

# Welcome to the Magellan Provider IBHS Workgroup

AUGUST 18, 2022

**Magellan**  
HEALTHCARE®

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# Welcome and Opening Remarks

# Agenda



- Updates from OMHSAS
- Network Updates – Crystal Devine
- Clinical Tidbits
- Access Survey Results
- Magellan's Data Driven Process Updates
- Upcoming Forums and Technical Assistance
- Questions

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# Updates from OMHSAS

# Suspended Regulations Update



Pursuant to Act 30 of 2022, the suspension of various regulatory provisions under the state disaster emergency declaration that are currently in effect, and which were set to expire on June 30, 2022, **are now extended until October 31, 2022.** A list of the regulations that were suspended in whole or in part and their current status is available [here](#).

# One to One Service in a Center – OMHSAS



<https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/BHProvider-IBHS.aspx>

[Attachment: Updated IBHS Provider Code - March 2021](#)

- [OMHSAS Bulletin: OMHSAS-22-03 Provision of One-to-One IBHS in Licensed Locations - \*\*Updated 6/28/22\*\*](#)
  - [Attachment A: Additional Information for Service Descriptions for IBHS Agencies that Intend to Provide One-to-One Service in a Center - \*\*Updated 6/28/22\*\*](#)

## **PURPOSE:**

*The purpose of this bulletin is to clarify the provision of one-to-one individual services or ABA services in a licensed IBHS location.*

The environment where individual services, ABA services, or group services is delivered should be the least restrictive environment where a child, youth or young adult can reasonably be expected to achieve success.

One-to-one individual services and ABA services at a center should focus on building a child's, youth's, or young adult's functional skills so that services can be provided in-home and community settings once the child, youth or young adult has the functional skills needed to receive services in home and community settings.

Even if services will be provided at a center, the assessment should be conducted in the child's, youth's or young adult's natural environment so that the child's, youth's or young adult's strengths and needs across home, school and community settings can be documented and the assessment can be used to build a treatment plan that is responsive to the needs of each child, youth, or young adult in the home, school and community.



## **OMHSAS-22-03 Attachment A:**

### **Additional Information for Service Descriptions for Intensive Behavioral Health Service (IBHS) Agencies That Intend to Provide One-to-One Services in a Center**

The below information should be included in the IBHS agency's service description if the IBHS agency wants to provide one-to-one individual services or Applied Behavior Analysis (ABA) services in a licensed IBHS location.



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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 – Montgomery County - [cedevine@magellanhealth.com](mailto:cedevine@magellanhealth.com)

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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. Magellan will be working to transition the modifier 95 to FQ.

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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# Clinical Tidbits

# Updated WO template



IBHS Treatment Services			
IBHS Individual	<input type="checkbox"/>	Behavior Consultant (BC)	Up to _____ hours/month
	<input type="checkbox"/>	Mobile Therapist (MT)	Up to _____ hours/month
	<input type="checkbox"/>	Behavioral Health Technician (BHT) School/Camp/Daycare/Preschool/ Afterschool	Up to _____ hours/month Please indicate service location: _____
	<input type="checkbox"/>	Behavioral Health Technician (BHT) Home/Community	Up to _____ hours/month
	<input type="checkbox"/>	Behavioral Health Technician (BHT) in a community-like setting/center based	Up to _____ hours/month
	Brief Treatment Model (BTM)		
		Behavior Consultant (BC)	Up to _____ hours/month
		Mobile Therapist (MT)	Up to _____ hours/month
	Evidence-Based Therapy (EBT)		
		Multisystemic Therapy (MST)	Up to _____ hours/month
	Functional Family Therapy (FFT)	Up to _____ hours/month	
IBHS Group	<input type="checkbox"/>	Up to _____ hours/month	
IBHS ABA Group	<input type="checkbox"/>	Up to _____ hours/month	



# Magellan's IBHS - ABA Best Practices

<https://www.magellanofpa.com/for-providers/quality-improvement/provider-performance/>



## Provider Performance

Magellan's Provider Performance Standards are intended to serve as a tool to promote progression toward best practice, continuous quality improvement, and improvement of member outcomes. The Standards will add to current licensing guidelines and regulations and are not intended to replace regulations. Providers are encouraged to refer to these documents and utilize the Standards in the development of internal quality improvement and monitoring activities. These Standards will periodically be reviewed and revised. Provider feedback is welcome and, if appropriate, incorporated into the documents as revisions are made.

Note: Service delivery exceptions or modifications during COVID-19 are not necessarily included.

