

# Welcome to the Magellan Provider IBHS Workgroup

DECEMBER 16, 2019

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

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# Welcome and Opening Remarks

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# Review & Important to Note

# Agenda



- Review/Important Notes
- Review written order requirements
- Assessment proposed procedure
- Transition plan for BHRS to IBHS authorizations
- Extended Assessment (Delaware and Montgomery Counties only)
- ISPTM plan
- AUD's
- Review proposed Magellan authorization process
- Discuss Magellan proposed Care Management approach
- OMHSAS & Magellan Workgroups
- Questions
- Next steps

# Review



- Expect all BHRS/ABA contracted agencies to accept calls from new families seeking BHRS/IBHS for evaluation/assessment/written order process regardless of ability to staff the prescribed services
- Providers should continue to prescribe BHRS until the network is able to accommodate request for IBHS
- Magellan will issue contracts for IBHS after agencies are licensed and MA enrolled for IBHS. Provider contracts will keep BHRS and IBHS codes for 2020.
- Please send all approved Service Descriptions to the [IBHS@magellanhealth.com](mailto:IBHS@magellanhealth.com) email



The Plan of Care Summary and ISPTM  
summary sheet are no longer  
required, effective immediately.



Providers may immediately begin following the new IBHS regulations allowing for written orders (instead of Life Domain evaluations) to prescribe BHRS, but the authorization request must include an assessment (as outlined in the IBHS regulations).



Effective 1/17/20, all providers must follow the new written order/assessment process.





# **Questions related to Review/Important to Note?**

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# Written Order

# Written Order Requirements



- A written order is based on a face to face interaction with the youth within 12 months of initiation of IBHS
- Includes the following:
  - Behavioral Health Diagnosis
  - Specifies the IBHS service, hours and setting
  - Clinical information that supports the medical necessity of the order
  - The measurable improvements that would indicate when services may be reduced, changed or terminated

# Who can write a Written Order?



- Written by a licensed physician, licensed psychologist, certified registered nurse practitioner, or other licensed practitioner whose scope of practice includes diagnosis and treatment of behavioral health disorders and the prescribing of behavioral health services, including IBHS
- There will not be a unique code for written orders—these should be completed under another billable service
- Written orders must be completed by staff who are ORP (Ordering/Referring/Prescribing) enrolled.
- Magellan has a page on our website about ORP:

[www.magellanofpa.com/for-providers/provider-resources/orderingreferring-prescribing-orp](http://www.magellanofpa.com/for-providers/provider-resources/orderingreferring-prescribing-orp)

# Written Orders



- The BH-MCO's have submitted a universal template for written orders to OMHSAS for consideration
- The template can be utilized to order the assessment; the assessment and co-occurring services for stabilization; or assessment and then resulting IBS services.
  - It is recommended that the Written Orders use the language of "up to" for services, which will allow the assessment to fine tune the prescription.
- If using a written order, an assessment must then be completed that meets regulation requirements.
- Services cannot be authorized one year past the date of the written order without a new order. BHRS services cannot be authorized past 1/17/21.
  - For example, a written order is completed on 2/1/2020. An authorization to start services starts 11/1/2020. The authorization cannot go beyond 1/31/2021.



## **Questions related to Written Order?**

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# Assessment

# Proposed Assessment Registration Process



- Magellan is considering: 15 hours (60 units) approved for the assessment for non-ABA for 30 calendar days
  - Assessments need to be completed in the home/community for services being delivered in the home/community. For group services, assessments can be office based. 24 hours (96 units) approved for the assessment for ABA for 45 calendar days
- Authorization for Assessment will include the TAR submitted with copy of written order (\*New TAR will be issued once codes are finalized, it will eventually transition to online authorization process)
- Assessments should be completed within 15 business days (non-ABA) and 30 business days (ABA)
- Providers will have 7 days to schedule first assessment appointment from initial call from the family
- Providers should track any family cancellations or no-shows that impact timeline



# Possible reporting requirements



- Date of written order
- Date written order received
- Date assessment began
- Date assessment complete
- Date IBH service began

Providers should begin developing processes to track these reporting elements.

