

# Magellan Behavioral Health, Inc. Provider Handbook Supplement for the Southeastern Regional Service Center

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## Introduction

Welcome to the Magellan Behavioral Health (Magellan) Provider Handbook Supplement for the Southeast Regional Service Center (SE RSC). This supplement complements the Magellan National Provider Handbook (national handbook) addressing policies and procedures specific to the SE RSC. The SE RSC Provider Handbook Supplement is to be used in conjunction with the national handbook. When information in this supplement conflicts with the national handbook, or when specific information in this supplement does not appear in the national handbook, policies and procedures in this supplement prevail.

\*To request a hardcopy of the Magellan National Provider Handbook, including Magellan Medical Necessity Criteria, and Magellan owned Clinical Practice Guidelines or Clinical Practice Guideline Addenda, fax or mail your request, including your mailing address and provider (MIS) number to:

Magellan Behavioral Health  
Attn: Network Services  
14100 Magellan Plaza  
Maryland Heights, MO 63043  
(314) 387-5951

## **2. Magellan's Behavioral Healthcare Provider Network**

Please see Section 2 of the Magellan National Provider Handbook.

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### Access and Availability Standards

Accessibility is defined as how quickly a member can obtain services from a provider when services are needed. Accessibility is measured in terms of telephone access, both during and after office hours, as well as ease of scheduling an appointment. Magellan's provider accessibility standards are as follows:

**Routine requests:** An appointment is offered to member within 10 business days of referral contact.

**Urgent Requests:** Member is seen within 48 hours of referral contact.

**Emergent:** Member is seen within 6 hours of referral contact.

**Life Threatening Emergencies:** Member is seen within 1 hour of referral contact.

Availability refers to the member's ability to reach a provider who meets their needs and preferences. Annual evaluations of the provider network are conducted to make sure that the number of providers, their specialties, including linguistic and cultural competencies address the needs of the members.

### Medical Necessity Criteria

The Magellan Medical Necessity Criteria are the guidelines used by Magellan care managers and physician advisors in reviewing and authorizing services. A panel that includes Magellan employees and members of the practitioner community reviews these criteria annually. The criteria are available in Appendix C of the Magellan national handbook on the Magellan provider Web site at [www.magellanprovider.com](http://www.magellanprovider.com).

If you would like to submit feedback on the criteria, please direct your comments to Dr. Gary Henschen, V.P. Medical Services at (678) 319-3705.

For practitioners serving Aetna, Inc. members, the Level Of Care Assessment Tool (LOCAT) can be accessed at <http://www.aetna.com/provider/locat.html> and the American Society of Addiction Medicine (ASAM) Criteria can be accessed at [www.asam.org](http://www.asam.org).

### Clinical Practice Guidelines

In an ongoing effort to improve the quality of care provided to Magellan members, Magellan has adopted and/or developed four Clinical Practice Guidelines:

- Clinical Practice Guidelines for the Treatment of Major Depressive Disorder in Adults
- Practice Guideline for the Treatment of Patients with Substance Use Disorders: Alcohol, Cocaine & Opioids
- Clinical Practice Guidelines for Assessing and Managing the Suicidal Patient
- Schizophrenia Practice Guidelines

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The guidelines are available through the <http://www.MagellanProvider.com> Web site. Adherence to these guidelines is monitored as part of the treatment record review process.

If you wish to provide feedback regarding the guidelines, please contact Dr. Gary Henschen, V.P. Medical Services at (678) 319-3705.

#### **Coordination of Care between Behavioral Health Practitioners and PCPs**

Magellan is committed to providing members with safe and effective care. A member's care can be enhanced when practitioners involved in a member's care are aware of the treatment that other practitioners are providing. The SE RSC continuously monitors, analyzes and works to improve communication between primary care physicians (PCPs) and behavioral health practitioners (BHPs).

A known barrier to PCP communication is a lack of awareness of the value of PCP communication. In support of removing this barrier, our health plan clients are working with their physician provider panels to encourage PCPs to communicate with BHPs.

To monitor and measure communication between PCPs and BHPs, Magellan looks for evidence of collaboration of care through the treatment record review. A random sample of treatment records from high volume practitioners are reviewed annually for evidence of coordination of care with PCPs. Practitioners are also asked to confirm communication with PCPs as part of the treatment request form.

#### **SE RSC Quality Improvement Program**

The SE RSC's Quality Improvement (QI) Program works to improve the care and services members receive. At any time, numerous activities are in process within the QI and Utilization Management (UM) Programs to enhance their effectiveness. Structure for the QI Program is maintained through a number of committees including Utilization Management, Member Services, and Professional Provider Review. This structure provides a framework for identifying issues and challenges, discussing barriers to improvement and formulating interventions to create solutions. Listed below are selected goals the SE RSC has established in an ongoing effort to improve the quality of service to both members and providers.

##### **What Magellan is Doing:**

- **Telephone Accessibility.** Our goal is to answer the phone in 30 seconds or less. We regularly meet this goal and are continuing to improve in our customer service average speed of answer.