### Provider Performance Standards

- [Assertive Community Treatment](#) (Posted February 4, 2022)
- [Crisis Residential](#) (Posted June 11, 2021)
- [Crisis Services](#) (Posted June 11, 2021)
- [Family Based Mental Health Services](#) (Posted September 23, 2021)
- [Federally Qualified Health Centers](#) (Posted March 1, 2022)
- [IBHS- ABA Best Practices](#) (Posted July 25, 2022)



## WRITTEN ORDER RECOMMENDATION

*BC up to 12 hours/month*



## ASSESSMENT RECOMMENDATION

*BC 15 hours/month*

## WRITTEN ORDER RECOMMENDATION

*BC up to 12 hours/month*



## ASSESSMENT RECOMMENDATION

*MT 10 hours/month*

If the assessment recommendations differ from the written order recommendations:

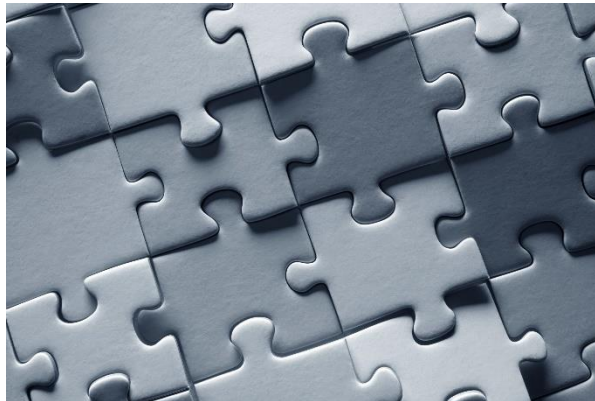
- Provider must go back to the order writer with the updated clinical assessment to review recommendations. Written order writer can update the order to match the assessment or leave the recommendations as originally written based on their clinical judgement. This should be documented and included in 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.



# Quick CANS Reminder



Please remind your staff that a CANS is to be completed in the system within 30 days of discharge. This assists our ability to offer more accurate Outcomes Reports to your provider.



# Review - Magellan's Transfer Process



Once a receiving provider has been identified, the **currently** authorized provider should send the receiving provider:

- A copy of the approved packet (if not already sent by Magellan)
- A statement on letterhead acknowledging the transfer of the member, noting the mutually agreed upon date of transfer, and detailing the approved prescription
- A Magellan discharge summary does **NOT** need to be submitted

The **receiving** provider submits the following to Magellan:

- The letter from the authorized provider acknowledging the transfer of the member and noting the mutually agreed upon date of transfer
- A letter from receiving provider on letterhead acknowledging the transfer of the member, noting the mutually agreed upon date of transfer, and detailing the approved prescription
- TAR (Treatment Authorization Request)

**\*Please consider, when looking for a different provider to support a member, their network status with HealthChoices Magellan.**

# Review – Magellan Change of Prescription Packets



1. Provider identifies a change in prescription is needed.
  - a. Provider faxes cover sheet, Treatment Authorization Request Form (TAR) for the span of the entire authorization with adjusted units, original written order, any updates to the written order, updated assessment, updated treatment plan if applicable, Interagency Team Meeting (ITM) notes if Behavioral Health Technician (BHT) services are requested in school, daycare, aftercare, camp, and/or preschool. \*The last covered day should not change.
2. Care Manager reviews documentation for medical necessity.
  - a. If Care Manager determines there is not enough information to make a medical necessity decision, they will complete Request for Additional Information (if meeting required timeline) or take to a physician for a Medical Necessity Criteria (MNC) review.
3. If MNC is met, care manager will adjust authorization accordingly.

# Review – Extension Requests



A provider may have the need for a member's current authorization to be extended and/or additional units needed. If this occurs, please submit the following paperwork via fax:

- TAR – Please calculate the updated total # of units (if additional units are needed) for the entire authorization as well as entering the start/end dates from the initial start date to the newly requested last covered day.
- Letter of explanation explaining the reason for the delay, need for additional time, as well as the additional units if needed and dates needed, if approved.
- CMs will adjust the current authorization(s) as needed.

\*We have seen an increase in extension requests especially ones without extenuating circumstances. Please look at your agency's extension requests to ensure that there is not a pattern which points to a process issue such as not having enough time for the assessment prior to the last covered day.



Remember to check your contract for the ABA codes & modifiers available. This resource can offer some additional information about what is entailed for each code.

<https://abacodes.org/codes/>



## Billing Codes

The CPT® codes below have been approved by the American Medical Association (AMA) for applied behavior analysis assessment and treatment – described as “adaptive behavior services” in the **CPT® code book**. Adaptive behavior services address deficient adaptive behaviors (e.g., instruction following, verbal and nonverbal communication, imitation, play and leisure, social interactions, self-care, daily living, personal safety skills) or maladaptive behaviors (e.g., repetitive and stereotypic behaviors; behaviors that risk physical harm to the patient, others, and/or property). Guidance on the use of these codes is available in the November 2018 **CPT® Assistant newsletter** published by the AMA. The codes and their descriptors are below.

