

# Welcome to the Magellan Provider IBHS Workgroup

APRIL 8, 2022

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# Welcome and Opening Remarks

# Agenda



- Updates from OMHSAS
- Network Updates – Crystal Devine
- Autism Acceptance Month – Emily Kocher, Lead Autism Care Manager
- Clinical Tidbits
- Magellan's Data Driven Process
- Upcoming Forums and Technical Assistance
- Questions

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# Updates from OMHSAS

# Suspended Regulations & Telehealth



All current OMHSAS suspended regulations have also been extended until 6/30/22. To view a list of suspended regulations and their current status, please visit the [DHS Suspended Regulations list](#).

Telehealth related waivers that have been granted with an April 1, 2022 start date will be good through March 31, 2023 and DO NOT need to be resubmitted. Should the legislation expire without another act, the waiver will be good for the remainder of the time period. If you have any questions, please email to [ra-pwtbhs@pa.gov](mailto:ra-pwtbhs@pa.gov).

OMHSAS Behavioral Health Telehealth Information:

<https://www.dhs.pa.gov/Services/Mental-Health-In-PA/Pages/OMHSAS-Behavioral-Health-Telehealth.aspx>

# Child Protective Services Law Update



## Child Protective Services Law Update

- The Senate unanimously passed HB 764 on January 26<sup>th</sup> and the Governor signed HB 764 into law as Act 12 of 2022 on Thursday 2/17/22. These changes go into effect immediately. Act 12 amends the Child Protective Services Law to allow employers to hire an applicant on a provisional basis for up to 45 days. In order to do so, **all** of the following conditions must be met:
  1. The applicant is not applying for a position in a child-care institution as defined by 42 U.S.C. § 672(C)(2)(A) (relating to foster care maintenance payments program) or to be a foster or adoptive parent.
  2. The applicant must have applied for the necessary background checks (Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Record Check and FBI Criminal History Background Check) and provide proof to the employer.
  3. The employer must have no knowledge of information that would disqualify the applicant.
  4. The applicant must affirm in writing they are not disqualified from employment by reason of being listed on the abuse registry or being convicted of a disqualifying offense.
  5. The employer, administrator, supervisor or other person responsible for employment decisions received the result of the applicant's PA Child Abuse History Clearance AND either the Pennsylvania State Police Criminal Record Check OR the FBI Criminal History Background Check.
  6. If the results of the applicant's background checks reveal that the applicant is disqualified from employment due to section 6344(c) (relating to grounds for denying employment or participation in program, activity or service), the applicant must be immediately dismissed by the employer, administrator, supervisor or other person responsible for employment decisions.
  7. The employer, administrator, supervisor or other person responsible for employment decisions requires that the applicant not be permitted to work alone with children and that the applicant work in the immediate vicinity of a permanent employee.

# Magellan's Discharge for IBHS



Magellan still requires IBHS providers to submit an online discharge form to us when a member is completely discharged from the IBHS level of care.

<https://www.magellanprovider.com/news-publications/state-plan-eap-specific-information/pennsylvania-healthchoices/pa-healthchoices-discharge-form.aspx>

- This discharge form is a universal form and not specific to IBHS.
- This form is not meant to meet the regulatory requirements. As a result, the provider may need their own discharge form which meets all the regulatory requirements which would be kept in the member's chart.

# IBHS Groups in Summer



Field Offices plan to add these site based group locations onto the licenses. If the location changes, they would do an addendum to the license.

OMHSAS stressed the need for providers to have clear clinical rationales for changes to a member's group participation frequency (double/triple) which goes beyond not being in school.

Seeking summer group programming to be individualized.

# Primary Insurance Issues



Magellan put together all the provider feedback about issues/concerns with specific Primary Insurances for OMHSAS. OMHSAS did present these to the PA Insurance Dept (PID). OMHSAS was meeting with PID on 3/10/22 and anticipated having some updates to report at our next OMHSAS/BH-MCO workgroup on 4/13/22.