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- **Timeliness of complaint resolution.** Our goal is to resolve member complaints within 10 days and practitioner complaints within 30 days. The SE RSC complaint process continues to meet its goals for average turnaround time of complaint resolution at 90 percent or above.
- **Provider Satisfaction.** Practitioner satisfaction with overall services continues to improve. Areas requiring further efforts according to our practitioners include timeliness of claims processing, amount of paperwork and the complaint and appeal processes. Each of these elements has shown improvement and Magellan continues to work to address issues identified through this survey.
- **Integration of Medical and Behavioral Health Care.** The SE RSC continues to work collaboratively to promote medical/behavioral health integration by participating on health plan client committees, as requested. Magellan Medical Directors and other senior staff participate on health plan pharmacy and therapeutic committees, medical/behavioral health coordination workgroups, UM committees and quality management committees.
- **Patient Safety.** Patient safety is a major focus for Magellan's quality activities. Safety monitors include:
  - all aspects of the UM process,
  - monitoring treatment record documentation including compliance with practice guidelines,
  - individual review and investigation of member complaints and adverse incidents, and
  - review and updating Medical Necessity Criteria, and credentialing/re-credentialing activities.

Additional interventions to improve patient safety include enhancements to suicide risk factor assessment, depression management, PCP/BHP communication, coordination of care for dual diagnosis cases and early screening and follow-up assessments for preventive health.

#### **What You Need to Do**

- **Timeliness of Appointments** (For appointment standards, please see section on Access and Availability) As a Magellan provider, your responsibility is to adhere to the Magellan access and availability standards.

The goal for this measure is 85 percent provider compliance. Members are asked to call back to customer service if the practitioner office fails to offer an appointment within 10 business days (for routine appointments) of contact. Callbacks are tracked and trended for individual practitioner compliance.

- **Coordination of Behavioral Health Services with Primary Care Physicians** (See Magellan national handbook) As a Magellan provider, you are responsible for advising members in your care of the importance of communication between all of

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the member's healthcare providers and requesting written authorization from the member to facilitate coordination of care. Magellan monitors compliance with this objective through treatment record reviews and the treatment request form.

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## 4. The Quality Partnership

### Preventive Behavioral Health Programs

The SE RSC conducts preventive health programs targeted at reducing the prevalence of common behavioral health disorders by either decreasing the duration of an episode or its recurrence. These programs are designed to address Postpartum Depression (PPD) and Offspring of Depressed Parents. Depression is the top mental health diagnosis for these populations.

#### Postpartum Depression Program

The goal of the PPD Prevention program is to improve the detection and treatment of depressive disorders during the early postpartum period. Members who have delivered a healthy newborn receive a postpartum depression packet within 6 to 8 weeks of delivery. The packet contains an introductory letter, the Edinburgh Postnatal Depression Scale, and a member education brochure. A follow up mailing is sent two weeks after the first mailing to all non-responding members.

Returned surveys are scored within one day of receipt. Any survey indicating suicidal ideation or intent results in an outreach call to the member by a licensed behavioral health professional. All screens scoring positively for depression result in a call by a licensed behavioral health specialist to help the member identify appropriate next steps.

As a Magellan provider, we ask for your support in this important program. For more information about the SE RSC PPD Prevention program, please contact the Preventive Health Care Manager for the Magellan SE RSC at 877-742-1531.

#### Offspring of Depressed Parents Program

The Offspring of Depressed Parents Prevention program is directed at the children of a parent or parents who have been diagnosed and treated for depression. Screening of family members of those suffering from depression is an effective way of finding this illness when it is most likely to respond to treatment.

An introductory letter, brochure on depression and a short questionnaire is sent to the home when a parent has been diagnosed with depression. When completed, the questionnaire helps determine the risk of depression in children between the ages of 5 and 17. Parents are asked to review the brochure and help their children complete the questionnaire, using a separate questionnaire for each child. Completed questionnaire(s) are mailed to Magellan for evaluation. If the answers indicate that a child may be depressed, a Magellan mental health professional contacts the parent and offers assistance with obtaining help. This preventive health program is conducted annually.

If you would like a copy of the Preventive Health Programs brochures, letters to members and practitioners, as well as the surveys for your information, review, and feedback, please contact the Preventive Health Care Manager toll free at 877-742-1531.



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### Treatment Record Reviews

The documentation within the treatment record is the principal source of data about the quality of care provided by the practitioner to Magellan members. Magellan's treatment record standards were developed based on criteria established by accrediting organizations, including the National Committee for Quality Assurance (NCQA) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The SE RSC measures compliance with these standards in an effort to evaluate and improve the quality of care provided to our members.

The treatment record review addresses eight components of the medical record. These components are critical indicators of the care provided to members. The eight components reviewed are:

- General Information
- Member Rights and Confidentiality
- Initial Evaluation
- Coordination of Care
- Treatment Plan
- Progress Noted in Treatment
- Medication
- Referral/Outreach

The SE RSC conducts an annual audit of a representative sample of practitioner treatment records using the Treatment Record Review Worksheet (See Magellan national handbook, Appendix A).

