

Welcome to the Magellan Provider IBHS Workgroup

APRIL 4, 2024

Magellan
HEALTHCARE®



Welcome and Opening Remarks

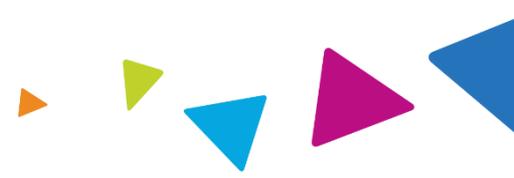
Agenda

- Updates from OMHSAS
- Provider Spotlights
- Network Updates
- Clinical Updates/Reminders
- Autism Acceptance Month
- Clinical Data
- Upcoming Forums, Technical Assistance, and Resources
- Questions



Updates from OMHSAS

Complex Needs: Current and Planned Efforts



PA Dept of Human Services (DHS) launched an initiative to better understand youth and their families' needs, develop recommendations to improve the systems of care, and build capacity.

[Complex Behavioral Health Blueprint \(pa.gov\)](#)

Blueprint Workgroup Report released...

[Youth-with-Complex-Needs-A-Blueprint-Workgroup-Report.pdf \(pa.gov\)](#)

SAVE THE DATE!



Building Youth Wellness & Resilience

Hosted By: PA Dept. of Human Services, Office of Mental Health and Substance Abuse Services, Bureau of Children's Behavioral Health Services; PA Care Partnership

Mark your calendars for the next Children's Interagency Conference! The conference provides an excellent opportunity for providers, county administrators, youth, family members, practitioners, and educators to learn about changing trends, promising and best practices, resources and various system of care activities across Pennsylvania. The conference will also add a national perspective on a variety of issues including government, family peer, early childhood, youth leadership, and school-based mental health.

More information on the agenda, CEUs, registration, exhibiting and sponsorship information will be available soon.

www.childrensinteragencyconference.org

Children's Interagency Conference

April 22-25, 2024

Conference Website

- [Home \(childrensinteragencyconference.org\)](http://childrensinteragencyconference.org)

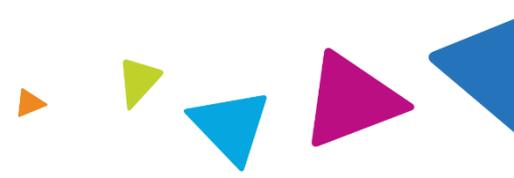


Provider Spotlights

Provider Spotlights



Provider Spotlights



Behavior Interventions – Valerie

- Handley Model

Creative Health Services – Frank

- Staff Mentor Program





Network Updates

Network Team



Mitch Fash – Sr. 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

Billing Usual & Customary



When submitting claims please use your usual and customary charges vs contracted amount.

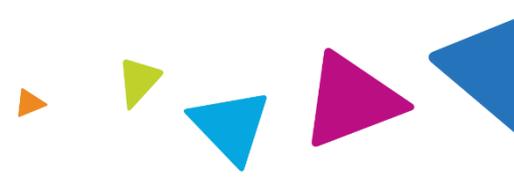
Why is this important?

When Magellan provides a rate increase, sometimes the rate increase will be effective prior to the rates being loaded into the system. If a provider bills above their contracted amount (U&C), Magellan will be able to adjust the claims without the provider needing to resubmit their claims again. If the claim billed is under the new amount Magellan will not be able to adjust to the new amount contracted.

With the most recent rate increases, it is important to check that current rates are paying at the higher amounts. Please verify all claims have been submitted with the higher contracted amounts. If claims were submitted and paid with a billed amount lower than your current contracted rates, you will need to resubmit for the higher amount.

Magellan is automatically sweeping claims to adjust to the higher amounts as long as they were billed at the new rates. No additional actions are needed by providers. Please be aware that this process will take some time to complete, but feel free to reach out with any questions.

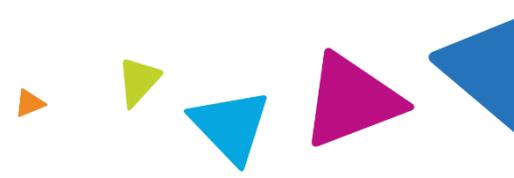
Billing Reminders



- Do not bill members home address or any location other than a contracted rendering service location. These locations are listed out on your contracts.
- Please bill with your contracted codes and modifies. Authorization codes may differ than what is listed on your fee schedule. Modifiers must be listed in the order that they show on the fee schedule.
- For any correct claims, it is required to resubmit with the original claim number.



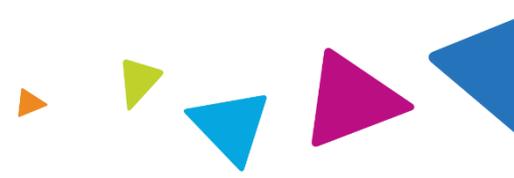
Satellite Sites & Licensing



- 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 as well as services being provided.
 - Example: Home, Community, and site based
- 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.***



New IBHS Group Process

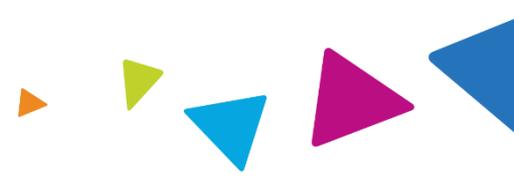


- If your agency is interested in expanding the IBHS Services currently being provided under your Magellan contract to include Groups & ABA Groups, please email MBHInterestedProviderApplication@magellanhealth.com.
- Please identify your agency and note whether your agency is seeking to add:
 - ✓ IBHS 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.

Provider Expansion or Provider Changes



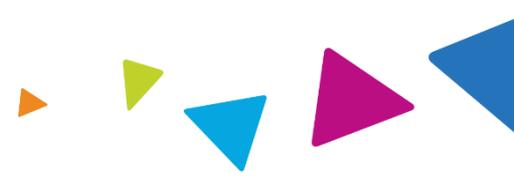
For Magellan, is your agency....?

- 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.**

Availity Contact Information

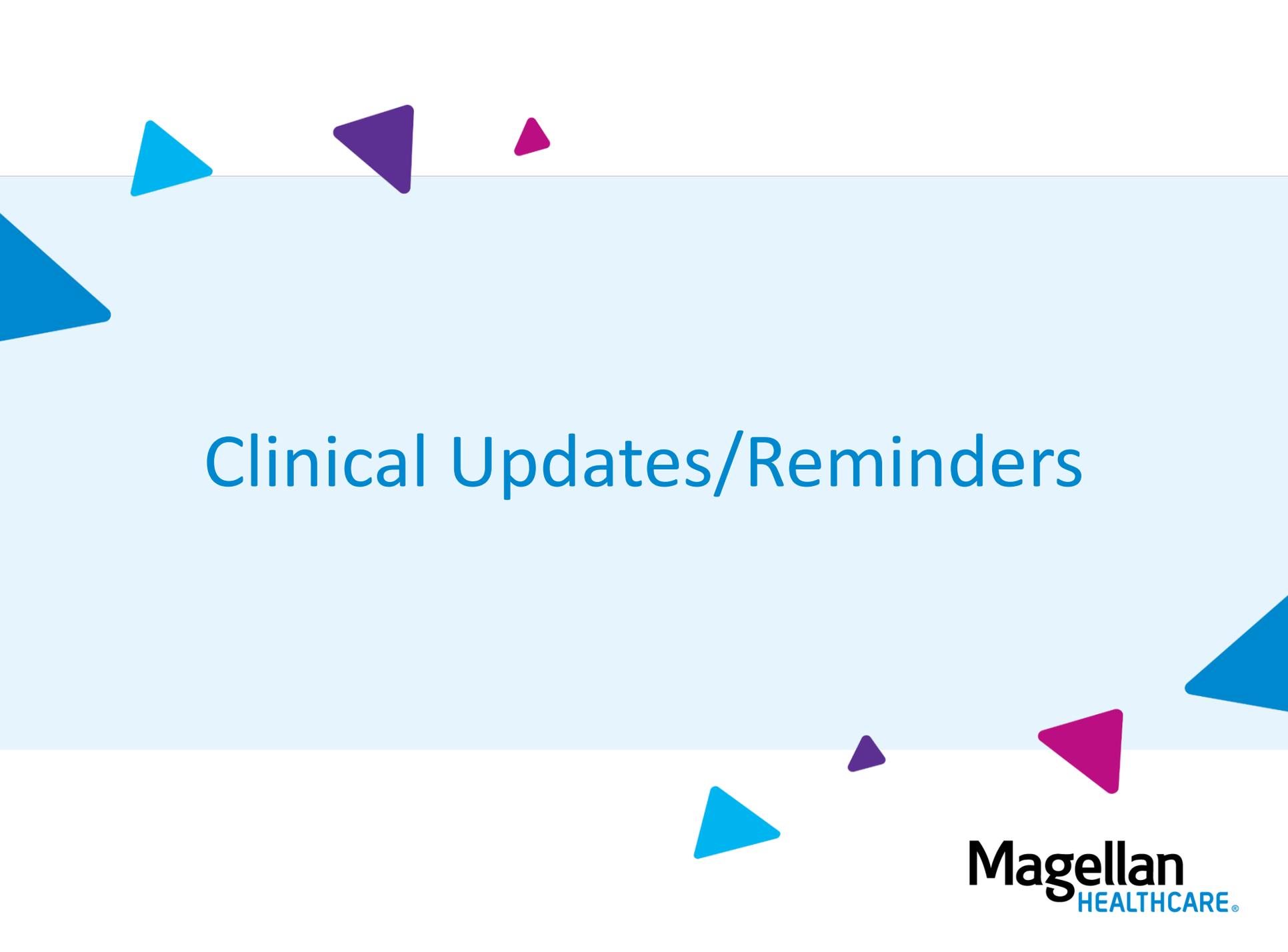


- Availity provider support is available via Availity Client Services (ACS):
- E-ticketing – Available 24/7 on <https://www.availity.com>.
- Chat – Available throughout the day via Community Support on <https://www.availity.com>.
- Phone –1.800.AVAILITY (282.4548) Monday-Friday 8a.m. - 8p.m.ET

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.