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# Network Updates

# Network Team



Mitch Fash – Network Manager – [MFash@magellanhealth.com](mailto:MFash@magellanhealth.com)

Jess Pearce – Sr. Network Management Specialist – Cambria County- [jpearce@magellanhealth.com](mailto:jpearce@magellanhealth.com)

Michael Ditty – Network Management Specialist – Lehigh/Northampton Counties - [msditty@magellanhealth.com](mailto:msditty@magellanhealth.com)

Crystal Devine – Network Management Specialist – Delaware & Montgomery Counties - [cedevine@magellanhealth.com](mailto:cedevine@magellanhealth.com)

Jessica Torano – Network Management Specialist – Bucks County - [toranoj@magellanhealth.com](mailto:toranoj@magellanhealth.com)

Jeff Stumm – Network Management Specialist – Contracts/Credentialing - [jrstumm@magellanhealth.com](mailto:jrstumm@magellanhealth.com)

Alyssa Gorzelsky – Claims Resolution Specialist – [amgorzelsky@magellanhealth.com](mailto:amgorzelsky@magellanhealth.com)

# Telehealth Code



Magellan is aware of the changes to telehealth procedures with the Place of Service and modifiers. We continue to get guidance from the State on how these will be implemented and sustained. We anticipate an update to this guidance in July pertaining to PA HealthChoices.

Once this information is finalized, communication will be sent out to providers.

# Satellite Sites & Licensing



- IBHS licenses are issued regionally. There are 4 regional field offices: Western Field Office, Northeast Field Office, Southeast Field Office, and Central Field Office. A provider is only required to get multiple licenses if it provides services in multiple regions.
- If a provider has multiple locations in one region, they do not need each site licensed, unless the site provides on-site services. However, your service description must include all locations under the regional license.
- A provider is required to submit 1 service description for each IBHS license.
- If a provider's service changes, an updated service description must be submitted to the licensing field office for approval. If a provider's address changes, a provider must notify OMHSAS's licensing field office and, if the provider is enrolled in MA, it must also notify MA enrollment.
- **\*Not all locations in the region require MA enrollment unless providing on-site services\***

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# Autism Acceptance Month

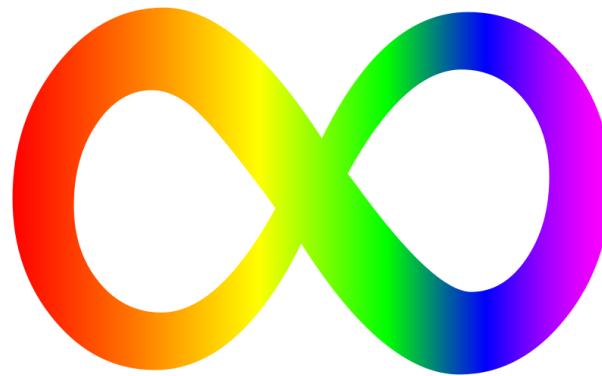
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# Autism Acceptance Month



Did you know April is *Autism Acceptance* month?

- Why Acceptance and not Awareness?
- How to show your support
  - Be mindful of your language choice and avoid labels or stereotypes
  - “Light it up Gold” or “Wear Red”
  - Embrace differences
  - Educate yourself and others



# Autism Acceptance Month Resources



The Magellan of PA Autism Webpage has been updated to share more information on this initiative and contains PA based organizations that you can explore for additional resources and supports. <https://www.magellanofpa.com/for-providers/services-programs/autism-resources/>

