.
        - There is not a cap on how many youths an FCC can be a backup for.
    - Request an extension for your Prior Authorization
    - Request for case closure (With no POC in place)
      - Will also share the use of this form on Tuesdays @ 2 pm for a more in-depth look.
  - Releases of Information Forms
    - Information has been released through the CME Connections.
    - All Release of Information forms need to be uploaded to each client portal. The 30-day notice began on June 2, 2023. Please upload under Documents.
      - Effect on June 30, 2023
  - Natrona County Summit Recap
    - Had several speakers from the community and provider network that spoke about their experience with referrals in Wyoming.
    - Overall, the provider Network communicated that this was a successful summit.
- Network Updates Shelli Stewart
    - Respite and Youth Support Partner Options for the Network
      - Have made some great strides in this area.
      - If this is something you'd like to provide, please let me know.
      - Many families need these services.
    - Updates to Provider Handbook
      - Timelines and Requirements for Entering Notes. Not offering specifics today, but just letting folks know to keep an eye out for this announcement.
      - 30-day notice will begin July 1, 2023, with an implementation date of August 1, 2023
    - Network Count: 86 (as of June 7, 2023)
  - Quality Tina Bodkins/Rachel Copen

- 3<sup>rd</sup> Quarter Provider Scorecard Results

Provider Scorecard aggregate results 3 <sup>rd</sup> Q SFY 2023	
Minimum Contacts (Baseline - 98%)	99%
Not Engaged (Baseline- 10%)	14%
Implementation (Baseline- 70%)	66%
Average Length of Stay (Baseline- 316 days)	311 days
Efficiency: Authorization Documentation (Baseline- 96.60%)	99%
Fidelity(WFI-EZ) (Baseline- 70%)	70%
CANS Improved (Baseline- 50%)	55%
Graduation (Baseline- 47%)	57%

- If you'd like to go over your individual results, please reach out to [WyProvider@MagellanHealth.com](mailto:WyProvider@MagellanHealth.com).
- External Quality Improvement Meeting on June 16, 2023 at 9 am (Mtn time)
  - <https://magellanhealth.zoom.us/j/94877334134?pwd=MW5yOWErd0E2Y2w2L2VkbStaWnpHZz09>
  - Password: 878363
- Member Advisory Group Meeting on June 20, 2023 at Noon (Mtn time)
  - Please encourage families to attend and give us feedback.

- Training Updates

Rachel McKen

- Tuesdays at Two – Training on Notice of Change Items
  - Training will be focused on the new rollouts. Please join us to learn more about the processes and enhancements in the Network.
- Learning Opportunity for June
  - No Learning Opportunity in June
- Upcoming Provider Summit: Laramie County
  - Magellan is tentatively scheduling the next summit for July.
- Application Documents Preview
  - Rachel previewed the new application documents.

- Clinical

Angela White

- Census: 33 percent increase from June 2022
  - Hooray!
- Re-enrollments
  - When youth come back into Wraparound, they should not start from scratch. Families will already have a base knowledge of High-Fidelity Wraparound and its process.
    - Angela encouraged providers to use that as an advantage and support the family from where they left off in the process.
    - Support the families to look at what they bring forward from their last dose of Wraparound, and what is different with this new dose of wraparound.
  - Provider Question: What is the maximum amount of time a youth can have Wraparound?
    - Needs are individualized from case to case. Each situation will need to be reviewed in a case review with Magellan.

- Best practice is to plan for a six-month dose of wraparound for the second session of High-Fidelity Wraparound.
- Length of Stay
  - Please be sure to track the total enrollment period for youth and families on your caseloads. For **all enrolled youth**, but especially youth who have been enrolled greater than 12 to 15 months, it will be important to document progress towards purposeful transition.
  - Purposeful transition includes development of robust crisis plans, inclusion of formal and natural supports on the team, and documented transition activities evident within the Plan of Care.
  - Please reach out to Magellan if you experience any barriers towards purposeful transition so that we can support you and offer case review as needed.
- Medicaid Eligibility
  - Please verify Medicaid eligibility at the beginning of each month.
    - The public health emergency is winding down and that means there will be a lot of renewals occurring over the next couple of weeks. The CME wants you to take note of youth on your caseloads who are 18 years-old and older. If 18 and older youth on your caseloads have active Medicaid through Modified Adjusted Gross Income (MAGI), it is likely these youth may not qualify for Wyoming Medicaid and will experience termination of benefits. Unless affected youth qualify under a different branch of Medicaid, e.g., Supplemental Security Income (SSI) or Employed Individuals with Disabilities (EID), they will likely lose their Medicaid coverage and need to disenroll from services. It is important to check Medicaid at the beginning of the month to ensure that the youth is covered under services. Please work with each of your families to offer support through the Medicaid renewal process.

Helpful hint: Ask your families if they have received correspondence from Wyoming Medicaid regarding their Medicaid eligibility or renewal status.

**Standing Items**

- Questions and Answers All

**Next Provider Call is July 10<sup>th</sup>, 2023**

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

