

# MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER



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## MAGELLAN MEMBER ADVISORY OPPORTUNITIES

### YOUR RECRUITMENT EFFORTS ARE REQUESTED

Providers support for HealthChoices is key to offering a strong program to members. Magellan requests that providers assist with identifying participating individuals who could meaningfully provide feedback to the overall programming. Specifically, Magellan seeks to expand the number of representatives in Bucks, Lehigh, Montgomery, and Northampton with lived experience in substance use treatment, parents of members utilizing behavioral health services, and individuals as Community Advocates.

The various activities' hours, days, and time commitments are flexible. Stipends are available for participation in these activities, and participation may be remote.

Most immediately, Magellan is looking for additional individuals to support the complaint review committee's decision making process. The review committee includes a member, or for reviews involving children, a guardian of a member. This member perspective is extremely valuable in understanding each member's concerns and helps shape positive outcomes.

If you or someone you know is interested in learning more about this opportunity to serve on a complaint review committee, please go [here](#). Questions may be directed to John Bottger, Appeals and Comments Manager, at 215-504-3900.

## MESSAGE TO PROVIDERS

Happy Summer!

In this edition, Magellan's quality improvement team shares experience outcome data from 2023, highlighting opportunities and successes for Magellan and providers.

You'll see as you read along, Magellan members were highly complimentary of the hard work of our collective team of network providers. Magellan extends a most sincere thank you for your efforts. The positive outcomes are a testament to the thoughtfulness of our provider network that is committed to utilizing evidence based and best practices to deliver quality care to HealthChoices members.

This quarter, we are debuting our "Kudos Corner," where Magellan will recognize the exceptional work of practitioners and healthcare workers who go above and beyond for our members. Again, thank you, thank you, for all the care and compassion you share in your work.



Warm regards,

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

# FEATURED ARTICLE

## MEMBER EXPERIENCE AND 2024 PRIORITIES

Magellan utilizes various methods to assess satisfaction including Consumer and Family Satisfaction Teams (CFST), overall member experience surveys, and satisfaction surveys from substance use disorder treatment providers. To improve satisfaction, Magellan analyzes the resulting data and feedback in conjunction with other process measures, such as Provider access, appointment availability measures, and complaints. Surveys are mailed to about 10,000 member homes annually.

### There were areas of strong performance identified through the overall highest scoring areas on the member experience survey:

- Magellan’s healthcare providers respect my family’s cultural and language needs.
- My family and I have been treated with dignity and respect during treatment.
- Provider facilities are clean and comfortable.
- I understand that I have the right to file a complaint or grievance with Magellan.

### The areas that scored lowest satisfaction:

- I am satisfied with medical assistance transportation services.
- I am happy with the level of cooperation between my family’s behavioral health providers and their physical health providers.
- Interagency Team meetings about my family’s behavioral health services are useful.



### Magellan recommends next steps to include:

#### Developing common language for activities

The PQAC Committee and Community Advocates suggested utilizing the singular term "interagency meeting" when referring to the following:

- Funding meetings
- Care coordination meetings
- CASSP meetings

Utilizing a singular term decreases confusion among agencies and members and aligns language across OMHSAS, DDAP, Magellan, and service providers. With this change, Magellan can measure member experience regarding the perceived value of interagency meetings from the member’s perspective. Magellan’s member experience survey will ask respondents to rate the following: "Interagency Team meetings about my family’s behavioral health services are useful."

In 2023, to better understand member experience by subpopulations, Magellan offered respondents the opportunity to share their demographics. Many Magellan members opted to share this information. The member experience analysis was reviewed with the Provider Quality Advisory Committee and Community Advocates. For those discussions, Magellan staff prepared a full presentation with graphs to visually identify the potential to improve Culturally and Linguistically Appropriate Services (CLAS) presented in the review of member experience data. The Committees agreed with the following observations:



Hispanic members reported higher satisfaction than non-Hispanic members.



Members preferring languages other than English showed higher satisfaction than English speakers, with the exception of Thai speakers, who showed lower satisfaction.



Members identifying as Black and Asian showed higher satisfaction than members identifying as White on some questions, but lower satisfaction on other questions.



Male members showed higher satisfaction than Female members on some questions, but satisfaction was similar for the two groups on most questions.



Among the sexual orientation categories, those who identified as "something else" showed the lowest satisfaction, while those identifying as straight, gay, or bisexual tended to have the highest. For most questions, those identifying as gay showed higher satisfaction than those identifying as bisexual, and on the respect question and the hope question, that group had the highest satisfaction.



Among the gender identity categories, those identifying as Non-Binary and Transgender Male showed the lowest satisfaction on most questions, except the Transgender Male group showed much higher satisfaction on the Hope question.



On almost every question, members identifying as Transgender Female showed higher satisfaction than those identifying as Transgender Male, so one cannot draw any conclusions about the experience of "Transgender" members without making the distinction.

This was the first time that Magellan had a reasonable sample of data available to interpret member experience based on demographic variables such as gender identity and sexual orientation. This exercise demonstrated that our system has the capacity and need to improve, especially for the identified HealthChoices subpopulations.