- Autism Society News Release: Media urged to recognize shift from “Autism Awareness Month” to “Autism Acceptance Month” this April- <https://www.globenewswire.com/news-release/2021/03/04/2187484/0/en/Media-urged-to-recognize-shift-from-Autism-Awareness-Month-to-Autism-Acceptance-Month-this-April.html>
- Ask an Autistic- What is Autism?- <https://www.youtube.com/watch?v=Vju1EbVVgP8>
- Carly’s Café- Experience Autism Through Carly’s Eyes- <https://www.youtube.com/watch?v=KmDGvquzn2k>
- Sesame Street- Autism Acceptance & Sesame Street in Communities- <https://www.sesameworkshop.org/what-we-do/autism>
- TedTalk: Temple Grandin- The world needs all kinds of mind- [https://www.ted.com/talks/temple\\_grandin\\_the\\_world\\_needs\\_all\\_kinds\\_of\\_minds?language=en](https://www.ted.com/talks/temple_grandin_the_world_needs_all_kinds_of_minds?language=en)

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# Clinical Tidbits



Thank you for your continued patience as we work through technical issues with the Access Survey.

We have made some edits based on using the survey for a year and to hopefully assist in being able to better manage the large amount of data this survey produces. However, there are no new questions to the survey.

Reminder: Although we send the survey to 2 agency representatives, please only have 1 complete the survey for your agency.

# Family Feedback



- Families are leaving messages inquiring about services and not receiving callbacks.
- Families are frustrated having to go through intake process and complete all paperwork to hear there is no availability.
- Families would like providers to be more upfront and direct about expectations and the process to get services.

# Packets into Summer & Next School Year



- Dates should reflect the end of the 2021-2022 school year, start of ESY, camps, etc., to accurately determine hours and corresponding units requested across services.
- Requests for services in different settings and or the next school year should include an ISPT with a representative from that setting and be submitted no more than 60 days from the expected start date so that information used to support the request is current and accurately reflects the member's need.

# New Groups under IBHS



\*Please only initiate this process when your agency is ready to begin implementing group services if approved.

All new IBHS Group Services with Magellan need to complete the following process and receive approval from Magellan prior to delivering this group service to our members.

Submit a detailed program description to [IBHS@MagellanHealth.com](mailto:IBHS@MagellanHealth.com) inclusive of:

- Address where group will occur
  - target population (including primary & MA secondary participants)
  - clinical model of program
  - size of each group
  - frequency of each group
  - length of group (program duration and each sessions)
  - if group is closed or open
  - location of group
  - family involvement
  - Authorization period
  - other relevant information
- Email [IBHS@magellanhealth.com](mailto:IBHS@magellanhealth.com) requesting to schedule a Technical Assistance (TA) call with Magellan to review your program proposal.

# In the works at Magellan...



- Updates to Magellan IBHS webpage
- Release of our Billing Guidance document
- Release of our ABA Best Practices Guidelines
- Meeting with Magellan approved Group providers (PA Mentor LV, Kids Peace, ABA Support Services, Neurabilities, Piece of our Puzzle, Potential, Indian Creek Foundation, Elwyn, & ACRP)

## Reminder...



Please let your Care Manager know when your agency has changes such as within your organizational team, facility changes, significant program changes, etc.

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# Magellan's Data Driven Process