### Adaptive Behavior Assessment

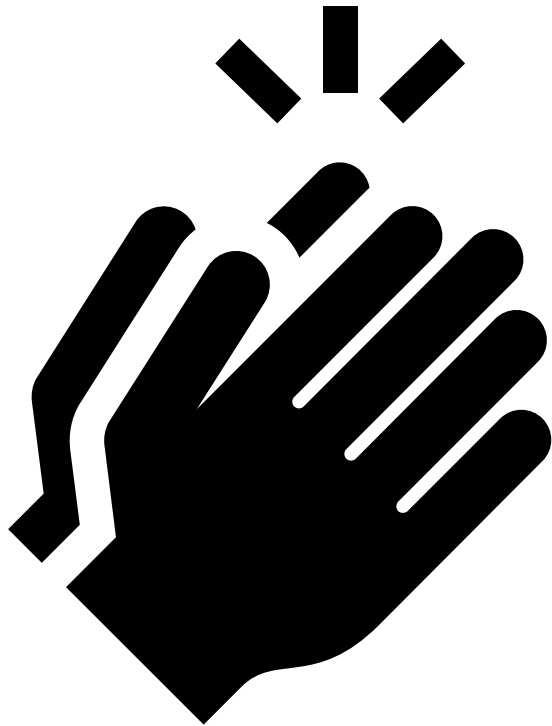
#### Category I

**97151.** Behavior identification assessment, administered by a physician or other qualified health care professional, each 15 minutes of the physician's or other qualified health care professional's time face-to-face with patient and/or guardian(s)/caregiver(s) administering assessments and discussing findings and recommendations, and non-face-to-face analyzing past data, scoring/interpreting the assessment, and preparing the report/treatment plan

**97152.** Behavior identification supporting assessment, administered by one technician under the direction of a physician or other qualified health care professional, face-to-face with the patient, each 15 minutes

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# Access Survey Results



Thank you for completing the Access Surveys 2x/month. Families, other providers, and our counties have shared how helpful it is. The survey on the 15<sup>th</sup> provides helpful data around the system needs.

# Access Survey Completion



For the past 2 months, we have an average completion rate of **74%**.

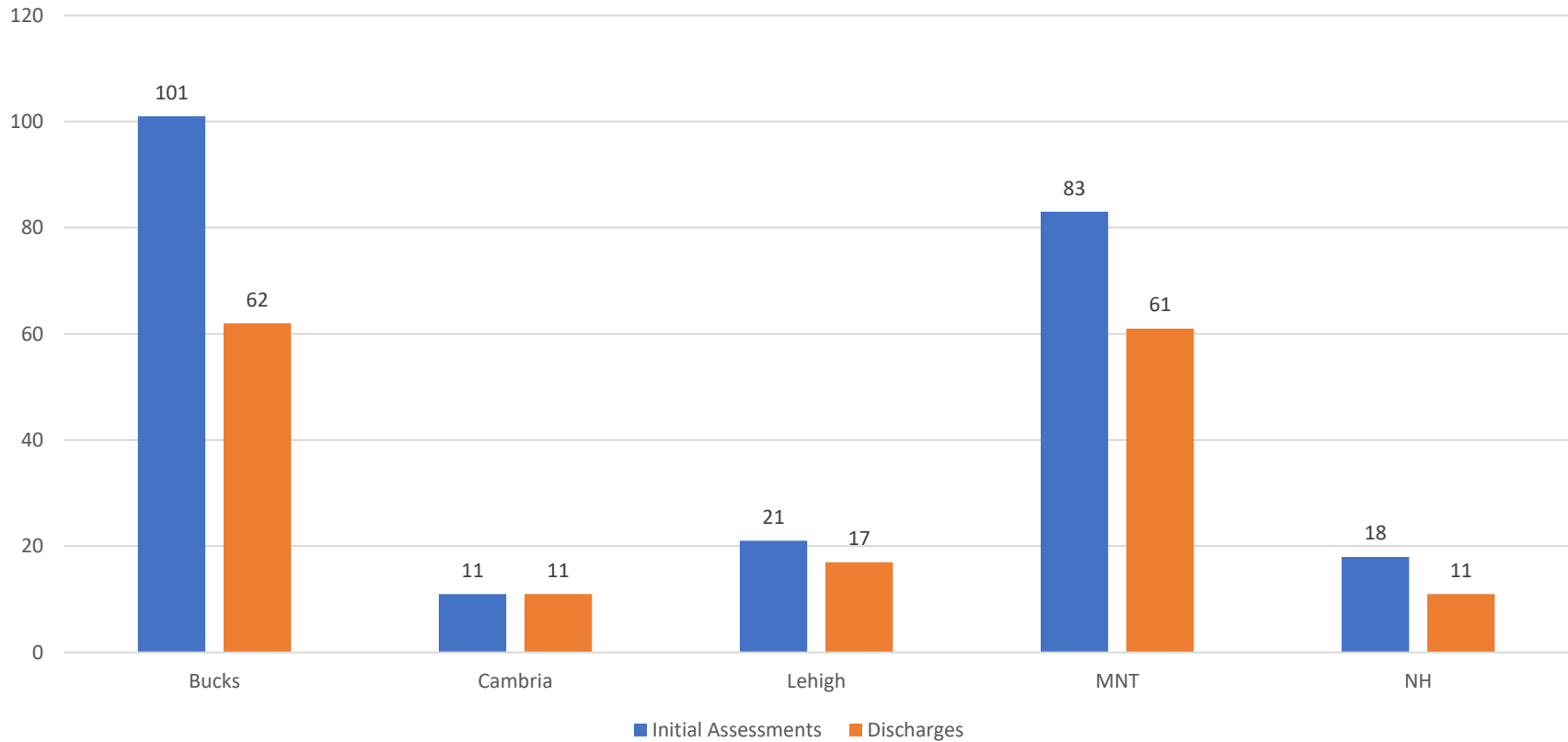
For the past 2 months, these providers have completed **100%** of the surveys:

