



Quality Assurance Committee – Areas of Focus and Priority Report Requests

The following are the priority areas for QAC tracking/monitoring that require reporting from Magellan.

1. School Performance

There is not an existing report to address this need. Based on the CSOC indicators that are contained within the Quality Management Strategy (QMS) and Request for Proposal (RFP), it should be feasible for Magellan to construct a report that addresses this area. The QAC will postpone continued work on developing parameters for this report until Magellan has responded to the last set of questions/comments related to the Defined Measures document. Additionally, the Memorandum of Understanding (MOU) with the Department of Education (DOE) includes data points that will be collected by Magellan. Debra Duhe will update the Committee after identifying the specific data DOE and the independent schools can provide and what data would need to be collected by the Wraparound Agencies.

2. Out-of-Home Placement

The QAC recommends that Magellan design a new report to address this topic area that is based on claims paid vs. authorizations. The report should contain the following items:

- a. Number and percentage of children in each level of care (NMGH, TGH, PRTE, TFC, Inpatient Psychiatric Hospital) both aggregate and broken down by facility.
- b. Demographics by level of care and by facility including: age, race, gender, diagnosis and parish of origin.
- c. Average length of stay for each provider type and by facility.
- d. Recidivism/readmission rates: Magellan currently defines this element as any subsequent admission to any out of home level of care. This is tagged to the original facility. The QAC is interested in looking at the rate of recidivism/readmission to the same level of care and different levels of care within a specified period of time.
- e. Discharge outcomes – We want to understand what is collected and what might be relevant? Was the next level of care higher or lower? Did they return to family? Did they return to parish of origin? Did they return receiving services and if so, which services?
- f. Is Magellan collecting anything related to outcomes (i.e. indicators of “success”)? If so, what & how is this defined?

3. Member and Provider Satisfaction

Collecting member and provider satisfaction surveys is included in the Magellan contract. Stakeholder satisfaction was removed as this is not currently included in Magellan's deliverables. If the QAC is interested in collecting stakeholder satisfaction data, a process conducted by the state agencies would need to be developed. We have ample time to consider the importance and priority level for collecting stakeholder satisfaction surveys.

- a. Magellan will do a mail out survey for consumers at year one that follows national MHSIP surveys (see attached survey).
- b. Magellan completes an annual provider survey which is a statistical sampling of each provider type. This is a Magellan satisfaction survey for providers to complete for the purpose of ascertaining whether or not providers are satisfied with Magellan's performance (see attached survey).

4. Service Utilization

Service Utilization is inclusive of family and in-home-services, so these two areas have been combined. The QAC is interested in knowing the types of services CSoC enrollees are utilizing as reflected by claims data vs. authorization data. Service utilization reports can also provide insight with respect to cost by looking at units and unit cost. Specifics for this report include:

- a. CSoC enrollee service utilization by service type including five CSoC services, inpatient, out of home and emergency department (number and percentage). This report should include aggregate data and data by region with ALOS data for each type and facility (sorted by service codes).
- b. Service utilization by percentage of total CSoC cohort.
- c. Service utilization (number and percentage) including unit cost, to be determined by claims, by service type and by parish/region. Data on high frequency service utilization must be included.