### Member Confidentiality

Magellan firmly upholds the standard that each member has the right to have their Protected Health Information (PHI), held in confidence. In accordance with the requirements of the Health Insurance Portability and Accountability Act (HIPAA), processes to protect member information have become more stringent. Magellan policies on privacy and confidentiality have been updated to comply with HIPAA and all staff members are trained on these policies. In updating its policies, Magellan also considers state requirements, industry standards, and professional ethics.

Key standards in the Magellan confidentiality policies include:

- Safeguarding PHI in all oral, written, and electronic communications.
- Informing members of Magellan's confidentiality standards and privacy policies.
- Giving members the opportunity to authorize or refuse the release of PHI, except when the applicable law requires or allows release.
- Informing members of their rights to request:
- Access to their PHI that has been created or is maintained by Magellan;

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- Amendments to their PHI that has been created or is maintained by Magellan;
  - Restrictions on others' access to their PHI; and
  - That all communication concerning treatment and PHI be sent to a confidential, alternative address.
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- Informing providers of Magellan's confidentiality standards and privacy procedures.
  - Requiring that Magellan employees annually review applicable confidentiality policies.
  - Requiring temporary employees, consultants and other non-Magellan employees with potential access to confidential information to sign a confidentiality agreement.
  - Requiring that hard copy care management and treatment records be secured in locked files when not in use.
  - Requiring that electronic member records be stored on secure file servers or databases requiring user identification and passwords.
  - Limiting access to confidential information based on need to know.
  - Establishing guidelines for disclosing PHI to members, subscribers (other than the member), third parties, client organizations, and providers offering primary or secondary treatment or consultation.

### Member Satisfaction Survey

Each year, Magellan conducts an extensive mail based member survey. This survey is comprehensive and provides detailed information about member perceptions and satisfaction with Magellan's services. This survey allows us to collect more accurate in-depth information to identify areas of concern and needs for improvement.

The survey incorporates questions from three industry standard instruments: Performance Measures for Managed Behavioral Healthcare Programs (PERMS) 2.0, Consumer Assessment of Health Plans Study (CAHPS) 2.0 H (Commercial) and Experience of Care and Health Outcomes (ECHO) Field Test Version

The survey is composed of four main parts:

- Access to services;
- Therapist/counselor and treatment;
- Inpatient services; and
- Overall evaluation of Magellan's services.

Response options are based on Likert type scales. However, members are also given an opportunity to answer open-ended questions to capture additional member comments, and socio-demographic information.

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## 4. The Quality Partnership

### Sample

A survey sample is drawn from member data maintained in Magellan's authorization system. Members eligible for inclusion in this survey must meet the following criteria:

- Age 18 or older
- Enrolled in the managed mental health program
- One or more authorizations for mental health services or substance abuse services managed by Magellan during the time period of the sample selection.

### Survey Distribution Methodology

The satisfaction survey is administered utilizing a mail-out and mail-back method. The first mailing includes a cover letter, the member satisfaction survey tool, and a business reply envelope. A second mailing is sent eight to ten days following the first mailing and includes a reminder letter to those members who have not returned a completed survey. A third mailing is sent to those members who have not yet responded eight to ten days following the second mailing, and includes a follow-up letter along with another member satisfaction survey and a business reply envelope. The survey response period is closed approximately 30 days after the third mailing.

### Reporting

The results of the survey responses are tabulated and reported in aggregate format for presentation in Quality Improvement committees, to client companies, SE RSC staff and associated Magellan corporate departments. Quality improvement opportunities are identified and interventions are developed and coordinated by the SE RSC in conjunction with review and evaluation by the SE RSC Quality Improvement Committee.

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## 5. Contact Information

### We Welcome Your Input

Your feedback on how we can improve our QI and prevention programs is always encouraged. In fact, practitioners from our provider networks actively participate on our QI committees and provide feedback regarding our preventive health and quality improvement activities. If you are interested in serving on one of these committees or would like more information regarding the QI program, please contact the Quality Improvement Department at 800-424-1536 ext. 3857.

### Helpful Hints

Check out the Magellan Provider Website: <http://magellanprovider.com>. You will find information available to you on this site such as:

- Magellan Behavioral Health National Provider Handbook
- Claims Submission and Processing Procedures
- Medical Necessity Criteria
- Coordination of Care and PCP Communication
- Clinical Practice Guideline information for:
  - ◊ Major Depressive Disorder
  - ◊ Suicidal Patient Guidelines
  - ◊ Substance Abuse
  - ◊ Schizophrenia
- Prevention Philosophy and Preventive Health Programs

Magellan providers are required to adhere to the policies and procedures outlined in the national handbook and applicable supplements. If wish to have a copy of the national handbook, please send your request to:

Magellan Behavioral Health  
Attn: Network Production  
14100 Magellan Plaza  
Maryland Heights, MO 63043

Or fax your request to:  
(314) 387-5951

Please allow 6-8 weeks for delivery of the national handbook.

***Welcome to Magellan  
Your Ideas Are Important***

Magellan wants to hear from you about how Magellan can be more helpful and offer better service. To share your ideas or to get more information about the services offered, please call the Quality Improvement Vice President at 1-800-424-1536 extension 3713.