ABA Consultants	Children's Behavioral	Neurabilities
Access SE	DVCC	Nulton
Access LV	Early Autism	PA Mentor
Acclaim Autism	Glenn Koch	Penn Psychiatric
Aspire Child & Fam	Indian Creek	Penndel
Attain	Kidology	Potential Inc
Backyard Treehouse	KidsPeace	Redco
Bethanna	Lehigh University	Stepping Stones
Brandstein Family	Lenape Valley	Team Counseling
Building Blocks	MCC	TW Ponessa
Central	Milestone	Vision
CFF	Network for Bx Change	



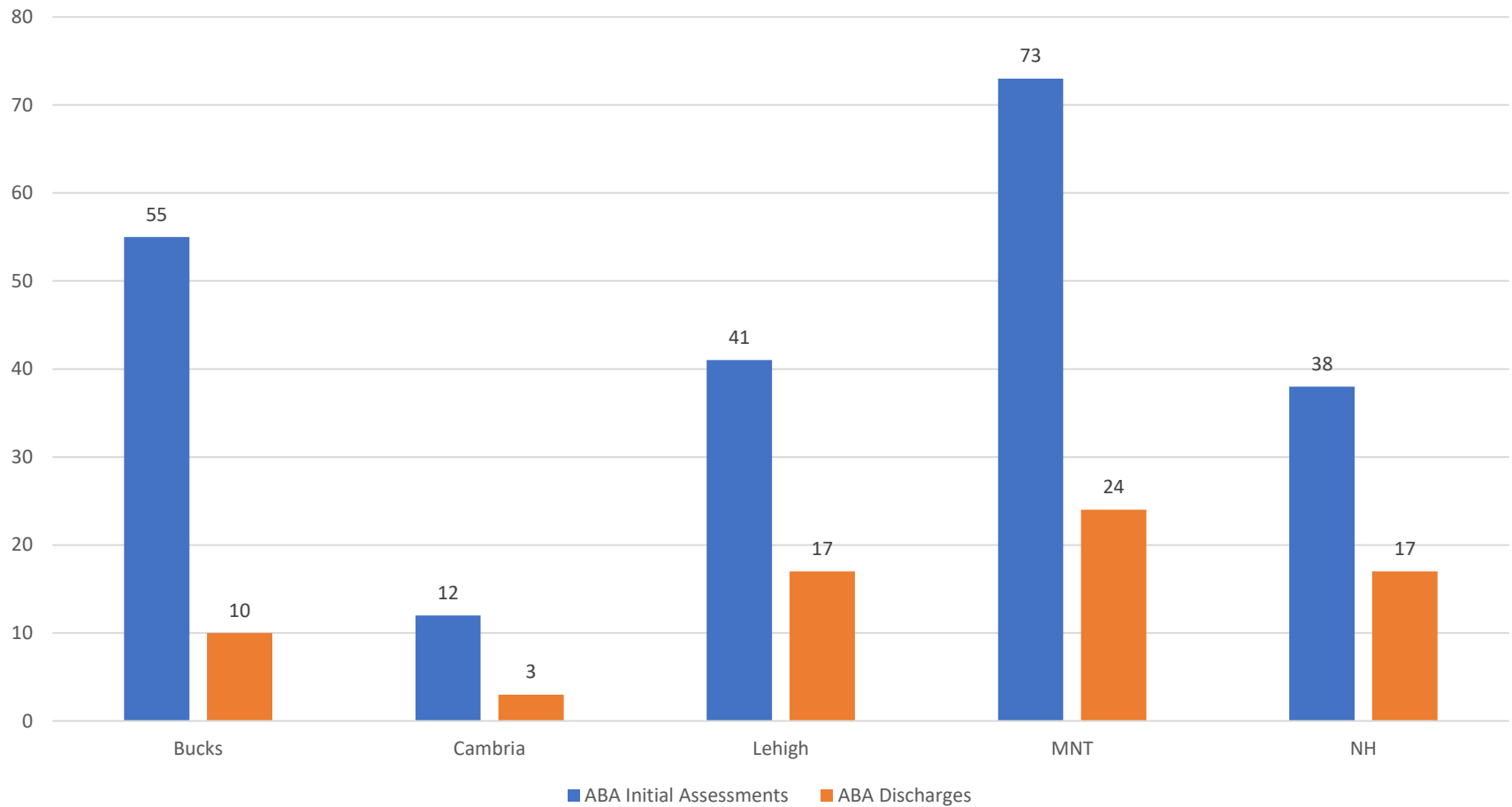


## Individual Initial Assessments vs Discharges Q2 2022



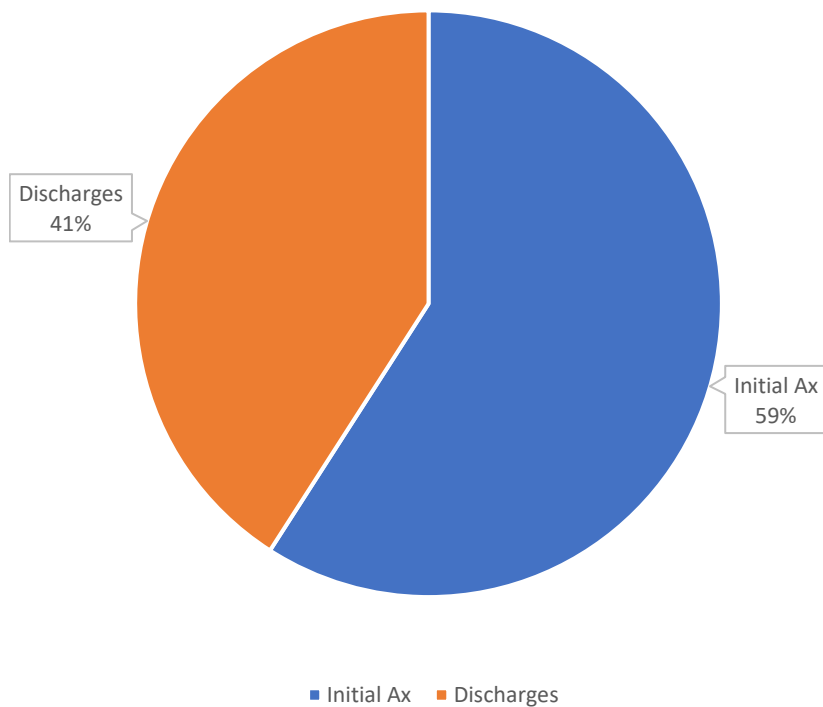


## ABA - Initial Assessments vs Discharges Q2 2022

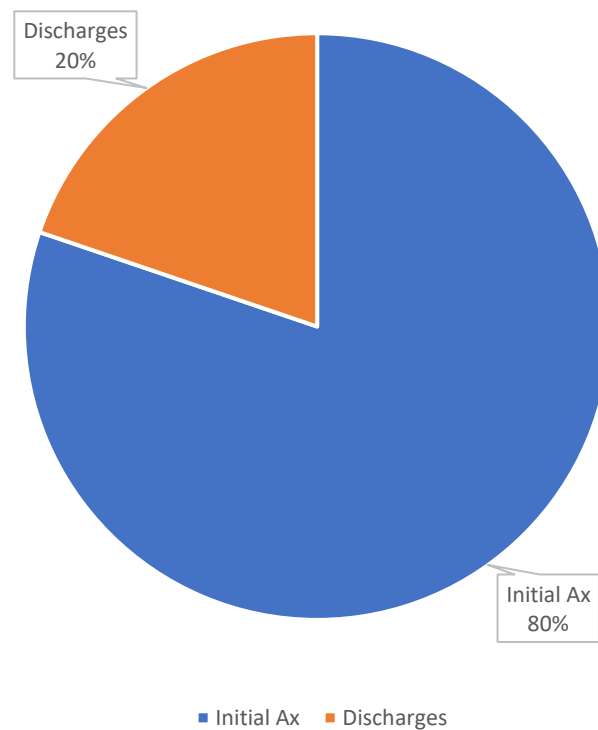