# Assessment for Individual, Group and ABA Services



- A face to face assessment is completed by a staff qualified to provide behavior consultation services or mobile therapy services within 15 business days (30 business days for ABA) of the initiation of services
- Assessment shall include the following:
  - –Strengths and needs across developmental and behavioral domains
  - –Strengths and needs of family system
  - –Natural supports
  - –Specific services needed to support the child's needs
  - –Specific services needed to support parent/caregiver needs

# Assessment Continued



- –Clinical information including:
- –Treatment history
- –Medical history
- –Developmental history
- –Family structure and history
- –Educational history
- –Social history
- –Trauma history
- –Developmental, Cognitive, Communicative, Social and Behavioral functioning
- –other relevant clinical information
- –Cultural, language or communication needs
- –Summary of treatment recommendations

# Written Order and Assessment Agreement



- If the assessment recommendations agree with the written order recommendations, submit both as part of the IBHS authorization packet
- If the assessment recommendations differ from the written order recommendations:
  - Provider must go back to the order writer with the updated clinical assessment to review recommendations. Written order writer can update the order to match the assessment or leave the recommendations as originally written based on their clinical judgement. This should be documented and included in the packet submission.
  - If provider is unable to collaborate with the order writer and is able to complete a new order with new recommendations, then this should be completed. Packet should include original order, assessment and new order. All will be reviewed for medical necessity.



## **Questions related to Assessment?**

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# Transition from BHRS to IBHS

# BHRS to IBHS Authorization Transition Plan



- Magellan proposes that agencies should continue to prescribe and request authorization for BHRS until the agency is contracted for IBHS.
- Magellan will alert the network when we have enough IBHS contracted agencies to meet the needs of new families being assessed for services.
- Once an agency is contracted for IBHS, as authorizations for BHRS expire, the youth should be considered for IBHS. If clinically appropriate, the youth should be recommended for IBHS and an authorization request submitted accordingly.
- Magellan does not plan to uniformly end BHRS authorizations and transition to IBHS authorization upon the agencies contracted date for IBHS.
- BHRS authorizations cannot go past 1/17/2021.
- Providers should keep BHRS enrollments open through 2020 until all authorizations have transitioned to IBHS. Once that has occurred, a change/closure form will need to be sent to OMHSAS.

# Extended Assessment Program (Delaware and Montgomery County only)



- Magellan and Delaware and Montgomery County have decided to retire the Extended Assessment programs in 2020. This is based upon the new timelines for written orders and assessments and volume of new referrals anticipated.
- The Extended Assessment programs will continue to accept new referrals and be prepared to offer written orders and assessments in 2020.
- Magellan will communicate when EAS is no longer an available service.





## **Questions related to Transition Process?**

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# Interagency Services Planning Team Meeting



- ISPTM's will no longer be required for authorization or re-authorization for BHRs/IBHS with the exceptions below:
  - When RBT or BHT is requested in the school setting. The meeting summary is required for the authorization packet.



- Magellan will require that ISPTM's be held for the following reasons:
  - When BHRS/IBHS services are recommend for longer than one year. Annual ISPT meeting's should be held for children still receiving BHRS/IBHS (at the one year, two year, three year mark etc.)
  - When a referral to a higher level of care is being considered
  - When requested by family member or team member
  - When acute inpatient or crisis services have been utilized
  - A Magellan representative should be included for any ISPT meetings intended for RTF referral or by family member request.

Meetings should occur within 10 business days of the above.

Documentation of the ISPTM should be kept in member record and available for review upon request.



## Questions related to ISPTM's?

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# Authorization to Disclose



- Effective immediately, as you have members/ legal guardians complete AUDs to facilitate Magellan's ability to make referrals to providers for BHRS, please follow the below guidelines for Parts 3 and 4:
  - Similar to the current process, if members/ families are requesting only certain providers, we will need a separate AUD for each provider for which they are authorizing a referral to be made.
  - As HIPAA permits one release to a "class of persons", if members/ families are in agreement with sending referrals to all providers, please indicate "BHRS/IBHS providers" in both sections.
  - See screen shot on the next slide

# AUD Sample

PAHC AUD Form.docx - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW DESIGN LAYOUT

Clipboard Font Paragraph Styles Editing Box

Find Replace Select Share Upload

Schilling, Karli

**Part 2 Who can give out the PHI?**

Magellan may give out your PHI. Magellan manages your mental health and/or drug and alcohol treatment for Pennsylvania Health Choices in your County.

**Part 3 Who can the PHI be given to?**

Please write **the person's first and last name OR the name of the place/facility/doctor** that can have your PHI. We also need the phone number and address if you know it. Only list one (1) person or place in this part.

