Welcome to the Magellan Provider IBHS Workgroup

APRIL 27, 2023

Magellan **HEALTHCARE**®

Welcome and Opening Remarks
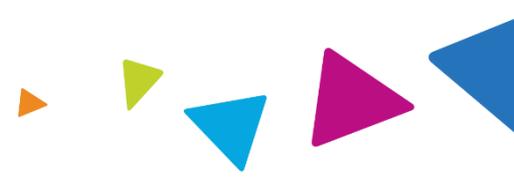
Agenda

➤Updates from OMHSAS

➤Magellan Authorization System

➤Network Updates

➤Autism Acceptance Month

➤Clinical Tidbits

➤Magellan's Data Driven Process 2023

➤OMHSAS Quarterly Report Q4 2022

➤Upcoming Forums, Technical Assistance, and Resources

➤Questions

Magellan
HEALTHCARE.

Updates from OMHSAS

Act 65 Bulletin

Consent for Mental Health Treatment for Minors

- Act 65 Bulletin was released.

- OMHSAS hopes this helps with consent questions.

- Per OMHSAS, the overall intent says if one party consents then treatment can begin.

Resource page: https://www.dhs.pa.gov/Services/Mental-Health-In-PA/Pages/Act-147-of-2004.aspx

Licensing Visits

"We just had our licensing visit by the state and

we didn't get this feedback from them."

Licensing is looking at the minimum standards.

BH-MCOs may have a higher expectation than the minimum and tend to be looking at things in more of a clinical nature.
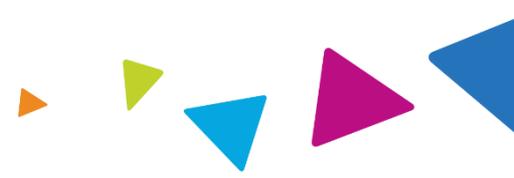
Magellan
HEALTHCARE.

Magellan Authorization System

GOING LIVE MAY 1, 2023

Place of Service (POS)

This member's BC/BC-ABA and BHT/BHT-ABA delivers services in more than one Place of Service (POS). Which POS do I choose?
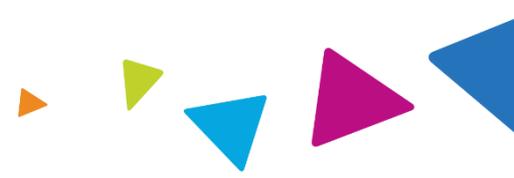
If more than one Place of Service code applies to the authorization request, select the one that best fits.

What if we need a 30-day extension?

- This can be entered online as "Extend/Concurrent Review" request

- At least 1 unit needs to be requested

Why might my auth status still say "pending" after 48 business hours have passed?

- Check to see if your agency has received a Request for Additional Information

- There are no changes to Magellan's timeframes. Magellan has 48 hours to send a Request for Additional Information (RAI) request to the provider. Once the full RAI response is received, Magellan has 2 business days to make a decision.

- If an RAI is not sent, Magellan has 2 business day to make an MNC determination.

Magellan HEALTHCARE.

What provider information will I need to submit an online authorization request?

- You will be asked to find the provider in a search.

- The search will ask you to enter the Provider name or NPI#.

- If you search by provider name, you will need additional information in order to correctly identify your specific agency. Helpful info to have would be:
  - Provider ID (MIS#) – Once you search by provider NPI#, please pick the Provider ID# which matches the TAR and servicing address consistent with your contract.
  - TIN #
  - Servicing Address

Magellan HEALTHCARE.

Is it possible for my agency to be the requesting and servicing provider?
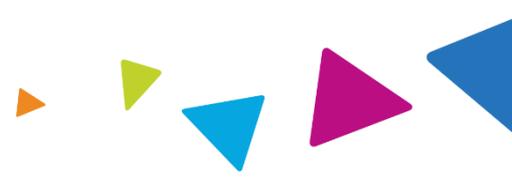
Yes, and in fact most of the time this will likely be the case for the requests you are submitting.

Magellan
HEALTHCARE.