# What do you like most about Magellan?

★★★★★



*"Magellan has made it possible for me to have a second chance at life."*

★★★★★



*"They are in the hope business!"*

★★★★★



*"Without Magellan, I would not have services... It has helped me to stabilize my substance abuse disorder and today I am exactly nine months sober and can be proud of myself again."*

★★★★★



*"Provides me with the benefits that me and my child needs to obtain optimal mental health."*

★★★★★



*"Gracias por el profesionalismo y tratamiento que me ofrecen los profesionales de salud. Gracias a Dios y a ellos cada día tener mi calidad de vida y mental. Tremendo equipo."*

★★★★★



*"I have really come a long way. I am so thankful I have Magellan to be able to stay grounded."*

★★★★★



*"Lo mejor es cuando mi hijo fue hospitalizado, a los días me mandaron cartas diciendo que mi hijo fue aprobado para ayudarlo y no tenía que pagar nada yo, y siempre estuvieron pendiente de él. Gracias por su apoyo. Dios les bendiga."*

★★★★★



*"I love the services I am able to use with Magellan. Making choices in my healthcare needs."*

★★★★★



*"Me tratan con respeto y son muy amables en su trato. Son muy profesionales en su trabajo"*

★★★★★



*"I love the services I am able to use with Magellan. Making choices in my healthcare needs."*



## COMPLIANCE ALERT







Did you know Magellan sends a monthly email with valuable compliance updates? These communications can help your organization stay current with regulatory requirements and areas of opportunity identified in treatment record reviews, integrated audits and other compliance audits. To be added to the distribution list, please email Karli Schilling, Compliance Manager at [kmschilling@magellanhealth.com](mailto:kmschilling@magellanhealth.com).

## NEW(ER) ACRONYM ALERT: SOGIE

Again, the depth of analysis for this year's member experience survey was made available by members sharing their demographic information. Magellan encourages all providers to collect information from members that can influence treatment considerations. Most providers are accustomed to asking about member race, ethnicity, and language.


In efforts to prioritize culturally competent care, please consider adding to this data collection activity to include sexual orientation (S) (O), gender identity (G) (I), and Expression (E) -SOGIE. Using the 2023 member experience data as a baseline, it is evident that there is variability of experience when looking at the subpopulations. Increasing the data collection will allow for additional analysis and identification of opportunities for the delivery system.

## UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

-  **CPS Training**  
Date: July 8-15, 2024, 9:00am - 5:00pm  
Location: ACRP, Inc. 131 Market Street, Johnstown, PA 15901
-  **Using Motivational Interviewing (MI) With Individuals Who have Experienced Trauma**  
Date: August 20, 2024, 1:30pm-4:30pm via Zoom
-  **Bucks County Network Gap Analysis Co-Occurring Disorders Training**  
Date: September 12, 2024, 1:00pm -2:30pm via Zoom
-  **ISPT Purposes and Practices (IBHS)**  
Date: September 19, 2024, 1:00pm -2:30pm via Zoom
-  **Using Motivational Interviewing (MI) with Individuals in Precontemplation about a Mental Health (MH) Condition**  
Date: November 5, 2024, 1:30pm-4:30pm via Zoom
-  **Children's Crisis Training**  
Date: October 17, 2024, 9:00am-2:30pm via Zoom

## MARK YOUR CALENDARS!

-  **Member Advisory Groups:** dates/locations shared at [Member Advisory Groups | Magellan of PA](#)
-  **Provider Town Hall**  
Date: September 17, 2024, 2:00pm – 3:00pm via Zoom
-  **Annual All-Provider Compliance Forum**  
October 18, 2024, 10:00am – 12:00 pm via Zoom

 For more information, please email Chasie Kearney at [kearneyc@magellanhealth.com](mailto:kearneyc@magellanhealth.com)

## KUDOS OF THE QUARTER!

Starting this year, Magellan implemented a process to recognize individuals throughout our network who go above and beyond for members. This edition of the "Magellan Explorer" will be the first where we highlight individual staff member's within our network via the "Kudos Corner".

Magellan extends a warm thank you to the following individuals for their demonstrated commitment to the HealthChoices community.



**Virginia Ent, Counselor at The Gate House** (halfway house) has done outstanding work with our member who has substance use disorder, mental health conditions, as well as autism. The member has made such amazing progress, from initially being on a behavioral contract to getting ready to complete halfway house services successfully and move on to the next step in recovery.



**David Moore, Director of Performance Improvement from Malvern Treatment Centers** is a star with incident reporting. He provides complete and detailed information in incident reports, and this thoroughness eliminates the need for multiple follow-up emails, streamlining the communication process. It is also evident that the team reviews each incident report immediately and takes swift actions to improve any identified opportunities during their internal review.



**Sam Quarm, Administrative Director from Vision Behavioral Health Services IBHS program** devoted over two hours of his time to help a parent complete intake-related paperwork, which enabled the child to quickly begin IBHS services.



**Andres Ruchelli, Psychiatry Coordinator at Lenape Valley Foundation (LVF) outpatient program** helped in a pinch, responding to a call from Magellan. An adult member with SPMI had called Magellan in distress, experiencing severe symptoms, and having run out of medication. Magellan contacted LVF and Andres quickly connected the member with a psychiatry visit that same day and set up an evaluation for case management services.



**Stacy Spadt and team at Lehigh Valley Hospital (AIP)** were serving a member who had no government-issued identification, which created a significant barrier to transition to the community. The hospital team went above and beyond, assisting the member with the immigration process and in obtaining proper identification. Their advocacy and support even included taking the member to the required in-person biometrics appointments and enlisting the help of a legislative representative to provide guidance and resources.



**Maggie Spor, Counselor from Resources for Human Development** (halfway house), does an excellent job of coordinating with local MH providers to meet the needs of their members. Maggie is also very knowledgeable and always well-prepared for reviews.

We appreciate our partners in quality and regard this forum as one way Magellan can highlight exemplary acts of service for our members. You'll see these names again, as all providers and individuals that are honored through the ASC process will be highlighted at the Provider Town Hall.

Thank you!