Clinical Updates/Reminders

Concurrent Issues in Online System



TruCare BH PROD Dashboard Members Tasks Providers Authorizations Scheduler Management

Authorizations

SUMMARY VIEW OP0124392677

Authorization # Authorization Type: All Include: Closed Voided

Date From Date To

Rx Authorizations are Disabled
Pharmacy Authorizations are not completed within TruCare.

Authorizations Summary

ASSIGN TO CASE ADD TASK LINK VIEW EDIT COPY VOID CLOSE REOPEN CREATE PDF

Authorization #	From Date	To Date	Servicing	Diagnosis	Diagnosis	Status	State	Case #	Updated L	Updated E
OP0124392677	03/15/2024	09/10/2024		Behavioral	F90.2	Partially Ap...	Open	-	03/14/2024	Caroline Sm...

VIEW EDIT VOID CREATE PDF

Line Item #	From Date	To Date	Stay Level	Service Type	Status (R/A/D)	Servicing Provider	Procedure Code
1-SP	03/15/2024	09/10/2024	-	Intensive Behaviora...	Approved (288/ 288/ 0)		97151HO
2-SP	03/15/2024	09/10/2024	-	Intensive Behaviora...	Pending (1661/ 0/ 0)		97152HO

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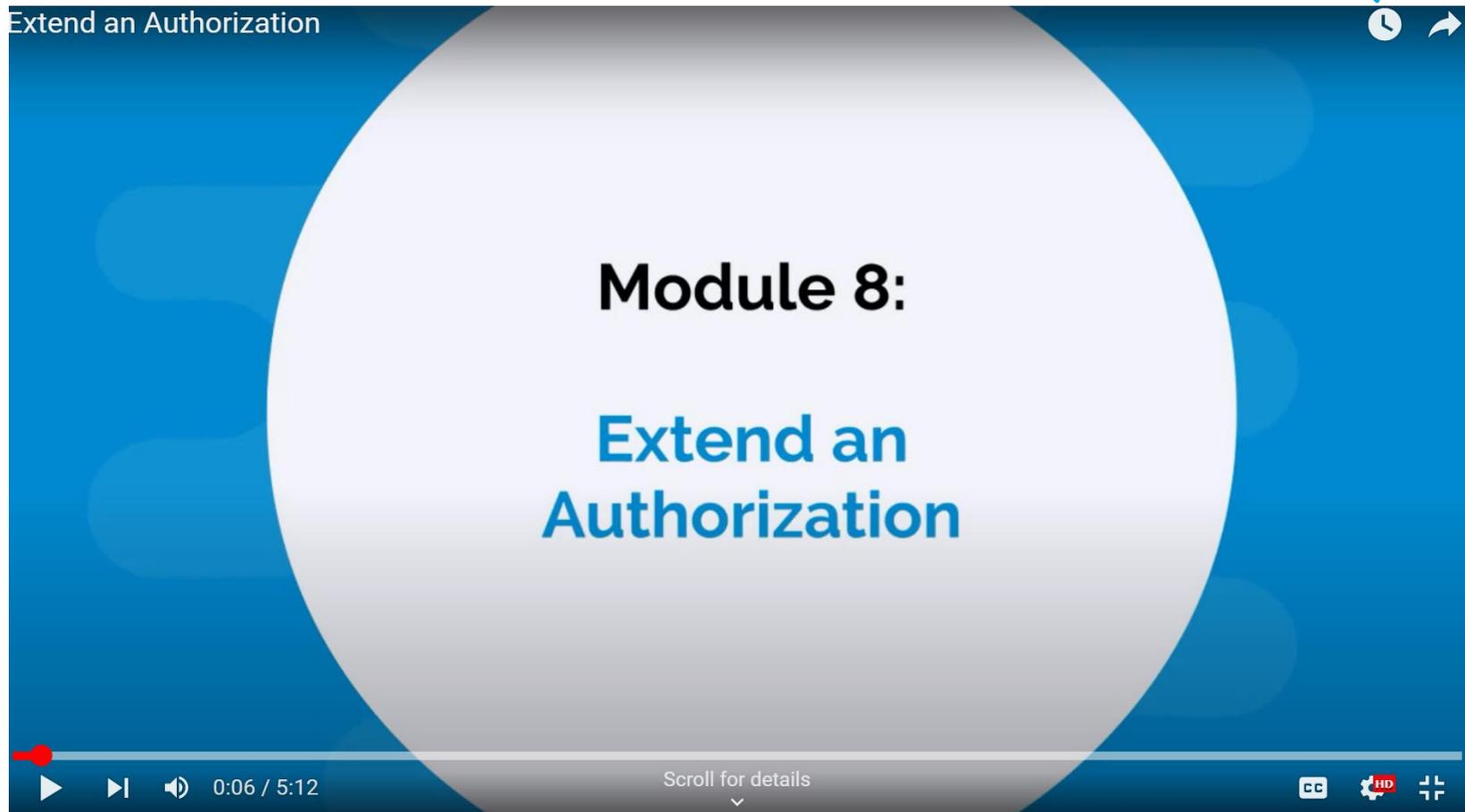
Authorization #	From Date	To Date	Servicing	Diagnosis	Diagnosis	Status	State	Case #	Updated L	Updated E
OP0124392677	11/07/2023	03/14/2024		Behavioral	F90.2	Approved	Open	-	11/03/2023	Heather Ch...

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Line Item #	From Date	To Date	Stay Level	Service Type	Status (R/A/D)	Servicing Provider	Procedure Code
1-SP	11/07/2023	03/14/2024	-	Intensive Behaviora...	Approved (206/ 206/ 0)		97151HO
2-SP	11/07/2023	03/14/2024	-	Intensive Behaviora...	Approved (1548/ 1548/ 0)		97152HO

Page 1 Rows 10 1 to 10 of 13

Submitting Concurrent Requests Online



[Video: Extend an Authorization \(youtube.com\)](#)

Step by Step Guide: [outpatientauth_extend.pdf \(magellanprovider.com\)](#)

“Extending” a Service/Procedure Authorization



1. Search for the authorization in the main Dashboard screen by entering the authorization number in the **Authorization Number** field.

Dashboard

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By

Member ID: _____ Authorization Number: **1** _____ Diagnosis Type: _____

Date of Service From Date: 03/08/2023 Date of Service To Date: _____ Inpatient Service Types: _____ Service/Procedure Service Types: _____

Include Closed Requested By Me

2 FILTER

2. Select the **FILTER** button.

3. Highlight the authorization, and then select the **ADD/EXTEND SERVICE** button.

RESULT: The **Services** screen will display.

Dashboard

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By: Include Closed: No | From Date: 03/08/2023 | Authorization Number: OPXXXXXXX359

Inpatient Authorizations Summary

Member Name	Authorization #	Determination Status	From Date	To Date	Servicing Facility	Diagnosis Code	State
No records found							

Service / Procedure Authorizations Summary

Member Name	Authorization #	Determination Status	Start Date	End Date	State
SIMPSON, RYAN R	OPXXXXXXX359	Approved	12/20/2022	03/20/2023	Open

3 ADD/EXTEND SERVICE

4. Select the **EXTEND** button once the authorization appears.

RESULT: The **Prescreen** section will display with pre-entered authorization information automatically populated. Only certain fields will be editable.

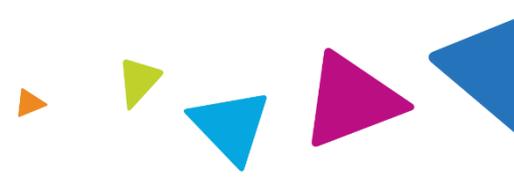
Extend Service/Procedure Behavioral Health Authorization

Prescreen | Authorization Details | Services | Confirmation

Service Type: Electroconvulsive Therapy (ECT) Procedure Code: ANESTHESIA ELECTROCONVULSIVE THERAPY (00104)

4 EXTEND

Finding Authorizations



To go in and check an authorization status from the main screen, go into...

REQUEST MEMBER CARE

The old process seems to work but it will not always be accurate so please go into Request Member Care to find the authorizations submitted through Availity.

Provider Search to View Authorizations



Provider Search

When you are on the **Prescreen** searching for the Servicing Provider (for outpatient service/procedure requests) or Servicing Facility (for inpatient requests), follow the steps below to complete a provider search:

- a. Type your agency's name. Click "**Search.**"

Search Provider

Provider Name

Provider NPI

- b. Click "**Go to Provider Search.**"

Provider Search Result(s)

The search results only include the first 50 providers. There are more providers, please refine your search criteria.

[Go to Provider Search](#)

Provider Search to View Authorizations



- c. **Provider ID field** = Type this number in the field. *(This is the number Magellan has commonly referred to as your agency's MIS Number.)*
- Narrow the search results by using the other fields including City and State. Enter your agency's city and state in the field and click "**Search.**"
 - If you get a message saying that there are no results, remove one of the filters.

The screenshot shows a 'Search Provider' form with the following fields and values:

Field	Value
Provider Name	
Provider NPI	
Provider ID	
Tax ID	
City	Warminster
State	PA

There are no results for the entered filters.

View Authorizations



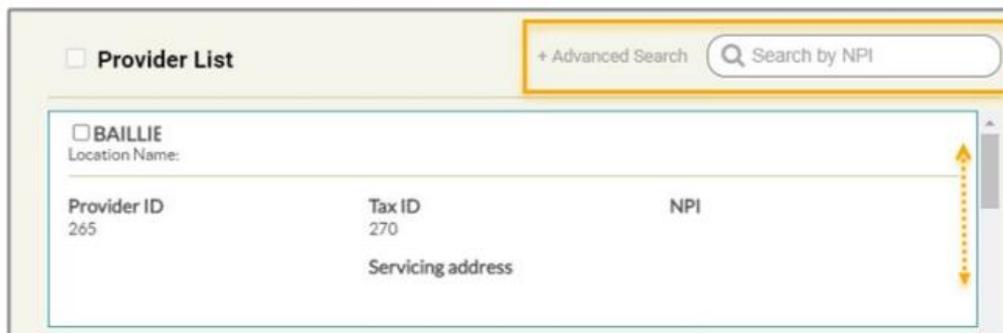
View All Authorizations for One Provider

To view all authorizations for a specific provider, you must first select the provider using the **Provider Filter** feature.