Individual Services Initial Ax vs Discharge  
All Counties Q2 2022



ABA Services Initial Ax vs Discharge  
All Counties Q2 2022

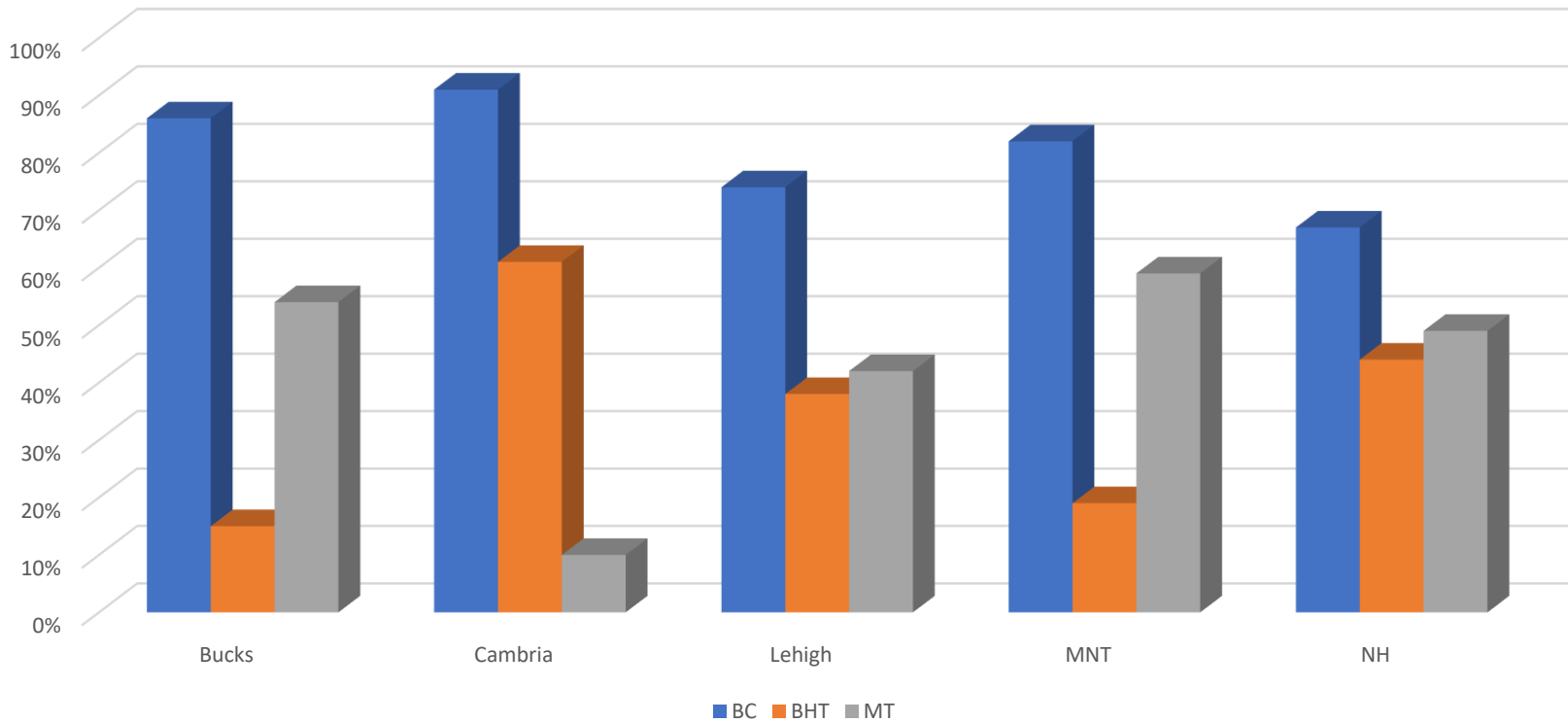


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# Magellan's Data Driven Process Updates