# CLINICAL MEASUREMENT TOOL

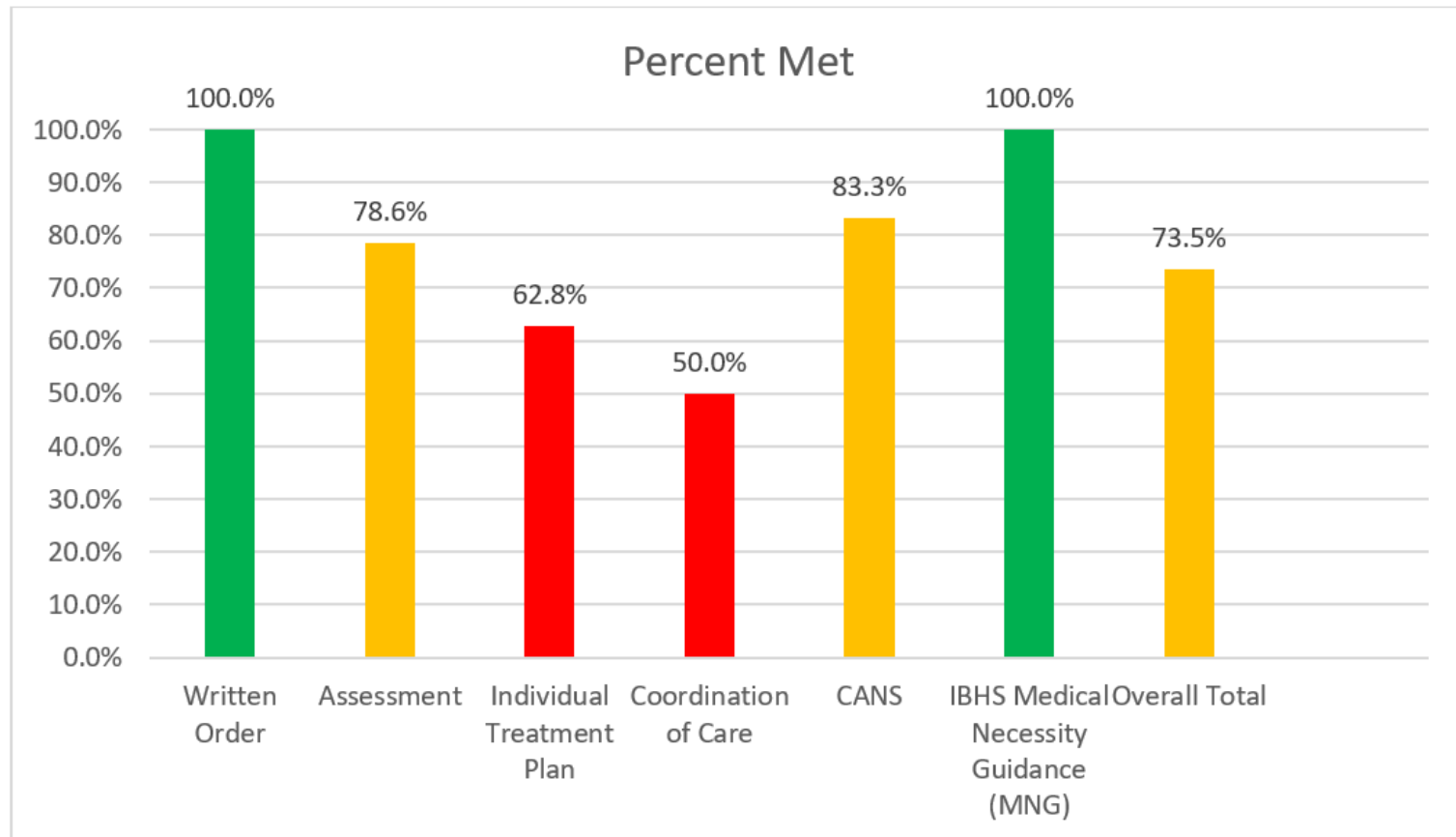


- In Q1, Care Managers reviewed 400+ member packets using our Clinical Measurement Tool.
- If there were specific concerns about MNG, a Collaborative Case Review was initiated.
- During April, the team is putting together all the data and will present each provider with a feedback form.
- The feedback form will show the member's total scores.
- It will also show the data as a whole on each section: Written Order, Assessment, Individual Treatment Plan, Coordination of Care, CANS, MNG, and overall Total Score.

# Sample Feedback Form



## Overall Tool Summary:



# Sample – Request a meeting to review



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## Next Steps:

- ☐ Magellan requests a meeting with you to review your results collaboratively. Please outreach to the Care Manager on this form to schedule a meeting.
- ☒ Magellan will continue to monitor your progress with no meeting required. Thank you for your collaboration!

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Please find a copy of the Magellan IBHS Clinical Measurement Tool on the next page for your convenience.

# Provider Initiated Phone Calls for FBS Recommendations



Telephone call with Magellan Care Manager when considering a FBS referral.