- a. Click on **PROVIDER FILTER**.



- b. Scroll to select the desired provider or perform a search using “Search by NPI” or the **Advanced Search** feature.



View Authorizations



- c. Click the box next the desired provider.

Provider ID	Tax ID	NPI
265	270	

Servicing address

- d. Select **“APPLY FILTER”** at the bottom of the window to see all applicable authorizations.

APPLY FILTER **RESET**

Provider Type



When choosing your Provider ID/Servicing agency in the online auth system, the "Type" should be... **ORGANIZATION**



Provider Search Result(s) [Go to Provider Search](#)

H
Location Name:

Provider ID	Tax ID	NPI
82		
Type Organization	Servicing address	

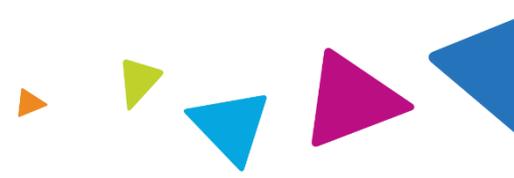
When the "Type" field displays "Group," that is likely the incorrect provider unless your contract is specific to a group. (IBHS providers will all be Organizations.)



Provider Search Result(s) [Go to Provider Search](#)

A
Location Name:

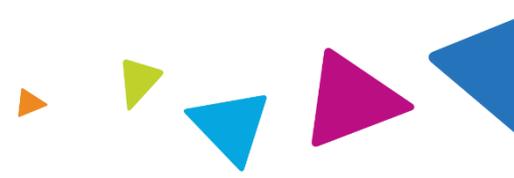
Provider ID	Tax ID	NPI
41		
Type Group	Servicing address	



Administrative Request – Can your agency explore ways to submit multiple packet documents as 1 file attachment?



Quick Reminder



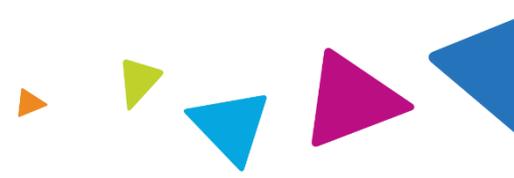
Care Managers are reporting an increase in online auth submission errors.

- Authorization start and end date
- Error with units
- Requesting the wrong service/procedure code

Please double check packet details and what is entered into the online auth system prior to submitting. Corrections after a packet is submitted are much harder to correct and take a lot of time. If errors are not caught, it could impact claims payments.



Authorization Edits



Once an authorization request is submitted to Magellan either online or via fax and then an error is found, please email IBHS@magellanhealth.com with the following information:

- Auth # (if already approved)
- Who submitted the auth request?
- Date of the auth request?
- What was the error?
- Reason for error?
- How was the error discovered?
- Are there denied claims as of result of this error?

When should I call to check on an authorization I recently submitted?



- Wait at least 2 business days from date of submission before getting concerned.
- Go online and view the authorization status after the 2 business days.
- If the auth status is still “Pending” after 2 business days, check to see if your agency has received a Request for Additional Information via fax from Magellan.

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.

- Please wait this allotted time and check the Online Authorization System **before** outreaching the Magellan Care Manager.



Barriers for Progress



What is preventing the treatment team from making progress on the member's treatment goals?

- The answer to this question should NOT be a diagnosis or the reason they are in treatment. For example, Autism diagnosis, being non-verbal, physical aggression, inattention, noncompliance.

Vacant Autism Care Manager (BCBA) position



Magellan continues to have an open position for a BCBA on our team. Please be patient with Emily, Ashley, Felicia and Sheera as they support our members and providers with 1 less team member until a new CM is hired.

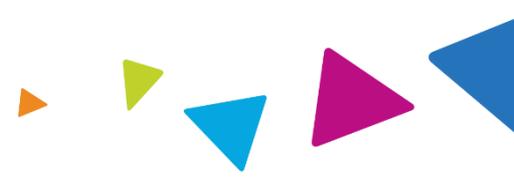
Please outreach Kristen or IBHS@magellanhealth.com for general questions or assistance as I try to support the team as well.

Link for details about this open position:

<https://careers.magellanhealth.com/us/en/job/R00000060362/Care-Manager-Autism-Pennsylvania>



Expectations around long trips/vacations



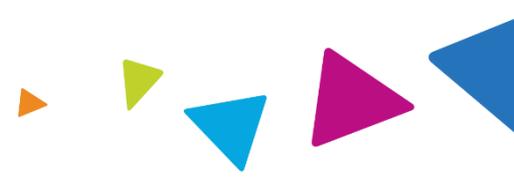
Things to consider when finding out a member will be away on a long trip/vacation...

- If the child has the capacity to handle the travel, changes in environment, and being without services for an extended period of time for example, it raises questions about the necessity of services.

In many of these situations, Magellan has observed:

- A large gap in data and information to support the MNC for continuity of care.

Magellan's role in ISPT meetings or consult calls



- Please consider and be able to identify why Magellan is being asked to attend?
- Why would Magellan ask to participate in an ISPT meeting? Often it is because we cannot tell what is happening in the service provision within the documentation. There may be a lack of collaboration or transfer of skills observed. Magellan's role would be to ask questions to help increase our understanding around these scenarios.
- We are not there to be the "bad guys." We are there to support providers, members and others to understand the service, ensure quality services are delivered, and gain information to assist us further in making medical necessity criteria decisions.



Packets into Summer & Next School Year



- Dates should reflect the end of the 2023-2024 school year, dates of ESY, camps, etc., to accurately determine hours and corresponding units requested across services. For example, if submitting a concurrent authorization for a member who 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 changes/increases in hours clinically in the packet request.
- Be clear of what, where and when these changes will be taking place. M-F? Hours per day? Might help to submit a schedule.
- Why would a kid need more support in a camp setting vs school classroom?
- If primarily supporting in school due to academic demands, why need support in social camp setting?
- Camps and schools who require full-time support does not meet Medical Necessity alone.
- The requests should be clear and the clinical rationale for the services/hours should be obvious in the paperwork.

Sample Assessment Recommendation



BC-ABA is recommending that Crystal receives 16 hours of BC-ABA per month across home and school settings. These hours will be transferable across setting with 6 hours located to home and 10 hours to school.

Additionally, BC-ABA is recommending Crystal receive 100 hours per month of BHT-ABA services within the school setting until 6/7/2024 which focus on decreasing aggression, elopement, and noncompliance and increasing various functionally equivalent behavior across settings.

In addition, reduce to 72 hours per month in the school setting as part of ESY Program with dates 7/5/24-7/26/24.

BC-ABA is recommending Crystal's home BHT-ABA hours be decreased from 40 to 25 hours per month.

Nice job, Matrix!

External Written Orders/Assessments - REVIEW



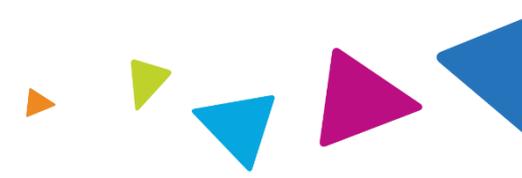
- IBHS OMHSAS report requires BH-MCOs to report any Written Orders or Assessments done outside of Magellan's billable codes. Ex. A WO completed by a Developmental Pediatrician.
- Please e-mail ibhs@magellanhealth.com the following information when you encounter a member with an external Written Order and/or when you have a member with an external WO/assessment (outside billable codes) and are awaiting treatment.

Member Name	Member ID	EXTERNAL SOURCE WO	NAME OF EXTERNAL SOURCE WO WRITER/ ORGANIZATION	COMPLETED WO/ASSESSMENT (EXTERNAL SOURCE) PENDING TREATMENT (YES/NO)	AGENCY NAME	AGENCY MIS
Maeve Whaland	MNT12345678	YES	CHOP	Yes	NeurAbilities	601453949



Autism Acceptance Month

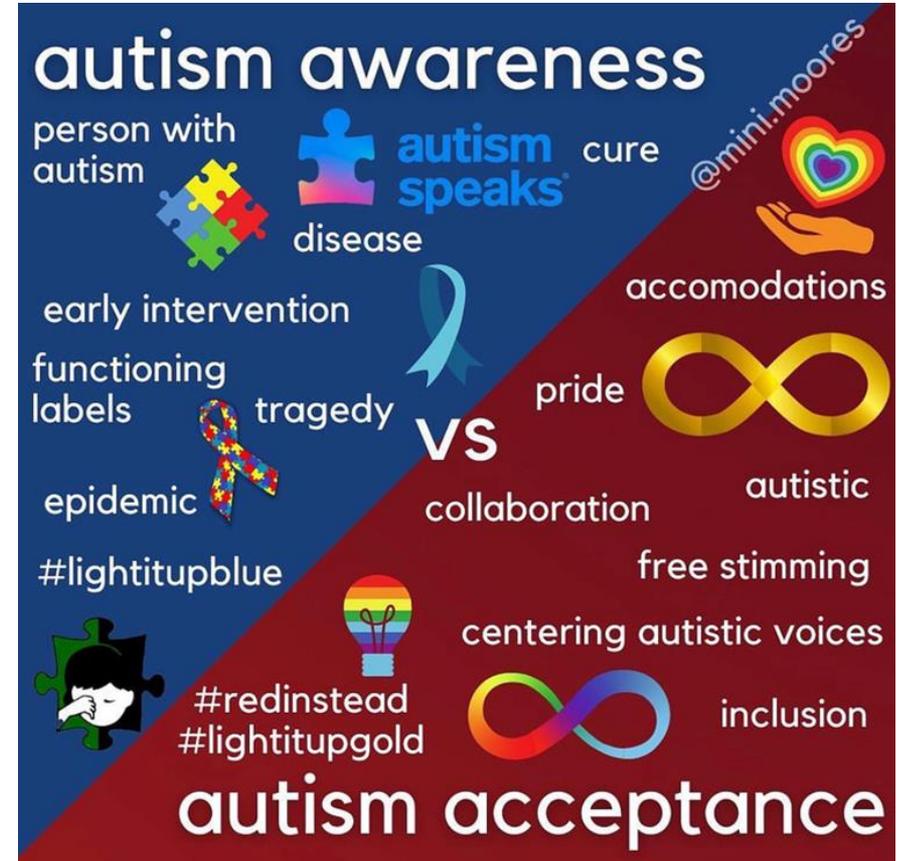
2024 Autism Acceptance Month



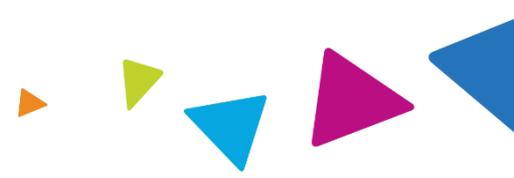
- *"Not About Us, Without Us!"*
- "I wish to live in a world where acceptance is not just the goal, but the reality. I want to live in a world where someone talking in the deficit model of awareness is regarded as uncomfortably out of touch with how things should be. This is my world too, and I want 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 \(autisticadvocacy.org\)](https://autisticadvocacy.org)
- [Acceptance is an Action: ASAN Statement on 10th Anniversary of AAM - Autistic Self Advocacy Network \(autisticadvocacy.org\)](https://autisticadvocacy.org)



