

Weekly Friday Provider Call Agenda

Program updates/announcements from today's meeting:

Quality:

Outcome Measurement questions were added to the SRA forms in December 2015 and the online Discharge form in February 2016. Ideally, providers will submit information to these questions during initial authorizations, at time of concurrent reviews, and at discharge. Magellan will use the information gathered from these Outcome Measurement Questions to better partner with DMAS to identify potential service gaps, member needs, and member and provider accomplishments.

From the review of the initial data collected, there are some inconsistencies in the responses. To learn more about how each of the outcome measurement questions should be answered, Magellan encourages providers to review the training that was created and posted to the www.MagellanofVirginia.com site in February 2016 titled: [Service Request Authorization \(SRA\) Question Changes training presentation.](#)

If you have any questions about the Outcome Measurement questions, please contact me at the Quality Department at 1-800-424-4046 or through the "Contact Us: page.

Questions/Topics to be Covered in Today's Call (9/23/16)

**Please note, all questions covered on the call are global questions. Global questions submitted by COB each Wednesday that are not listed below require additional research and will be covered on a future call. If you submitted a question that was specific in nature, you will receive an email with a direct response.*

Clinical:

1. **Crisis Stabilization: Can a licensed physician who is not a psychiatrist provide the service?**