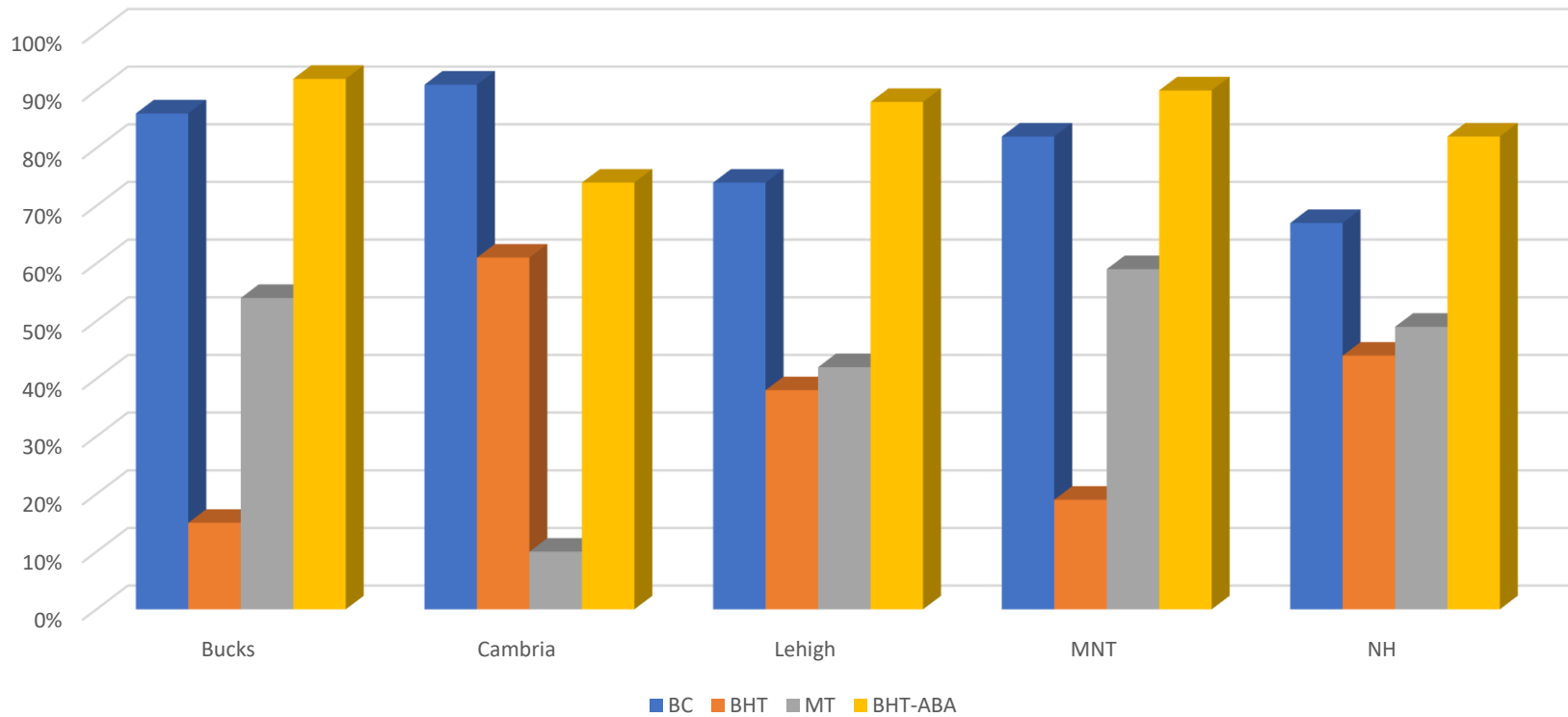


Percentage of Individual Service Type per County  
1/1-6/30/22



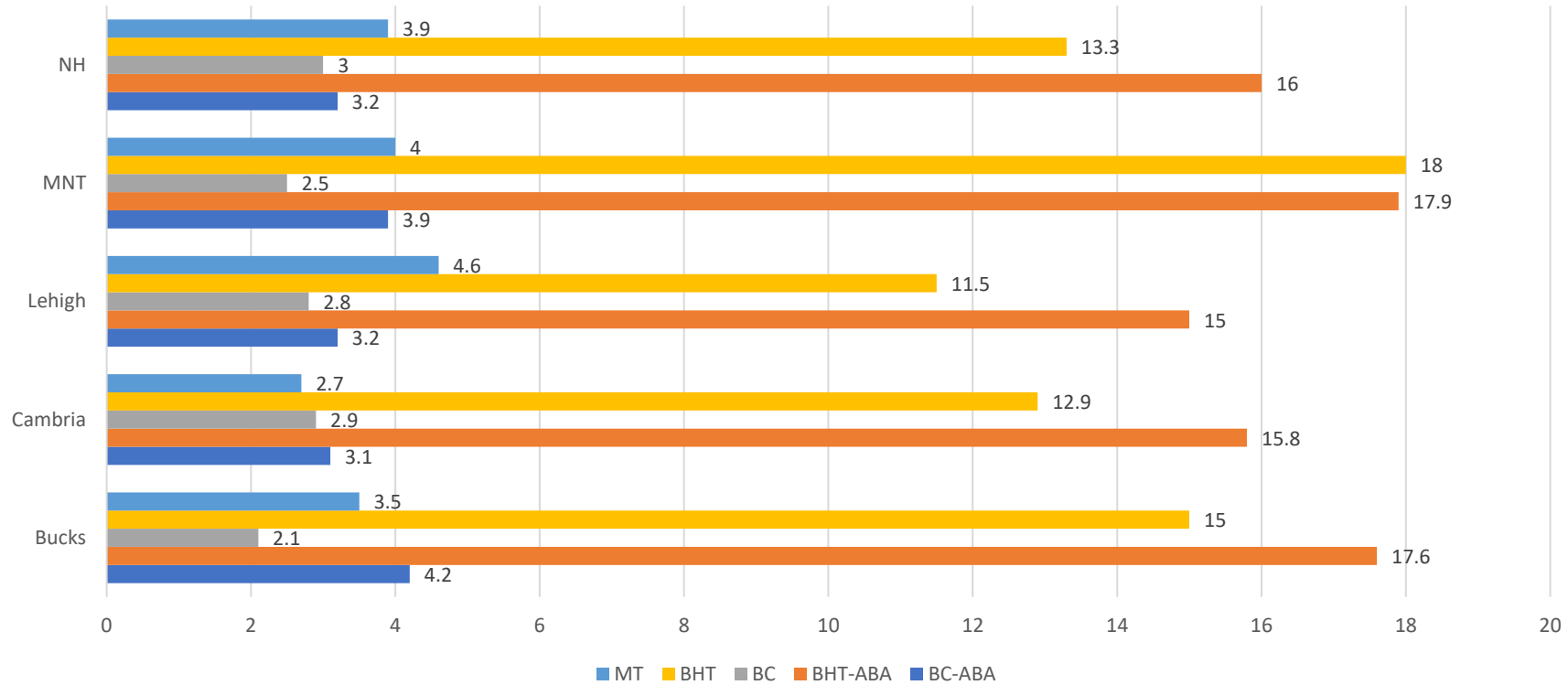


Percentage of Service Type per County  
1/1-6/30/22





### Average Hours per Week by Service Type 1/1-6/30/2022



## Q1 Clinical Measurement Tool



Row Labels	Count of Provider	Sum of # of Records Reviewed
Buc	26	116
Cambria	6	23
DEL	11	38
Lehigh	15	53
MNT	35	129
NH	14	46
Grand Total	107	405



# Q1 Clinical Measurement Tool - Results



Row Labels	Average of Written Order	Average of Assessment	Average of Individual Tx Plan	Average of Coordination of Care	Average of CANS	Average of IBHS MNG	Average of Overall Total
Buc	91.47%	79.68%	65.85%	63.44%	78.14%	85.39%	75.0%
Cambria	90.52%	68.88%	62.60%	78.90%	81.80%	74.32%	69.0%
DEL	95.62%	69.83%	66.28%	52.30%	88.49%	74.28%	70.8%
Lehigh	95.42%	70.35%	67.15%	64.63%	75.50%	85.55%	71.8%
MNT	94.79%	74.53%	68.38%	60.68%	69.75%	76.71%	73.0%
NH	91.11%	71.87%	61.40%	72.00%	65.39%	74.90%	69.7%
Grand Total	93.44%	74.03%	66.14%	63.57%	74.45%	79.35%	72.4%

# 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.

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# Upcoming Forums & Technical Assistance



# 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:** Friday, August 19, 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 8/19/22 session](#)

# Dr Siegler's Next Best Practices' Training



Magellan Behavioral Health of Pennsylvania (Magellan), on behalf of Bucks, Cambria, Lehigh, Montgomery, and Northampton Counties, invites you to attend:

## **BEST PRACTICES IN COORDINATED CARE FOR INDIVIDUALS LIVING WITH INTELLECTUAL DISABILITIES**

**Date:** Thursday, September 15, 2022

**Time:** 1:00 P.M – 2:30 P.M.

**Location:** Zoom

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

[Please Register Here](#)

# Magellan's MY LIFE



## **Youth Involvement: Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE)**

Magellan is dedicated to helping to improve the lives of youth in Pennsylvania.

### **What is MY LIFE?**

Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) is made up of youth between the ages of 13 and 23 who have experience with the following issues:

- Mental health
- Substance use
- Juvenile justice
- Foster care

It was founded in Arizona in 2008. The group focuses on important issues affecting youth through regular meetings, special events, presentations and performances.

MY LIFE is helping to improve the lives of youth between the ages of 13 and 23 who are dealing with issues related to mental health, substance use, foster care and juvenile justice. It gives youth the chance to become leaders in their communities. Magellan Behavioral Health of Pennsylvania has partnered with Bucks, Cambria, Lehigh, Montgomery and Northampton counties to host MY LIFE groups in these counties.

<https://www.magellanofpa.com/for-members/community/my-life/>

# Magellan's MY LIFE



## Who can join MY LIFE?

- People ages 13 to 23 years old.
- Has experience with mental health, substance use, juvenile justice and/or foster care-related issues.

We welcome youth who have these challenges themselves. We also welcome youth who have a family member or friend experiencing these challenges. No application is needed to join this group. Any youth who attends a meeting or an event is considered a MY LIFE member.

## Why join MY LIFE?

- MY LIFE is a group where youth can:
- Feel supported.
- Make friends.
- Have fun.
- Show off their talents.
- Learn about topics that are important to them.

<https://www.magellanofpa.com/for-members/community/my-life/>





**Wednesday, October 26, 2022, 1:00 to 2:30 P.M. Via Zoom**

**Register in advance for this meeting:**

[https://magellanhealth.zoom.us/meeting/register/tJ0uce6gpj0rEt3B3fdgLUJDtGbcctm\\_eGdR5](https://magellanhealth.zoom.us/meeting/register/tJ0uce6gpj0rEt3B3fdgLUJDtGbcctm_eGdR5)

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

**No invites are sent. This info can always be found at the bottom of our**

**IBHS provider webpage:**

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



# Questions?



**Thank you!**

# Confidentiality Statement for Providers



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