# Higher Level of Care Collaborative Phone Call



- Magellan Care Manager will outreach provider for any IBHS member who is discharged from Acute Inpatient Program or Residential Treatment Facility within prior 30 days.
- Goal: To ensure supportive transition from 24-hour level provider to community-based provider.

# Medical Necessity Reviews



Care Managers will review some packets for Medical Necessity as they come in. However, this will be dramatically less than usual. Therefore, providers can anticipate a significant decline in Requests for Additional Information (RAIs) and Peer to Peer reviews.





## Collaborative Case Review in Q2 & Q4

What: Telephonic review with provider for outlier cases

Content: Focus of treatment, progress, caregiver skillset, coordination of care, barriers, discharge planning

Goal: Discuss member's treatment and efficacy of service. Collaborate on specific barriers for progress.

- Focus of Treatment: [What are the primary concerns/issues addressed in sessions/ITP?]
- Progress:
- Caregiver Skillset: [How does caregiver currently intervene/assist? What skills need further development?]
- Coordination of Care: [Current supports/services?, Contact with supports?]
- Barriers: [What are the barriers for progress? Plan to address?]
- Discharge Planning: [Anticipated dc, aftercare plan]
- Plan/Next Steps: [Recommendations, Assistance needed]

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# Upcoming Forums & Technical Assistance

# Magellan's Website Has a New Look



[Home](#)

[Provider Search](#)

[Members Page](#)

[Providers Page](#)

[About Us](#)

 [English](#)

 [Español](#)

[Contact](#) 





# Coffee Hour

with the

## Psychologist Advisor

An opportunity for psychologists and other service prescribers to  
dialogue with John Siegler PsyD  
Psychologist Advisor, Magellan Behavioral Health of Pennsylvania

The Coffee Hour will focus on questions and concerns specific to testing/assessment, the level of care (LOC) decision process, and specific elements to address in the assessment/written order for each LOC.

**Date:** Thursday, April 14, 2022

**Time:** 9:30 A.M – 10:30 A.M.

**Location:** Zoom

**Registration:** Please register by accessing the following web link:

[Register here for the 4/14/22 session](#)

**Date:** Friday, May 20, 2022

**Time:** 12:00 P.M – 1:00 P.M.

**Location:** Zoom

**Registration:** Please register by accessing the following web link:

[Register here for the 5/20/22 session](#)

After registering, you will receive a confirmation email containing information about joining the meeting.

Please direct any questions to Dana Lombardi – [dmlombardi@magellanhealth.com](mailto:dmlombardi@magellanhealth.com).

## BEST PRACTICES IN PROVISION OF INTENSIVE BEHAVIORAL HEALTH SERVICES (IBHS) IN THE EDUCATIONAL SETTING



**Date:** Thursday, April 28, 2022

**Time:** 1:00 P.M – 2:30 P.M.

**Location:** Zoom

**Registration:** Please register by accessing the following web link:

[Register here](#)

After registering, you will receive a confirmation email containing information about joining the meeting.

### Course Outline:

- School-wide practices
- The role of IBHS within public education
- Pathways to referral for IBHS services in an educational setting
- Developing an IBHS-School partnership
- Creating a shared language about problems and progress
- Challenging scenarios

Please direct any questions to Dana Lombardi – [dmlombardi@magellanhealth.com](mailto:dmlombardi@magellanhealth.com)



**Thursday, August 18, 2022 10:00 to 11:30 A.M. Via Zoom**

**Register in advance for this meeting:**

<https://magellanhealth.zoom.us/meeting/register/tJEdeutrjlsGNOyiSY6Az37AT-R6rV02oV9>

Password: 883659

After registering, you will receive a confirmation email containing information about joining the meeting.

**This info can always be found at the bottom of our IBHS provider webpage:**

<https://www.magellanoftpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>



# Questions?



**Thank you!**

# Confidentiality Statement for Providers



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