Name/Facility/ Doctor (please be as specific as possible)	Phone Number (with area code)
BHRS/ IBHS Providers	
Address	City, State, and Zip Code

**Part 4 What PHI can we share?**

We will **only** share the PHI that you **OK**. Write down exactly what kind of PHI we can share on the lines below. Give the date or place if you can (for example, "information about all my care in June 2011"). It may include facts about your medicine, your mental health and/or your alcohol and drug treatment. It does not cover psychotherapy notes that are not in your medical records.

BHRS/ IBHS

packet

If it is okay to include this kind of health information in the PHI you told us to share above, tell us by checking the box (Check all that apply):

☐ HIV/AIDS ☐ Alcohol/Substance Abuse Records ☐ Sexual/Physical/Mental Abuse

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# Authorization Process

# Magellan Proposed Authorization Process



- Written order
- Registration process for assessment
- Packet submission elements for IBHS
  - Treatment Authorization Request (TAR) Form
  - Written order
  - Assessment
  - Individualized Treatment Plan (ITP)
  - CANS
  - ISPTM summary note if services prescribed in school

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# Care Management Approach

# Magellan Proposed Care Management Approach



- Planning to develop a tiered Care Management approach based on selected metrics
- Potential metrics could include:
  - Authorization data
  - Length of stay data
  - CANS information
  - Acuity
  - Service Completion
  - Others?

Care Management interaction could include the following:

- Telephonic reviews
- Case reviews
- Group Program Management
- Role of the ISPTM

Not looking to implement until Q2 2020.

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# CRR/Host Home



- OMHSAS is planning a CRR/Host Home provider meeting for January 2020 to discuss implementation and requirements.

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# Member Communication



- Magellan plans to focus on IBHS implementation in the Winter Member newsletter
- The [www.magellaofpa.com](http://www.magellaofpa.com) website is being updated to include an IBHS page for providers (currently live) and for members (coming soon)
- The OMHSAS Family Fact Sheet information should be shared with families and used as a guide for any materials shared with families
- Magellan plans to host a webinar for families in January 2020



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# Upcoming Forums & Technical Assistance

# Technical Assistance calls



- Magellan would like to offer ½ hour IBHS technical assistance calls to any provider interested.
- We would like any provider needing to transition members as well as agencies proposing to provide group services for the first time to sign up.
- Please use the sign up genius link to sign up and we will email you the zoom connection. <https://www.signupgenius.com/go/9040C44ADA72DA5FD0-ibhs>

# Magellan Provider Forums Q1 2020



Magellan Behavioral Health of Pennsylvania (Magellan), on behalf of Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton Counties, invites you to the following provider workgroups for Intensive Behavioral Health Services (IBHS) implementation:

**Thursday January 16, 2020**

**1:00 P.M – 3:00 P.M.**

**Via zoom**

**<https://magellanhealth.zoom.us/j/704463860>**

**Tuesday, February 18, 2020**

**1:00 P.M. -3:00 P.M.**

**Via zoom**

**<https://magellanhealth.zoom.us/j/387626249>**

**Monday, March 16, 2020**

**9:00 A.M. -11:00 A.M.**

**Via zoom**

**<https://magellanhealth.zoom.us/j/421676222>**

## **Meeting objectives over the next several months include:**

- Review of IBHS regulations and provider barriers
- Review updated information from OMHSAS
- Review of Magellan authorization process and other changes

Questions and answers

# Stakeholder Forum



Magellan Behavioral Health of Pennsylvania (Magellan), on behalf of Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton Counties, invites you to the following Child and Adolescent Stakeholder forums for Intensive Behavioral Health Services (IBHS) implementation:

**Tuesday December 17, 2019**

**11:00 A.M. - 1:00 P.M.**

**Via zoom:**

**<https://magellanhealth.zoom.us/j/598292450>**

**Or iPhone one-tap (US Toll): +16465588656,598292450# or +16699006833,598292450#**

**Or Telephone:**

**Dial:**

**+1 646 558 8656 (US Toll)**

**+1 669 900 6833 (US Toll)**

**Meeting ID: 598 292 450**

## **Meeting objectives include:**

- Review of IBHS draft regulations and implications to changes for BHRS
- Review new entry process for services
- Review of Magellan proposed authorization process
- Review of proposed changes to the Interagency Services Planning Team Meeting requirements
- Questions and answers

# OMHSAS Updates



- OMHSAS website link:

<http://www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralhs/index.htm>

- Submit questions to **RA-PWIBHS@pa.gov**



**Questions? Suggestions?**

# Magellan Contact



Please send all questions to [IBHS@MagellanHealth.com](mailto:IBHS@MagellanHealth.com)



**Thank you!**



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