How to submit a request for more than 1 service per member? (BC, BHT, & MT or BC-ABA and BHT-ABA)
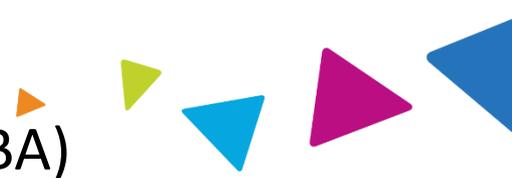
- Once you complete the Authorization Details screen, the Services screen displays.

- Hit "Add Service"

- Proceed to "Create Service/Procedure Behavioral Health Authorization" screen

- Answer the prompts from there with the next service being requested

Magellan
HEALTHCARE.

More than 999 units need to be requested
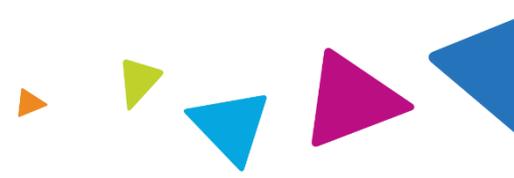
- If the request is for greater than 999 units, you will need to enter the excess units later in the process.

- Enter 999 in the Requested Units field and follow the steps to Add a Service.

- **NOTE:** If the request is for greater than 999 units, the excess units will need to be added as a second service request.

- Ex. BHT-ABA (97152 HO) requesting 1050 units for 1/1-6/1/2023.
  - BHT-ABA (97152 HO) request for 999 units for 1/1-6/1/2023
  - Add A Service
  - Request BHT-ABA (97152 HO) for 51 units for 1/1-6/1/2023

Submit via online authorization system…

- Initial assessment request

- Initial service packet request

- Concurrent service packet request

- 30-day extension request

Magellan
HEALTHCARE.

Submit via FAX…
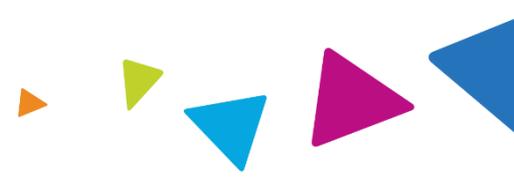
- Changes to service hours or settings in the middle of an authorization

- Error corrections

- Initial packets which your agency is not planning to staff (unassigned authorization)

- Transfer packets

- Change in county authorizations

Magellan
HEALTHCARE.

Helpful Hints

- CANS will still be completed by clinicians on mp.com

- Discharges will still be submitted online.

- Once a provider submits an auth request, you cannot go back and add additional attachments to the request.

- Please make sure the people submitting your authorization requests have Availity log ins in order for them to continue to submit these auth requests online under our new system.

Magellan is releasing a Magellan's Authorization System: Intensive Behavioral Health Services (IBHS) step by step guide for assistance specific to requests for this level of care.

Magellan
HEALTHCARE.

Helpful Resources…

- This portal is accessible through **Availity Essentials (go to Payer Spaces and select Magellan Healthcare, then select Authorizations)**. If you don't have an Availity Essentials account, visit **www.MagellanProvider.com/Availity** to learn more about registering and using the portal.

- **Self-Service Provider Training Materials are available at www.MagellanProvider.com/authsystem**: You will find written training materials and instructional videos. These primarily focus on step-by-step instructions and highlight benefits of using the new portal in lieu of the current method.

  - A set of videos providing general instructions for common functions is available (e.g., login, dashboard, general authorization submission, etc.).

  - Multiple scenario-specific documents show step-by-step instructions and guidance to submit or extend authorizations for a given clinical scenario.

  - A recording from our **March 22 webinar**.

  - A FAQ document created following the recent webinars is being finalized and will post soon.

Magellan
HEALTHCARE.

Even more helpful resources…
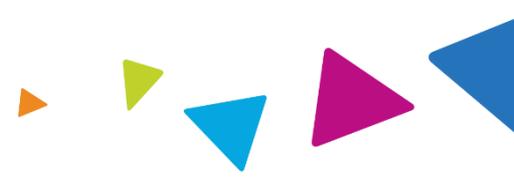
Magellan Technical Support: We anticipate that you will likely have questions following the launch on May 1. In order to provide helpful and real-time support, Magellan team members will be available during a series of Zoom sessions. Currently we have the following office hour meetings scheduled with zoom links available in each meeting time listed:

- **May 2 from 1-2 p.m.**

- **May 4 from 2-3 p.m.**

- **May 8 from 3-4 p.m.**

- **May 15 from 4-5 p.m.**

Network Updates

Network Team

Mitch Fash – Network Manager – MFash@magellanhealth.com

Jess Pearce – Sr. Network Management Specialist – Cambria County- jpearce@magellanhealth.com

Michael Ditty – Network Management Specialist – Lehigh/Northampton Counties -
 msditty@magellanhealth.com

Crystal Devine – Network Management Specialist – Montgomery County -
 cedevine@magellanhealth.com

Jessica Torano – Network Management Specialist – Bucks County - toranoj@magellanhealth.com

Jeff Stumm – Network Management Specialist – Contracts/Credentialing -
 jrstumm@magellanhealth.com

Alyssa Gorzelsky – Claims Resolution Specialist – amgorzelsky@magellanhealth.com

Magellan
HEALTHCARE.

Telehealth Code

On August 16, 2022, as a result of multiple requests for clarification regarding MA Bulletin OMHSAS-22-02, OMHSAS issued a [Telehealth Frequently Asked Questions](#) document.

In accordance with MA Bulletin OMHSAS-22-02, Magellan would like to advise providers that it is now able to accept informational modifier **FQ** when providing audio-only telehealth services. Effective for dates of service July 1, 2022, and beyond, providers should add informational modifier FQ in the last available position along with your current contracted code and modifier combination every time a service is provided over the telephone. Providers who offer services that currently require the use of four modifiers should continue to use those modifiers in accordance with your contract (four modifiers are the maximum allowable, so in this case, providers would not be able to utilize informational modifier FQ).

Magellan Updated Telehealth FAQ – October 6, 2022

https://www.magellanofpa.com/documents/2022/10/100622_telehealthfaq.pdf/

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.*

Magellan
HEALTHCARE.

New IBHS Group Process - Changes

- If your agency is interested in expanding the IBHS Services currently being provided under your Magellan contract to include Groups & ABA Groups, please email MBHInterestedProviderApplication@magellanhealth.com.

- Please identify your agency and note whether your agency is seeking to add:
  - ✓ IBHS Group
  - ✓ IBHS ABA Group
  - ✓ Both

Network will respond by sending a link via Docusign to be completed. This application will request submission of some documents for Magellan's review. Magellan will be asking your agency to submit a Group/ABA Group Service Description containing at minimum the following information: Address where group will occur, target population (including primary & MA secondary participants), clinical model of program, # of groups, size of each group, frequency of each group, length and frequency of sessions, open/closed enrollment, staff level of who will deliver the group service, family involvement in group service.

Once all the paperwork is received and reviewed, Magellan's clinical department will outreach to schedule a time to meet with your agency to verbally review and ask any outstanding questions. After, there is an internal, cross-department review process which will conclude with Magellan's decision and contracts as applicable.

Magellan
HEALTHCARE.

Provider Expansion or Provider Changes
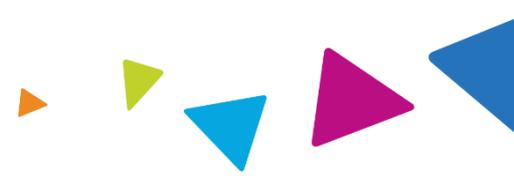
For Magellan, is your agency….?

❑ Moving locations

❑ Adding a new location

❑ Want to begin delivering 1:1 site-based services

❑ Want to begin delivering ABA Services or Individual Services

Please outreach Magellan's Network department identifying your expansion request or change to MBHInterestedProviderApplication@magellanhealth.com.

*Magellan should be notified prior to any changes as this can impact reimbursement.

Availability Contact Information

- Availity provider support is available via Availity Client Services (ACS):

- E-ticketing–Available 24/7 on https://www.availity.com.

- Chat –Available throughout the day via Community Support on https://www.availity.com.

