

Weekly Friday Provider Call Agenda (4/7/2017)

Program updates/announcements from today's meeting:

Clinical:

#1: ARTS Submission Requirements for Service Authorizations

*Note this was mentioned on the previous provider call on 3/31/17 and was sent as an email blast to providers on 3/31/17. In summary:

This is an update to the submission requirements for ARTS services. Effective 4/1/17, Magellan will conduct phone reviews for ASAM Levels 3.3, 3.5, 3.7 and 4.0. We will continue to require web submissions for ASAM levels 2.1, 2.5 and 3.1. Substance Use Case Management will require a web registration.

Please view email blast for specific timeframe requirements for submissions.

If the member has a Managed Care Organization (MCO) or Commonwealth Coordinated Care (CCC) plan, please contact the respective plan for submission requirements.

Contact information and links to the submission portal can be found in the email blast.

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Program updates/announcements from today's meeting:

#2: TDT Service Request Authorization Form Changes

*Note this was sent as an email blast to providers on 3/31/17. In summary:

Magellan of Virginia made changes to the Therapeutic Day Treatment (TDT) Service Request Authorizations (SRA). Starting May 1, 2017, the new SRAs will be required.

The specific form changes can be found on the email blast.

Please remember that the Outcome Measures Questions have been updated for TDT and will go into effect May 1, 2017. Answers to the new Outcome Measures Questions are required prior to uploading SRA forms or answering clinical questions.

Links and contact information are provided in the email blast.

If you would like to use SRA's uploaded into your Electronic Health Record (EHR) please submit these to Magellan for review at vaclinicalquestions@magellanhealth.com no later than April 25, 2017.

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Program updates/announcements from today's meeting:

#3: Mental Health Skill-Building Services (MHSB) Service Request Authorization form changes

*Note this was sent as an email blast to providers on 3/31/17. In summary:

Magellan of Virginia is committed to ensuring that our members receive the most appropriate service(s) to meet their needs. With this goal in mind, effective May 1, 2017, Magellan of Virginia will update the Mental Health Skill Building (MHSS) Service Request Authorizations (SRA); initial and concurrent SRAs.

The specific form changes can be found on the email blast.

Links and contact information are provided in the email blast.

If you would like to use SRA's uploaded into your Electronic Health Record (EHR) please submit these to Magellan for review at vaclinicalquestions@magellanhealth.com no later than April 25, 2017.

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Program updates/announcements from today's meeting:

#4: ARTS Roll Out 4/1/17

*Note this was sent as an email blast to providers on 4/1/17. In summary:

DMAS implemented ARTS starting 4/1/17. The ARTS Provider Manual has been finalized and is now available on the DMAS webpage.

Residential Treatment Service Providers: The deadline for ARTS Attestation Packet submissions for the Westat, Inc. ASAM Survey Site Visit is April 10, 2017 COB. This is needed for ASAM Levels 3.7/3.5/3.3/3.1 only.

Links and contact information are provided in the email blast.

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Program updates/announcements from today's meeting:

#5: Screening Tools and Resources

*Note this was sent as an email blast to providers on 4/4/17. In summary:

Magellan of Virginia uses screening programs to target individuals who may have co-occurring mental health and substance use disorders, as well as a brief screening tool for depression. The screening tools are:

The Global Appraisal of Individual Needs-Short Screener (GAIN-SS)

The Patient Health Questionnaire two-item scale (PHQ-2)

Magellan of Virginia hosted a provider webinar to teach providers about Magellan's screening tool program and how to utilize the tools selected.

Screening tool links and contact information are provided in the email blast.

Questions/Topics to be Covered in Today's Call (4/7/2017)

****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.***

Quality

1: We are looking to train more staff to notify Magellan about what is reportable in the following category: Other incident resulting in serious harm to the member or others including, but not limited to, serious complications from a psychotropic medication regimen requiring medical intervention. Is there any more guidance to clarify the threshold of what is reportable as different staff have different perspectives. There are some gray areas whether you would want a report or not like someone going to the ER after a seizure, TIA, high blood pressure or high sugar levels, etc.

Clinical

1: TDT Outcome Measure - Regarding the 5-1-17 change in outcomes questions for TDT: we currently use the Magellan form and upload it to the website. Any thoughts on how to incorporate the questions onto the form, since it sounds as if they will only be added to the online submission form?

2: TDT SRA Changes - Could you please explain what information Magellan is looking for here? If a provider is not licensed to provide a summer program, how can a lapse in service be avoided and service delivery continued for school-based TDT?

3: ARTS Services - Can you clarify the Magellan process regarding agencies using their own ARTS request forms for their EHR (Electronic Health Record) system? (*follow-up response to question asked on the 3-31-2017 Friday Call)

4: ARTS - What is the unit maximum for ARTS services? (*follow-up response to question asked on the 3-31-2017 Friday Call)

5: ARTS - What are the submission timeframe requirements for ARTS services? (*follow-up response to question asked on the 3-31-2017 Friday Call)

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6: MHCM Notes - What are the documentation requirements for Mental Health Case Management services regarding daily/monthly progress notes?

7: Provider Manuals - In order to participate in Magellan services for behavioral health, is there the ability for the CSB to follow the Psychiatric Services Manual and be non-physician directed?

8: Provider Manuals - Does a LCSW have to sign off on the ISP and individual service plan reviews in a Psychiatric Services manual-or is it ok if the staff who developed the document fits into the licensed categories identified in the manual to develop and sign off? So are there two signatures (LCSW and other licensed staff) or is the licensed staff considered compliant with the manual expectations?

9: Provider Manuals - Can a CSB be identified as both physician directed under the (MHC manual) and Non-Physician directed agency under the Psychiatric Services manual?

10: Telemedicine - In reference to CSBs' providing telemedicine coverage to our members by our Psychiatrists who are located Out-of-State e.g. in North Carolina; are psychiatrists considered physicians and do psychiatrists render and bill for services differently?

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11: Crisis Stabilization - We have limited beds at our Crisis Stabilization Units; therefore, are we required to accept individuals from outside of their service area when the slot is needed for local individuals? Also, would other services (with the exception of emergency services) be required to accept individuals from outside their services area?

Questions/Topics Received – Still in Review (4/7/2017)

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