

Magellan Compliance Notebook

October, 2013

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) strives on being proactive and using education as a preventative tool to provide our members the highest quality of care through you, the provider.

The Quality Improvement and Compliance Departments at Magellan have committed to sending monthly e-mails to targeted providers on a Compliance related subject. This month, we are going to focus on the Assertive Community Treatment regulations and some trends from recent audits.

Attached are three relevant documents that providers of CTT/ ACT services should be familiar:

- 1) National Program Standards for Assertive Community Treatment
- 2) MA Bulletin OMHSAS-08-03: Standards for Assertive Community Treatment
- 3) Magellan's Medical Necessity Criteria for Community Treatment Teams

Additionally, the below bullet points indicate some identified deficiencies that were noted during recent audits of ACT programs contracted with Magellan:

- Lack of coordination of care with inpatient providers
- Lack of timely and appropriate follow-up with members upon their discharge from 24-hour levels of care
- Treatment/recovery plans did not include both mental health and substance abuse issues
- Crisis plans should be individualized and updated routinely, especially upon discharge from a 24-hour level of care
- Documentation in the progress notes did not relate back to goals on individual's treatment/service plan

It's recommended that CTT/ ACT providers focus on these specific areas during internal quality assurance reviews. Magellan will continue to provide oversight for contracted providers through the treatment record review and integrated audit process.

At Magellan, we will continue to educate our providers with updated MA Bulletins, Regulations and other pertinent information in order to ensure Compliance. Our members are our utmost priority and together, we can provide quality services through education, knowledge, and being a proactive advocate for our member population.

Thank you for your ongoing hard work and dedication to our members!