- Phone–1.800.AVAILITY(282.4548) Monday-Friday 8a.m.-8p.m.ET

Network Reminders
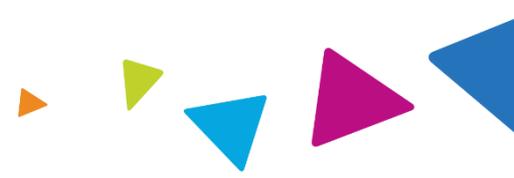
- Magellan Credentialing is updated every 3 years. Providers will be directly notified from Magellan with a recredentialing application 6 months prior to the recredentialing date.
    - Please make sure your contact information is updated via the Magellan Provider website to ensure the applications are sent to the correct person.

- Promise Medicaid Enrollment is due for revalidation every 5 years. This revalidation date is found directly on the Promise website.
    - Providers are encouraged to review this date and are responsible to revalidate as needed.
    - This is for all enrolled locations and for all provider type/specialty types
        - Example – individual 11/590, group 11/591, and ABA 11/592 are all individual provider type/specialty types.

    *Without active enrollment providers will be potentially affected with being reimbursed.

Autism Acceptance Month

Acceptance versus Awareness

Awareness:

"the quality or state of being aware: knowledge and understanding that something is happening or exists"- MW dictionary

Disease based language implying a cure needs to be found to resolve the condition and/or symptomology is seen as a weakness

Allows for stereotyping, fear, and pointing out differences in a negative light

Acceptance:

"the quality or state of being accepted or acceptable, the act of accepting something or someone: the fact of being accepted: approval" –MW dictionary

Understanding and welcoming based language to create an inclusive environment

Autistic driven approach to creating opportunities for advocacy and action to destigmatize and break down societal barriers

Acceptance versus Awareness

"I wish to live in a world where acceptance is not just the goal, but the reality. I want to live in a world where someone talking in the deficit model of awareness is regarded as uncomfortably out of touch with how things should be. This is my world too, and I want it to be filled with people who know that I am autistic and fantastic, not that I "have autism" and that is tragic. In my ideal world, flapping will be just as acceptable as smiling, earplugs will be a normal sight, AAC devices will be common and everyone will know how to converse with AAC users. In that world, neurodiversity will be just another way that people are unique, and everyone will agree that diversity is part of what makes the world so beautiful."- Kassiane S. (ASAN)

Read More Below:

Acceptance vs. Awareness - Autistic Self Advocacy Network (autisticadvocacy.org)

Acceptance is an Action: ASAN Statement on 10th Anniversary of AAM - Autistic Self Advocacy Network (autisticadvocacy.org)
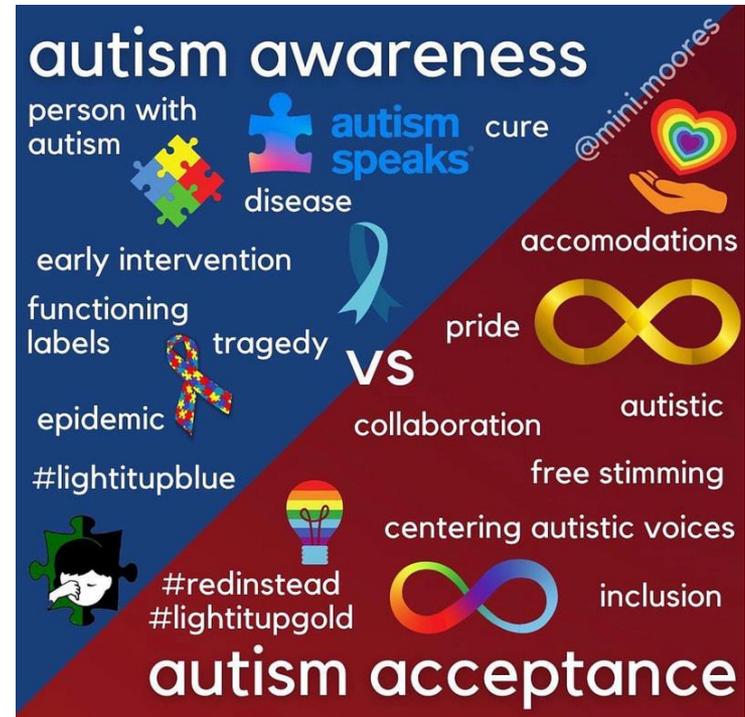
Get Involved & Show Support

- Unconditional acceptance of Autism
- Learn about Neurodiversity and educate yourself
- Connect with Autistic Individuals
- Identify yourself as an Autism Ally
- Do not use ableist language
- Support organizations that are run by Autistic individuals or partnered with Autistic Individuals
- Light it up "Red", "Gold", or with "Color"
- Acceptance cannot occur without Autistics

Awareness

Acceptance

Connection

Advocacy

Action

Autism Spectrum Disorder

Magellan
HEALTHCARE.

