

MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER

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MESSAGE TO PROVIDERS

Greetings,

It's been a busy year, ripe with new requirements, initiatives, and opportunities. In the first quarter of 2024, we'll evaluate our efforts from this year and build out further our key initiatives to continue to improve the quality of care for our shared members.

This edition's articles touch on many key initiatives for Magellan: trauma-informed care, focus on aftercare planning (FUH), evidence-based practices (EBP), clinical practice guidelines (CPG), and health equity. At Magellan, we're excited to have the opportunity to work so closely with our providers on these projects and priorities to improve our delivery system.

As we close out this year, we do so filled with gratitude. Thank you for your work with our members. You're regarded as an integral part of our quality team, making a difference in our communities and with each individual you encounter through your work. The quality improvement team at Magellan extends heartfelt wishes for happy holidays to all our readers.



Happy Holidays,

Maria Brachelli-Pigeon, LMFT, CPHQ,
Director, Quality Improvement

HOLIDAY EMOTIONAL WELLBEING



The last quarter of the year can be filled with fun and joyful moments. However, the holidays can also be a much busier time with additional responsibilities, events, and other stressors.

Stepping into this time, Magellan is sharing resources for holiday emotional well-being. As behavioral health providers, these resources can be meaningful both for you or for clients.

The following link [2023 Holiday Emotional Wellbeing | Magellan Healthcare](#) includes a holiday emotional wellbeing toolkit, a behavioral health resources hub, access to the "Protecting your emotional wellbeing this holiday season" webinar, and other resources.



FEATURED ARTICLE: THE IMPACT OF TRAUMA ON FOLLOW-UP RATES

Magellan tracks two very fundamental, nationally recognized indicators of member recovery: Follow-Up After Hospitalization for Mental Illness (FUH) and Follow-Up After High-Intensity Care for Substance Use Disorder (FUI). Follow-up appointment attendance, within 7 or 30 days after 24-hour care, lowers the risk of readmission to a 24-hour level of care and increases the likelihood of a continued recovery journey.

During an analysis of member FUH rates, Magellan discovered that members with trauma-related primary diagnoses (Post-Traumatic Stress Disorder, Acute Stress Disorder) show substantially lower FUH rates than members in other primary diagnostic categories. Similarly, Magellan and network providers have also noted that members with primary trauma-related diagnoses or members who score higher on trauma screening tools also show lower FUI rates.



A number of factors may contribute to this, including:

- Lack of trust in behavioral health providers, including feeling unsafe in treatment settings.
- Experiences with re-traumatization while in behavioral health treatment.
- Lack of consideration of a member’s trauma during discharge planning from 24-hour settings.
- Opportunities for improvement in trauma-informed, trauma-sensitive, and trauma-focused services, both in 24-hour settings and in community settings that provide follow-up care.



What can providers do to improve follow-up rates among members who have experienced significant trauma and to serve them better overall? The CDC and SAMHSA emphasize these six essential guiding principles to trauma-informed care:

- Safety (both physical and psychological)
- Trustworthiness & transparency
- Peer support
- Collaboration & mutuality
- Empowerment & choice
- Cultural, historical & gender issues

In addition to providing “trauma-informed” services, providers should also consider utilizing evidence-based practices for trauma or incorporating elements of these practices into their current array of interventions. Some of these evidence-based practices include:

- Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
- Eye Movement Desensitization and Reprocessing (EMDR)
- Seeking Safety
- The Trauma Recovery and Empowerment Model (TREM)
- Men’s Trauma Recovery and Empowerment Model (M-TREM)
- Prolonged Exposure Therapy (PET)
- Cognitive Processing Therapy (CPT)

See the Reader’s Nook for more resources on trauma-informed care.



READER’S NOOK

Tip 57 Trauma-Informed Care in Behavioral Health Services (SAMHSA)

<https://store.samhsa.gov/product/TIP-57-Trauma-Informed-Care-in-Behavioral-Health-Services/SMA14-4816>

Six Guiding Principles to a Trauma-Informed Approach (CDC)

https://www.cdc.gov/orr/infographics/6_principles_trauma_info.htm

Concept of Trauma and Guidance for a Trauma-Informed Approach (SAMHSA)

https://ncsacw.acf.hhs.gov/userfiles/files/SAMHSA_Trauma.pdf

Key Ingredients for Successful Trauma-Informed Care Implementation (Center for Health Care Strategies)

https://www.samhsa.gov/sites/default/files/programs_campaigns/childrens_mental_health/atc-whitepaper-040616.pdf

? FREQUENTLY RECEIVED QUESTION

Q: "Can I use Google Translate during sessions if my client or their family doesn't speak English?"