2024 Autism Acceptance Month Resources



- Magellan of PA Autism Webpage: [Autism Resources | Magellan of PA](#)
- Magellan of PA ASD Clinical Practice Guidelines: [Clinical Practice Guidelines \(magellanprovider.com\)](#)
- Magellan Healthcare Autism Acceptance Resources: [Autism Acceptance | Magellan Healthcare](#)
 - Neurodiversity Flyer
 - Understanding Neurodiversity Flyer
 - Celebrating All Minds Flyer
 - Neurodivergent trailblazers
 - Neurodiversity Digital Signs
 - Neurodiversity Zoom Backgrounds



Autism Acceptance 2024- How to Get Involved



- ASERT Calendar: [Events — PAAutism.org, an ASERT Autism Resource Guide](#)
- April 21st at 10 AM: Autism Society Greater Philadelphia: Autism Acceptance Day at the Philadelphia Zoo
- April 26th from 12 PM-2 PM: Haven House Psych Rehab Open House
- The Goofy Gator Podcast, Gator Gossip: "Join us weekly for our new podcast, Gator Gossip, covering any and everything neurodivergent" hosted by Erin Farrell. Interviewees include people with Autism and people who work in the field
- Just Keep Stimming! Blog by Courtney Johnson, Autistic Adult & Disabilities Advocate: [About – Just Keep Stimming!](#)



Clinical Data

Q4 2023 Data for Providers J-Z on Clinical Measurement Tool

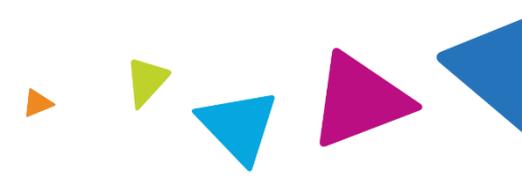


Overall Q4 2023 Provider Scores, Providers J-Z:

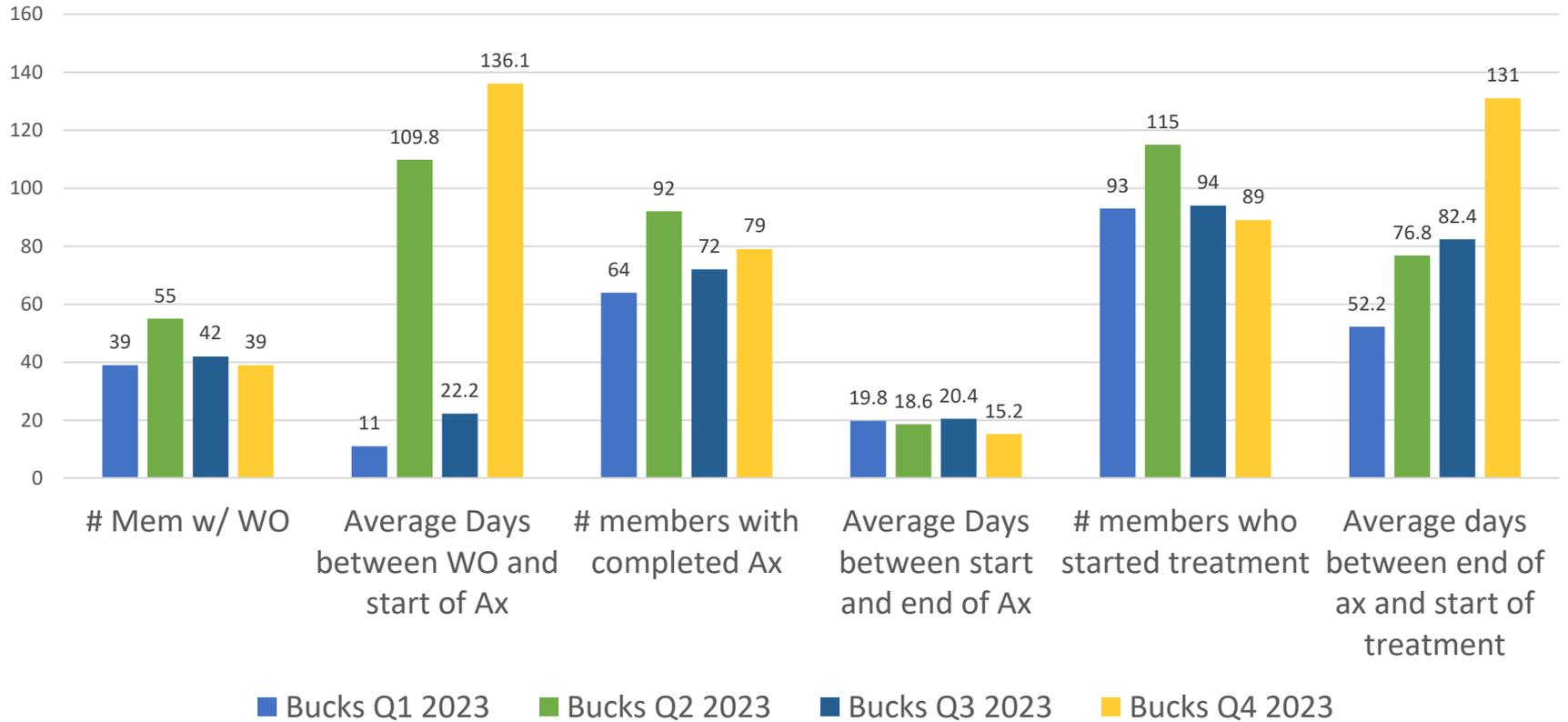
County	Written Order	Assessment	Individual Tx Plan	CANS	IBHS MNG	Overall Total
Bucks	94.17%	81.70%	64.45%	75.00%	81.25%	75.00%
MNT	95.61%	73.30%	62.05%	64.71%	75.00%	70.03%
Lehigh	98.72%	72.25%	68.31%	65.38%	69.23%	72.30%
NOH	98.72%	79.22%	65.63%	86.36%	77.27%	74.62%
Cambria	98.72%	64.79%	72.84%	80.00%	77.78%	71.82%
Overall	98.72%	74.25%	66.66%	74.29%	76.11%	72.75%

Highlighted green if total score went up compared to this provider group's Q2 2023 scores.