Clinical Tidbits
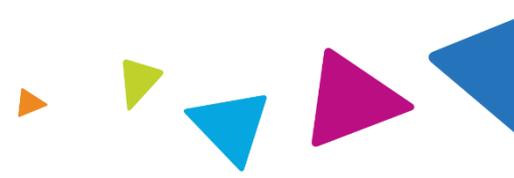
KUDOS

KUDOS
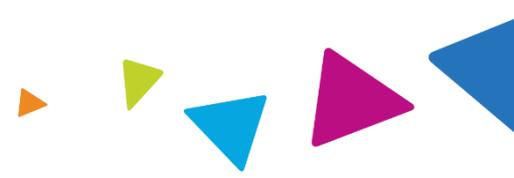
Ingrid Parker from Mind Well – organized and ran a successful Autism town hall in Norristown

ABA Support Services – Utilizing their ABA Pilot program to support a member with very intensive needs to remain in the community

Potential Inc – Excellent collaboration with Magellan around a group process issue

PA Mentor SE – Worked collaboratively to discuss, review and secure a plan for a member in need of support in order to return to the community.

To all the IBHS clinicians, supervisors, and case managers who continue to serve our members in a challenging, complex, and stressful time.

Magellan
HEALTHCARE.

Updated Written Order template

Updated March 9, 2023

Note change to setting column in Part B.

Part B: IBH Service Recommendation

PART B: *Directions: Please select the IBH Service Category or Categories, and the specific IBH Service Type(s) within each category that are medically necessary for the child, youth, or young adult based on symptom(s) and/or behavior(s) of concern. For each service type recommended, please indicate the maximum number of hours per month (or episode if relevant) based on severity of symptoms/behaviors, and the specific setting(s) in which treatment should occur. NOTE: All sections in the same row must be completed for a service to be appropriately authorized.*

Intensive Behavioral Health Service Categories	IBH Service Types		Maximum number of hours per month *(Note: The IBHS agency may provide less as clinically indicated)*	Settings in which treatment is necessary
IBHS Individual	☐	Behavior Consultant (BC)	Up to _____ hours per month	☐ Home ☐ School ☐ 1:1 Center-based ☐ Community (specify location): _____
	☐	Mobile Therapist (MT)	Up to _____ hours per month	
	☐	Behavioral Health Technician (BHT)	Up to _____ hours per month	
IBHS ABA	☐	Behavior Consultant – ABA (BC-ABA)	Up to _____ hours per month	☐ Home ☐ School ☐ 1:1 Center-based ☐ Community (specify location): _____
	☐	Behavioral Health Technician – ABA (BHT-ABA)	Up to _____ hours per month	
IBHS Group			Up to _____ hours per month	
IBHS ABA Group			Up to _____ hours per month	
IBHS Evidence-Based Therapy (EBT)	☐	Multisystemic Therapy (MST)	Up to _____ hours per month	☐ Home ☐ School ☐ 1:1 Center-based ☐ Community (specify location): _____
	☐	Functional Family Therapy (FFT) ** Only available in certain counties*	Up to _____ hours per month	
IBHS Specialty Program ** Not provided by all agencies and in all locations*		**Brief Treatment Model**		
	☐	Behavior Consulting	Up to _____ hours per month	
	☐	Mobile Therapy	Up to _____ hours per month	
	☐	**KidsPeace SITE**	Up to _____ hours per month	

Magellan HEALTHCARE.

Access Surveys

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

We recognize this is a valuable tool and continue to work to find efficiencies in the process to gather timely staffing abilities.

