



Magellan Compliance Notebook

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) strives to be proactive and use education as a preventative tool to help ensure our members receive the highest quality of care through you, the provider. The Compliance Department at Magellan is committed to sending monthly e-mails to targeted providers regarding a Compliance-related subject.

This e-mail communication is specific to your HealthChoices (Pennsylvania Medicaid) Contract with Magellan.

This month, Magellan would like to provide a reminder to all contracted providers regarding our expectations for Crisis/ Relapse Prevention Plans.

All individuals receiving services, in any level of care, are to have an individualized Crisis Plan and/or Relapse Prevention Plan as part of their record.

Crisis/ Relapse Prevention Plans are to:

- Be individualized to the individuals' strengths and supports available
- Include identified steps to assist with self-de-escalation or steps to prevent substance use relapse
- Include steps family/friends/providers can take to assist with de-escalation
- Include identified triggers
- Incorporate individuals that can support de-escalation
 - Including documentation of phone numbers for these individuals
- Incorporate local community supports
 - Including documentation of phone numbers for these agencies
- Include national 24-hour crisis supports such as the Suicide Prevention Lifeline

Crisis/ Relapse Prevention Plans are to be reviewed periodically, once a year minimally, and following any crisis event or relapse. This would include:

- When the individual has developed new coping skills/strategies that can assist them
- Any time a decompensation occurs to ensure the individual has supports in place and they know who/what these supports are
- Any time there is Acute Inpatient, Crisis Residential or Substance Use Disorder hospital admission
- After an Emergency Department visit, even if it does not result in an admission

- Any crisis situation in the home or community that results in the police or emergency services being contacted

All Crisis/ Relapse Prevention Plans are to be signed and dated by the individual and the provider. Providers are expected to give each member a copy of their plan and document, in the record, if they decline.

At Magellan, we will continue to educate our providers with updated MA Bulletins, regulations and other pertinent information in order to ensure Compliance. Although providers are ultimately responsible for knowing and complying with all applicable regulations, we proactively engage providers on an ongoing basis to make sure they are aware of compliance related requirements and expectations. Medicaid Program Integrity is truly a collaborative effort between our providers, county customers, Magellan, Bureau of Program Integrity (BPI) and other oversight agencies. The monthly e-mail blast topics are generated from audit results and trends; however, are also sent in response to recent Magellan policy updates; newly released or relevant MA Bulletins and Policy Clarifications; or Regulation changes. The intention is to afford our providers with as many resources as possible to combat FWA and reduce overpayments.

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

Magellan of Pennsylvania's Compliance Team

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