OMHSAS Report – Bucks 2023, Non-ABA



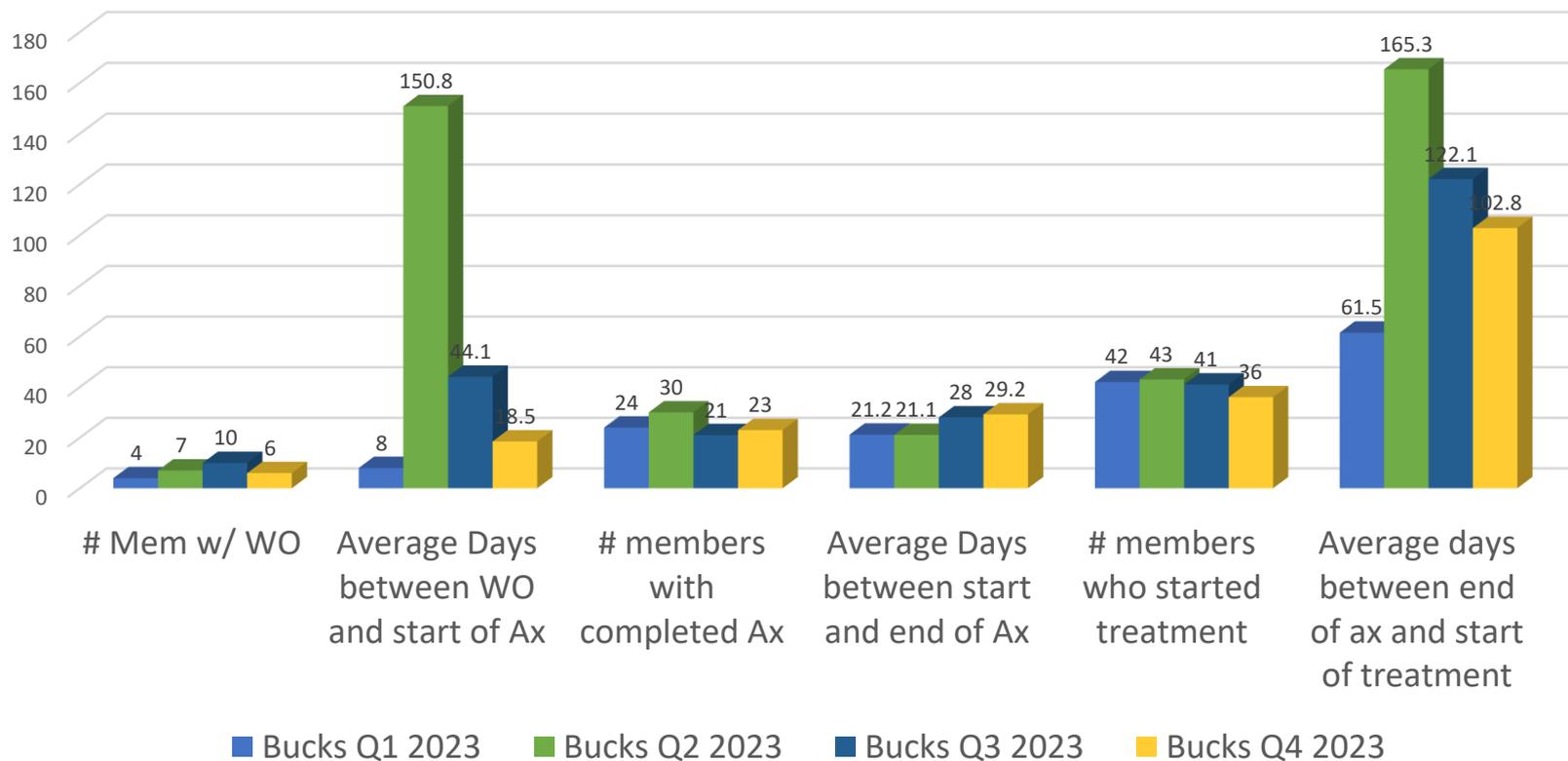
Bucks 2023 Non-ABA



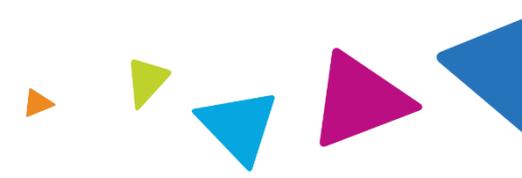
OMHSAS Report – Bucks 2023, ABA



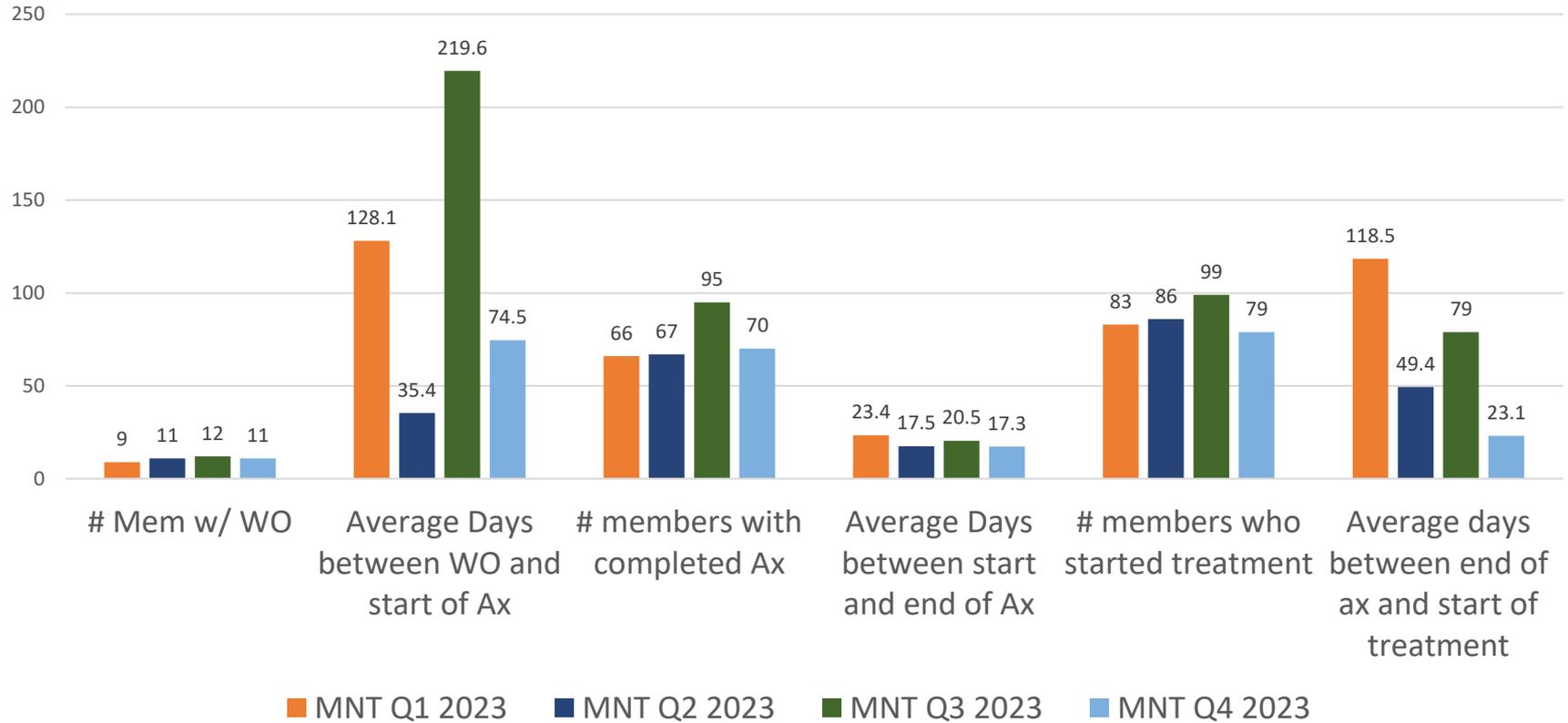
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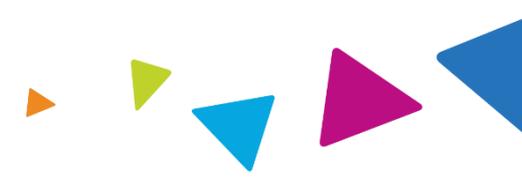
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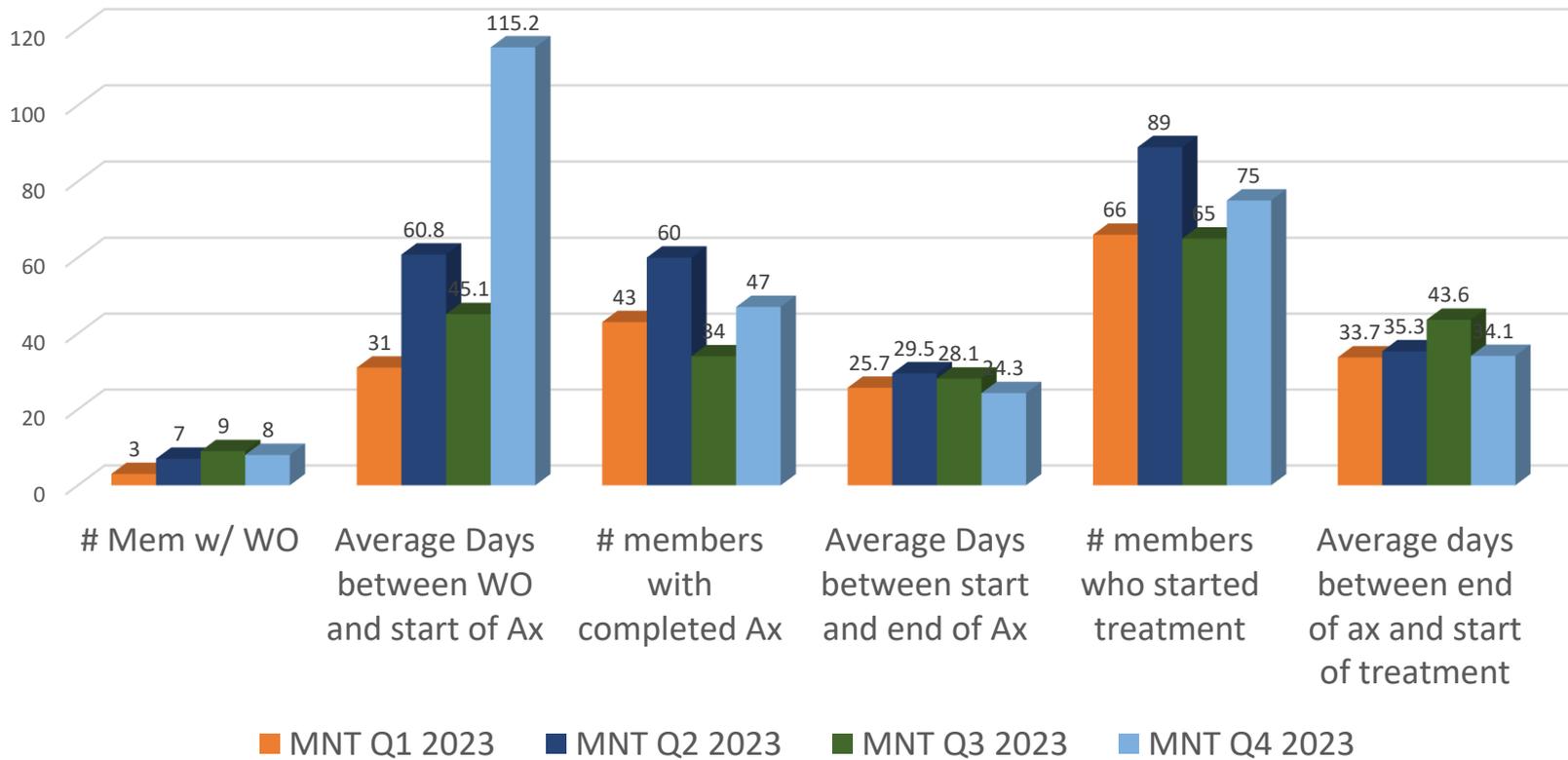