Packets into Summer & Next School Year
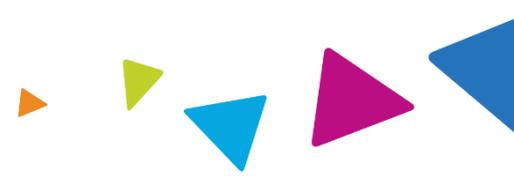
- Dates should reflect the end of the 2022-2023 school year, start of ESY, camps, etc., to accurately determine hours and corresponding units requested across services. For example, if submitting a concurrent authorization for a member whose has BHT during the school year; make sure to note the last day of school. If requesting BHT assistance within a summer camp setting, please note the exact dates this camp runs where BHT will be needed.   This will assist in accurately calculating the units needed for the authorization.

- Support these changes clinically in the packet request

- Be clear of what, where and when these changes will be taking place

Magellan
HEALTHCARE.

Quick Reminders:

- Please double check packet details like units, dates, required documents, etc. Corrections after a packet is submitted are much harder to correct and take a lot of time.

- Please submit discharges in a timely manner so auths can be closed.

- Make a note in packet if services are not being delivered in full or inconsistent to assist in seeing the full picture of impact of services.

OMHSAS Quarterly Report
Q4 2022

Non-ABA, Average Days

Q4 2022 Non-ABA			
	WO no ax – Mean days	Ax without tx Mean days	Ax to tx – Mean Days
Bucks	36.2	17.9	15.8
Cambria	0	17.5	20
Lehigh	42.8	14.1	9.3
MNT	13.6	22.8	11.7
Northampton	53.5	23.8	8.5

ABA, Average Days

Q4 2022 ABA	WO no ax – Mean days	Ax without tx - Mean days	Ax to tx – Mean days
Bucks	24	15.6	20.7
Cambria	0	36	7
Lehigh	26.3	21.9	21.9
MNT	0	22.8	24
Northampton	100.2	28.3	18.7

Individual Treatment Started During Q4 2022

Total # of Members who started Individual IBHS treatment

during Quarter 4 2022:

125

Bucks 40

Cambria 9

Lehigh 21

Montgomery 35

Northampton 20

ABA Treatment Started During Q4 2022

Total # of Members who started ABA IBHS treatment

during Quarter 4 2022:

49

Bucks 7

Cambria 1

Lehigh 16

Montgomery 10

Northampton 15

Clinical Measurement Tools & Collaborative Case Reviews 2023

Q1 & Q2 2023	Providers A-I	Providers J-Z
Clinical Measurement Tool	Q1	Q2
Collaborative Case Reviews based on Outlier data	Q2	Q1
Collaborative Case Reviews based Clinical Measurement Tool	Q2	*Q3*
Q3 & Q4 2023	Providers A-I	Providers J-Z
Clinical Measurement Tool	Q3	Q4
Collaborative Case Reviews based on Outlier data	Q4	Q3
Collaborative Case Reviews based Clinical Measurement Tool	Q4	*Q1 2024*

Magellan HEALTHCARE.

Clinical Measurement Tool Q1 – Providers A-I

Row Labels	Average of Written Order	Average of Assessment	Average of Individual Tx Plan	Average of CANS	Average of Coordination of Care	Average of IBHS MNG	Average of Overall Total
Q3 2022	92.4%	67.2%	62.2%	76.2%	44.3%	81.2%	66.9%
Q1 2023	94.2%	73.7%	65.7%	79.5%	40.0%	80.5%	71.4%
Grand Total	92.9%	72.0%	65.0%	77.1%	51.6%	81.2%	70.6%

Upcoming Forums,
Technical Assistance & Resources

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.

There will be registration. Keep your eyes out for upcoming flyer.

Magellan
HEALTHCARE.

Dr. Siegler's Next Best Practices' Training

Dr. Siegler will be offering a 2-part training on Suicide Risk Reduction.

Part 1 – Assessment & Crisis Planning – March 23, 2023 – Completed.

Part 2 – Suicide Risk Reduction Focused Treatment – June 15, 2023

*CEs offered.

August 3, 2023, 9:00 to 11:00 A.M. Via Zoom

Register in advance for this meeting:

https://magellanhealth.zoom.us/meeting/register/tJwrc-yrqDMsE90Q-KBzfA3S8bNnUHfEZweC

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/

Magellan HEALTHCARE.

Questions?

Magellan
HEALTHCARE.

Thank you!

Confidentiality statement

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.

The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.