A: No. This is not best practice for interpretation needs and does not comply with requirements for contracted providers within Magellan's Network that accept Medicaid funding for services.

When oral interpretation is needed, all MA providers have a federal guideline to follow for the responsibility to provide interpretation service free of charge to individuals in service. The Pennsylvania bulletin that explains this requirement can be accessed [here](#).

Technology such as "google translate" may be helpful for travelers looking for quick access to translation of words. However, for healthcare professionals it is important that professional interpretation is involved to avoid any miscommunication.

Other reasons why interpretation access is important in behavioral health is that interpreters are able to convey tone, understand cultural implications, slang, metaphors and words in context.

To read more about language assistance services, trainings available for staff, and considerations for data equity, please see updates to resources available on the Quality Improvement section of the Provider page of magellanofpa.com. Click on "Cultural Competence and Health Equity" to see what's new.

RESOURCE REWIND: CPGs

Magellan has also adopted the following external Clinical Practice guidelines (CPGs) for Acute Stress Disorder & Post-Traumatic Stress Disorder. These are also linked on the Magellan provider website with Magellan's other CPGs:

- [The American Psychological Association \(APA\) Clinical Practice Guideline for the Treatment of Posttraumatic Stress Disorder \(PTSD\) in Adults \(2017\)](#)
- [The Department of Veterans Affairs / Department of Defense Clinical Practice Guideline for the Management of Posttraumatic Stress Disorder and Acute Stress Disorder \(2017\) \(PDF\)](#)

EVIDENCE BASED PRACTICE (EBP) ANNUAL SURVEY

Magellan has released the annual EBP survey. All providers are requested to respond to this survey. The total completion time should be less than five minutes.

Magellan recommends that a Clinical lead participate in the response, as the questions are focus on the evidence-based practices offered through your organization.

To respond, you'll need your TIN. If EBPs aren't consistently utilized across all counties, one response per provider is requested. If practices vary, then one survey response should be completed per county. The survey is available at the following [link](#).

UPCOMING: PROVIDER TOWN HALL

Magellan is hosting a virtual Provider Town Hall on December 6, 2023 at 2.00 p.m.

Please [register here](#) by December 4, 2023.

Presentations include:

- 2023/2024 key initiatives/updates
- COE guidelines
- Introduction to the Magellan Medical Team
- Evidence based practice survey
- POMS removal
- Enrollment reminders
- Provisional licensure communication
- Updating information for Providers

Who should attend?

Operations/Office Managers, QI/Compliance Officers, Clinical Leaders

FRONT END CUSTOMER SERVICE

For four years, Magellan has assessed the front-end customer service experience of outpatient Mental Health and Substance Use Disorder providers. Calls were placed within our network during regular business hours to replicate the experiences members seeking services encounter. Factors recorded and rated included call answer time, automated answering system ease of use (if present), the courtesy and professionalism of provider staff, and the timeliness of a return call when a message was left. The 2023 aggregate report results will be shared in the next Provider Town Hall, and providers included in the exercise will receive individual reports on their organizations' performance.

Strengths identified this year included:

- There was an increase in providers ensuring their directory information is correct and up to date.
- 86.4% of the providers phone numbers in the Magellan directory were correct.
- 87% of providers picked up phones within 3 rings
- 72.3% of the automated voice answering systems were rated as "easy" to navigate.
- 95.6% of the providers were rated "very courteous and professional."
- When providers returned calls, 90% did so the same day as our message.

Opportunities for Improvement identified included the following:

- In 10.2% of the calls, our caller was neither able to reach a live person nor leave a message.
- When we left a message, only 21.3% of providers returned our call.
- Some providers (27.7%) had automated voice messaging systems that might be challenging to members
 - Too many options
 - No clear option to set up an intake
 - No option to get a live person

General recommendations:

- Regularly update your information in the Magellan provider directory
 - Contact info, languages and specialties available.
- Members of provider leadership might call the organization's main number to hear the outgoing message and assess how complicated the automated voice system might be.
- Ensure that staff promptly return calls, especially from people seeking an initial intake.
- Seek feedback from your clients on their experiences with calling your organization, and their customer service experience.