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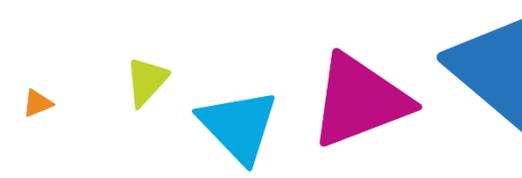
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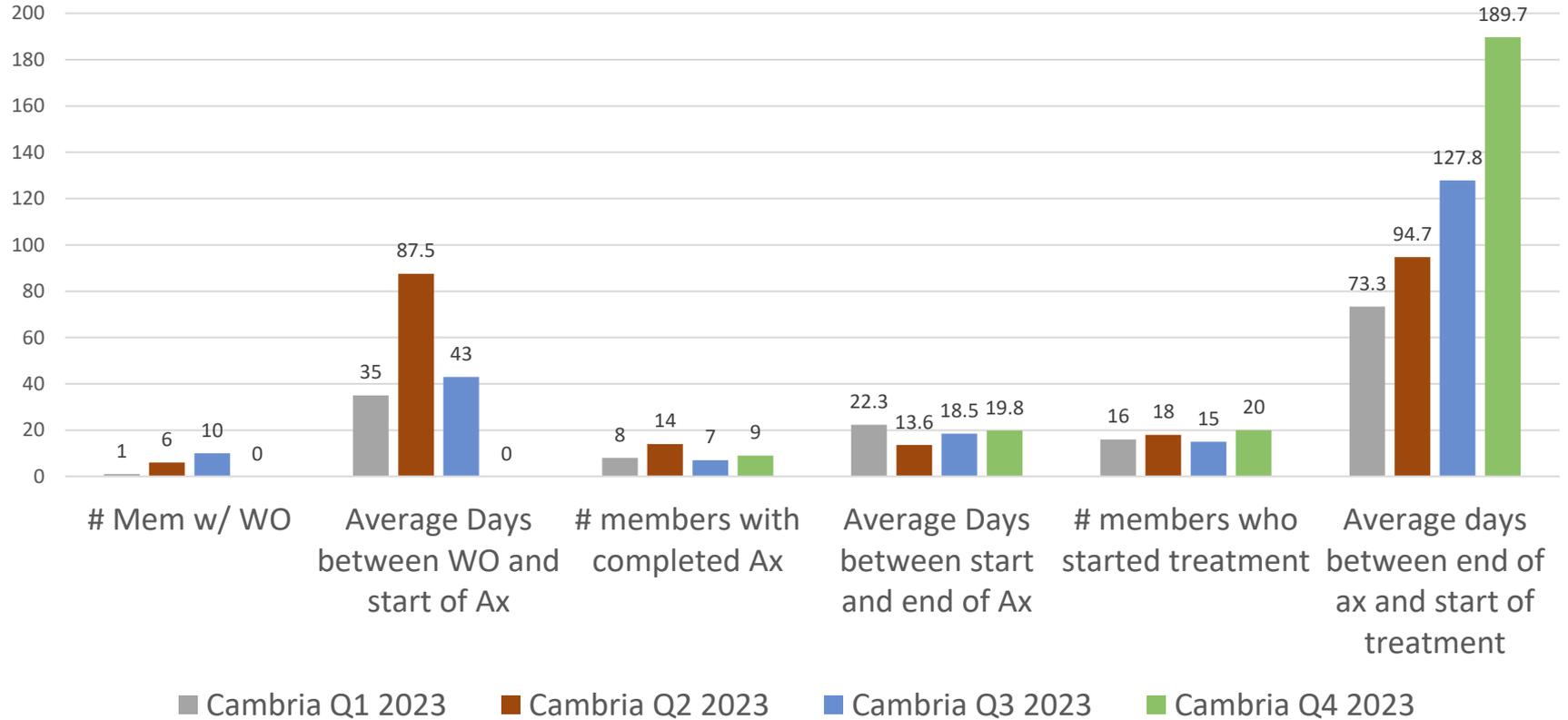
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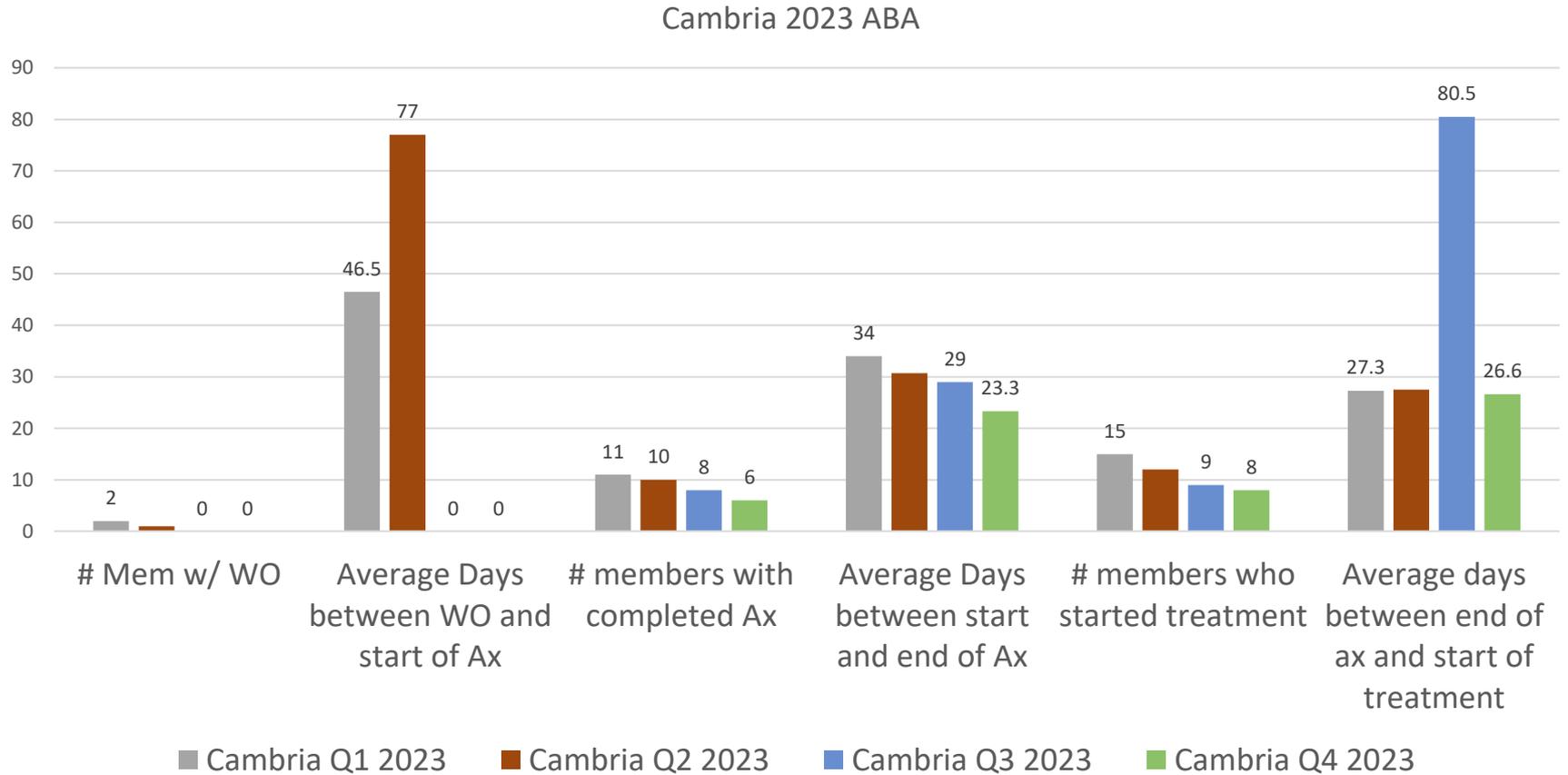
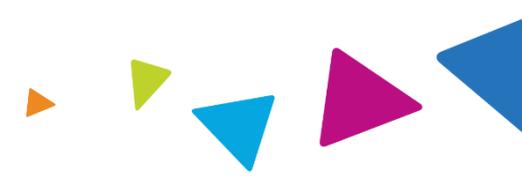
OMHSAS Report – Cambria 2023, Non-ABA



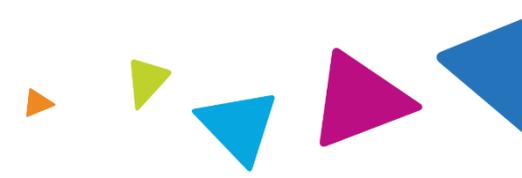
Cambria 2023 Non-ABA



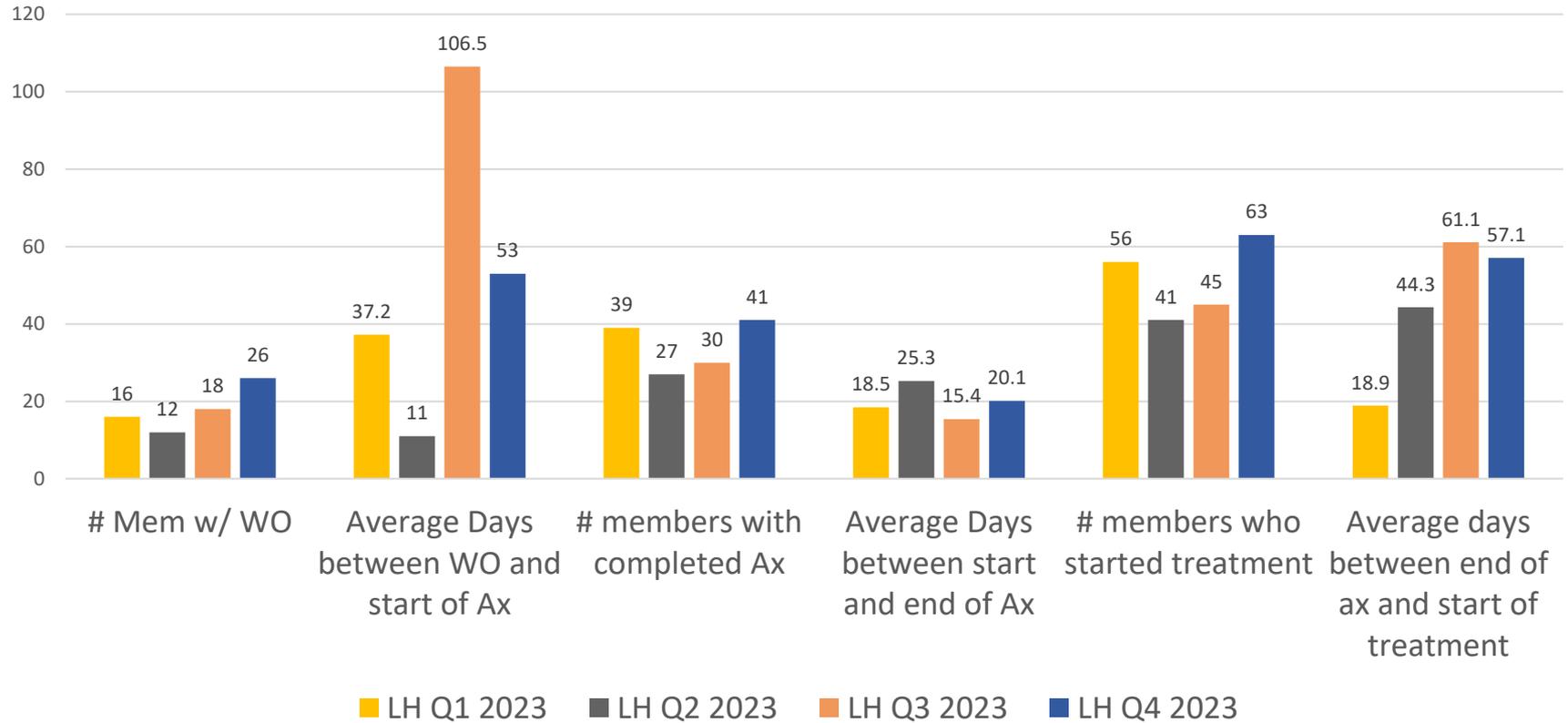
OMHSAS Report – Cambria 2023, ABA



OMHSAS Report – Lehigh 2023, Non-ABA



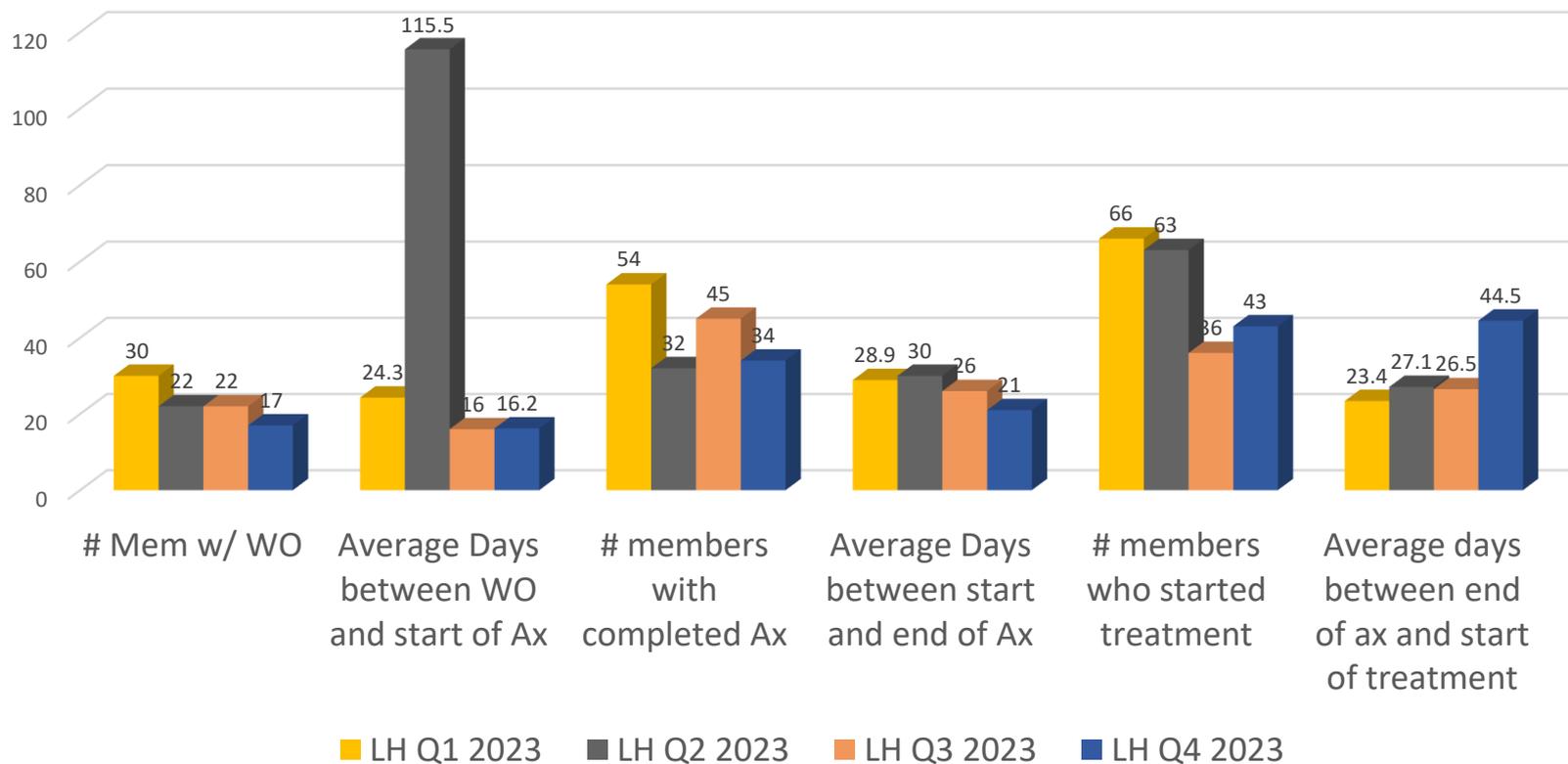
Lehigh 2023 Non-ABA



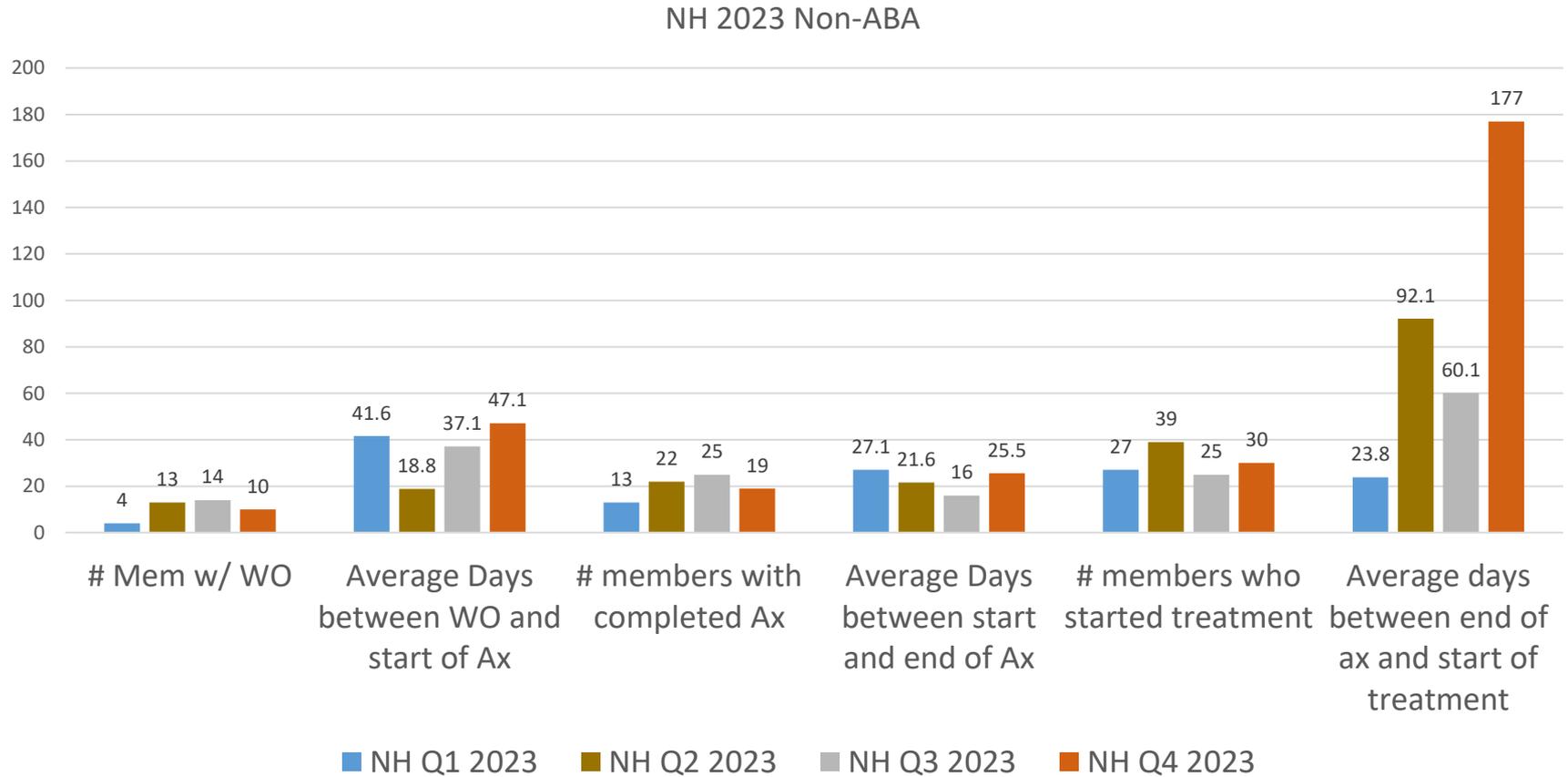
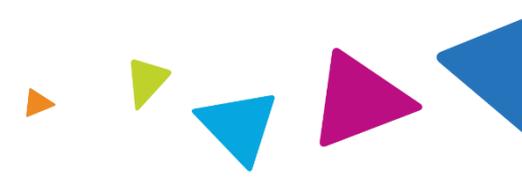
OMHSAS Report – Lehigh 2023, ABA



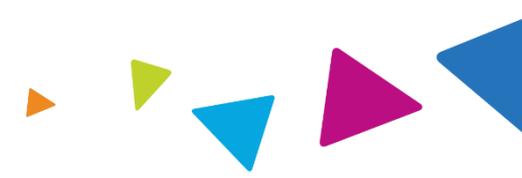
Lehigh 2023 ABA



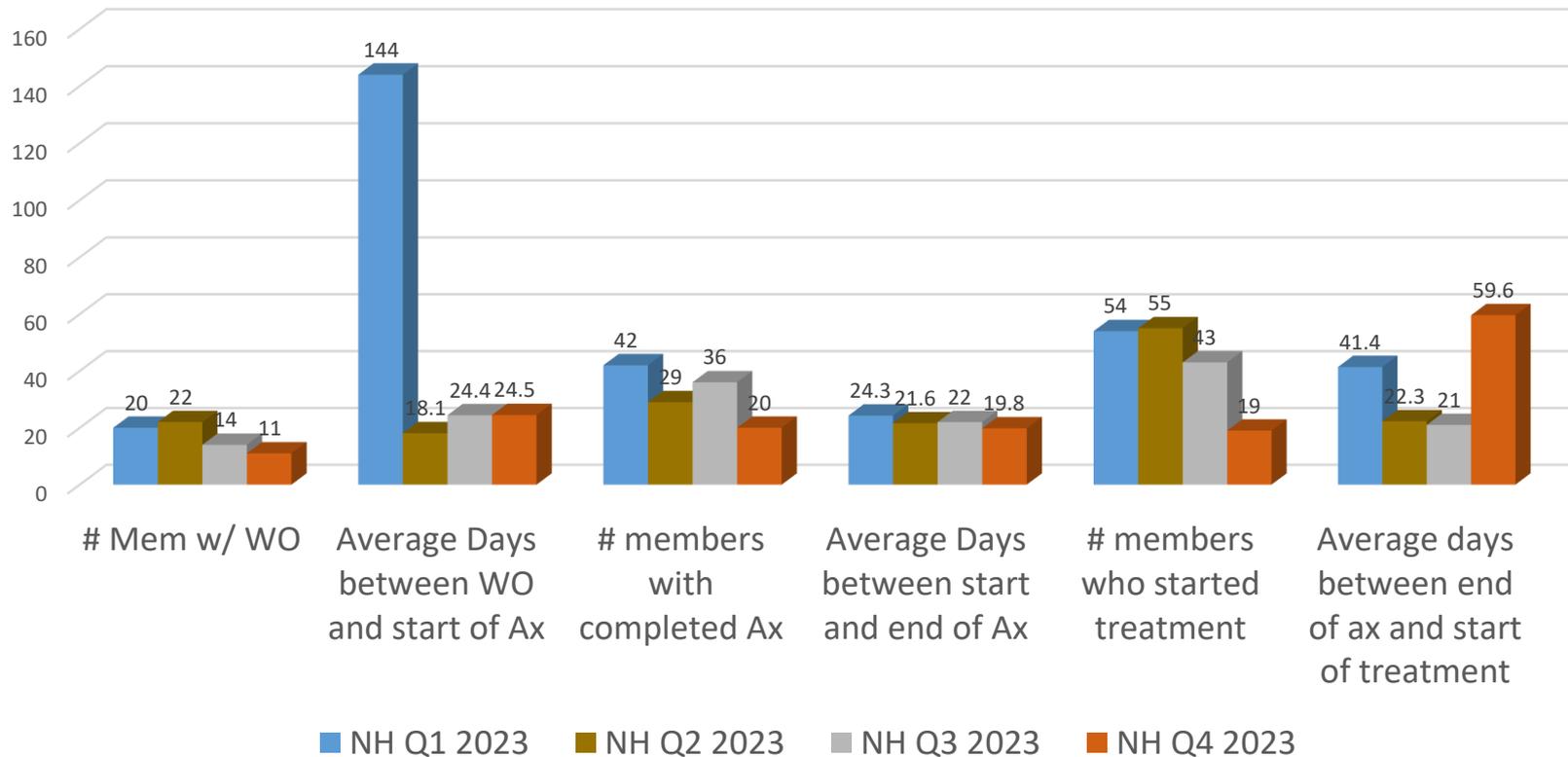
OMHSAS Report – NH 2023, Non-ABA



OMHSAS Report – NH 2023, ABA



NH 2023 ABA



2023



Non-ABA

# Mem w/ WO	Average Days between WO and start of Ax	# members with completed Ax	Average Days between start and end of Ax	# members who started treatment	Average days between end of ax and start of treatment
348	73.7	859	19.8	1133	78.8

ABA

# Mem w/ WO	Average Days between WO and start of Ax	# members with completed Ax	Average Days between start and end of Ax	# members who started treatment	Average days between end of ax and start of treatment
215	52.5	609	25.6	882	50.4



Upcoming Forums, Technical Assistance & Resources

Dr. Siegler's Next Best Practices' Training



Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) invites you to **SAVE THE DATE** for

FREE live online interactive webinar:

**BEST PRACTICES IN SUICIDE RISK REDUCTION – ASSESSMENT & CRISIS
PLANNING PART 1 & 2**

Thursday, April 18, 2024 (Part 1)

Thursday, April 25, 2024 (Part 2)

Location: Zoom

1:00 P.M. to 2:30 P.M.

Presented by John Siegler, Psy.D.

This workshop is a skill building opportunity to help staff increase their knowledge of suicide risk and ability to understand and implement risk assessments and safety plans.

Who Should Attend: This webinar is targeted for all HealthChoices providers from all levels of care. Clinical and non-clinical staff, supervisors, and administrators are encouraged to attend.

Registration and continuing education information will be released in the upcoming months. If you have any questions, please send an email to kearneyc@magellanhealth.com

Motivational Interviewing Webinar

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) invites you to **SAVE THE DATE** for

FREE live online interactive webinar:

Using Motivational Interviewing (MI) to Prevent Against Medical Advice (AMA) Discharges Across the Behavioral Healthcare Continuum

Tuesday, May 21, 2024

Location: Zoom

1:30 P.M. to 4:30 P.M.

Presented by Sandra Cini, LCSW, MSW, M.Ed., CAADC, CCS, CCTP

This training is a skill building opportunity to help staff increase their knowledge and understanding of the value of Motivational Interviewing techniques while engaging with an individual who is considering discharge against medical advice (AMA). Training will provide strategies to identify, engage, and support someone SUD. The course will cover the following topics:

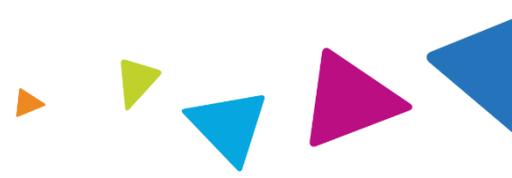
- Motivation and behavior change
- Principles of MI
- Stages of change
- Specific strategies for when a person is considering discharge against medical advice
- Q&A

Who Should Attend: This webinar is targeted for all HealthChoices providers from all levels of care. Clinical and non-clinical staff, supervisors, and administrators are encouraged to attend.

Registration and continuing education information will be released in the upcoming months. If you have any questions, please send an email to kearneyc@magellanhealth.com

*Completion of the 12-hour Motivational Interviewing training offered by DDAP or another foundational MI training prior to attending this training is recommended but not required. *

<https://www.magellanoftpa.com/for-members/services-programs/ibhs/#>



IBHS Summary Video



Transition Age Navigation Guide



Transition Age
Navigation Guide

Thank you to the Autism Action
Committee for your support in creating
this valuable resource for individuals
and families.

Lehigh and Northampton Counties, July 2023

Find helpful resources here:
[MagellanofPA.com/ResourceGuide](https://www.magellanofpa.com/ResourceGuide)

Magellan
HEALTHCARE.

Located on Magellan's Autism Resources webpage:

<https://www.magellanofpa.com/for-providers/services-programs/autism-resources/>

CHIP and HIPP Resources



- **Children’s Health Insurance Program (CHIP)** – As of April 17, 2023, the PA Dept of Human Services (DHS) are determining eligibility for CHIP applications and renewals.

CHIP FAQ: <https://www.dhs.pa.gov/CHIP/CHIP-Resources/CHIP-Resources/Documents/CHIP-Transition-Enrollee-FAQ.pdf>

- **Health Insurance Premium Payment (HIPP) Program** – Administered by PA DHS. If the MA costs are greater than the cost of the employer insurance, the client is enrolled into the HIPP Program.

DHS HIPP Program Website: <https://www.dhs.pa.gov/Services/Assistance/Pages/HIPP-Program.aspx>

COMPASS is an online tool to apply for many health and human service programs and manage benefit information.

<https://www.compass.state.pa.us/compass.web/Public/CMPHome>

Helpful Resources for Online Authorizations



Self-Service Provider Training Materials are available at www.MagellanProvider.com/authsystem: You will find written training materials and instructional videos. Recommend checking out the following step-by-step instructions and other helpful tools:

- Create an Intensive Behavioral Health Services (IBHS) Authorization
- IBHS Tips, Tricks, and Troubleshooting
- View Authorization Status
- Understanding the Provider Filter
- Authorization system FAQs
- Live video demonstration from 3/22/23
- And many more resources....

Do you have a new IBHS staff at your agency who needs to understand Magellan processes?



Here are some helpful resources:

- Online Authorization System www.MagellanProvider.com/authsystem
- Availity <https://www.availity.com>
- Magellan IBHS forms, previous Provider Workgroups, Best Practice Trainings <https://www.magellanofpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>
- Ask your Care Manager for a copy of the **New Provider training** which is given to new providers as they come in network.



Tuesday, June 25, 2024, 9:00 to 11:00 A.M. Via Zoom

Register in advance for this meeting:

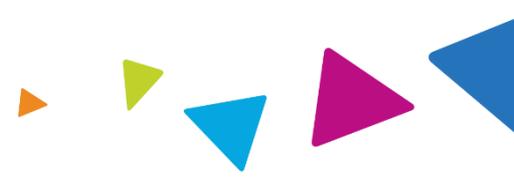
https://magellanhealth.zoom.us/meeting/register/tJYodOmoqzwwqG9yx7p635o-Cvh7v9_rlt1Vz

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

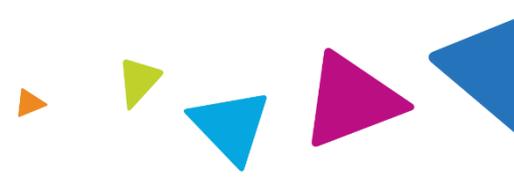
No invites are sent. This info can always be found at the bottom of our

IBHS provider webpage:

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



Questions?



Thank you!

Confidentiality statement



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.

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