

# MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER



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## MESSAGE TO PROVIDERS

With the shift of season, we've recognized National Recovery Month and National Suicide Prevention Month, stepped into Hispanic Heritage Month, and, for many, are now back to school. In this edition, Magellan shares updates on quality accomplishments, such as achieving the Health Equity accreditation from National Committee for Quality Assurance (NCQA), relevant data about languages spoken in Magellan contracted regions, and updates on key quality initiatives.

Next month, we'll celebrate National Healthcare Quality Week (Oct. 20-26), established in 1985 by the National Association of Healthcare Quality (NAHQ). It's a great time to honor the hard work of quality professionals in our industry – please join us in the celebrations!

As always, please share your recommendations for topics to include in future editions of the Magellan Explorer. Our goal is to provide content that is engaging and relevant. We appreciate you, your time, and your readership.



Warm regards,

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

## ACCREDITATION ALERT

**Magellan thanks our network providers for their diligent efforts to serve HealthChoices members through a lens of cultural sensitivity.**

In late June, Magellan received confirmation that we were awarded the Health Equity Accreditation from NCQA.

During the Health Equity survey, NCQA evaluates how organizations address the Standards for:

- Collecting race/ethnicity and language data
- Providing language assistance
- Cultural responsiveness
- Quality improvement of CLAS
- Reduction of health care disparities

Read more about Magellan's accreditations [here](#). For the press release, read [here](#).





# LANGUAGES SPOKEN IN MAGELLAN'S CONTRACTED COUNTIES

Magellan conducts a comprehensive assessment of our member population to identify its characteristics, demographics, social determinants of health (SDoH), language needs, and emerging trends in the counties served. When HealthChoices-funded members enroll or re-enroll for the program, they provide information about their spoken language preference. Please note that having a preference for a language other than English is not the same as, and does not imply, Limited English Proficiency (LEP). Magellan uses this information to assess language needs in contracted counties.

The following tables show Magellan members' most prevalent preferred languages in each county.

Bucks County	
English	96.26%
Spanish	1.60%
Russian	0.75%
Thai	0.40%
Armenian	0.08%

Cambria County	
English	98.14%
Thai	0.52%
Spanish	0.23%
Persian	0.06%
Armenian	0.05%

In Bucks, Montgomery, and Northampton Counties, the top 5 preferred languages were the same as in 2022, in the same order. The same top-5 languages appeared in 2022 and 2023 in Cambria County, but Armenian and Persian switched places for 4th and 5th place. In Lehigh County, the top 4 languages remained the same, but Armenian replaced Hindi for 5th place in 2023.

Lehigh County	
English	78.29%
Spanish	20.02%
Thai	0.53%
Arabic	0.17%
Armenian	0.05%

Montgomery County	
English	95.00%
Spanish	2.86%
Thai	0.45%
Korean	0.20%
Bengali	0.16%

Northampton County	
English	89.69%
Spanish	8.58%
Thai	0.54%
Czech	0.15%
Arabic	0.11%

As was the case in the 2022 data, in 2023, Spanish was the second most preferred language in Bucks, Lehigh, Montgomery, and Northampton Counties. Thai was the second most preferred language in Cambria County. Thai was the third most preferred language in Lehigh, Montgomery, and Northampton Counties. Russian was the third most preferred language among Bucks County members in 2023. Lehigh County continues to have the highest percentage of members stating they prefer to use Spanish. In 2023, Armenian was in the top 5 languages in just Bucks and Cambria, but in 2023, Armenian is in the top 5 for Bucks, Cambria, and Lehigh Counties. Magellan will continue to monitor for increased requests for language assistance in Armenian.

For Lehigh and Northampton Counties, Spanish continues to surpass the translation thresholds established by the Program Standards and Requirements (PS&R) and NQCA, so all member-facing materials will be distributed in English and Spanish for those contracts.

Thai continues to surpass an NCQA-defined language threshold (1% of the population or 200 individuals, whichever is lowest) for the necessity of translating information about accessing language assistance services. Information about accessing language assistance, printed in Thai, was included in the annual member mailing. This information is also available on the Magellan of PA website and in the Member Handbook.

## KUDOS OF THE QUARTER!

Magellan maintains a process to recognize individuals who go above and beyond for members throughout our network. In this edition of the "Magellan Explorer" Magellan would like to extend a heartfelt thank you to the following individuals for their demonstrated commitment to the HealthChoices community.

**Nicole Smith, Counselor at Livengrin,** presented a very thorough and insightful ASAM evaluation for a member. They asked everything of the member that was discussed during a pre-cert and did a wonderful job of documenting and communicating the answers.

**Erin McFadden, QA Manager at Haven House,** provided a quick response with additional information following an incident report submission and audit questions. We really appreciate her collaboration and response to Magellan.

**Haley Moore at Malvern Institute,** has done a great job in working with our member who has experienced domestic violence. Haley helped connect the member to victim's services to file a protection from abuse order. She even assisted the member with the process, scheduling court activities, and discussing the sensitive subject with her landlord and family. She has done an amazing job to go above and beyond her clinical responsibilities.

**The whole team at Resources for Human Development Halfway House** are commended for how they handled having to move their entire program to a hotel for several days due to a power outage. They have continued to provide high quality care to our members during this time and have completed reviews on time despite the significant disruption this caused for their staff. Their clinical information has remained thorough and up to date at each continued stay review. It is impressive how well the provider has handled this challenging situation.

Thank you!



# FEATURE ARTICLE: DO YOU HAVE CLIENTS WHO SPEAK THAI?

**Thai is the 3rd most preferred language among Magellan HealthChoices-funded members.**

However, at present, none of our network providers have indicated in the Provider Directory that they speak Thai. Importantly, respondents to Magellan's 2023 Member Experience Survey who indicated that Thai was their preferred language reported lower levels of satisfaction in comparison to members preferring English and Spanish in the following areas:

- ✓ provider respect for cultural and language needs
- ✓ access to care
- ✓ dignity & respect
- ✓ hope

Statistically, this was not found to be significant because of the small the number of Thai-speaking respondents; however, it is critical to be responsive to the trending data.

Do you know if your organization serves a geographic area where there is significant Thai population? The following source, [Percentage Thai Population](#), shows each zip code's Thai population and percentage.

The data reflects people who identify their nationality or ethnicity as Thai but are not necessarily immigrants from Thailand. Since it might be likely that Magellan's Thai speakers live in communities with larger Thai populations, it is helpful to identify communities where more Thai individuals live. In this way, Magellan and its network providers know where people who speak Thai, and who might have language assistance needs, and might be served.

The following zip codes in Magellan's counties have large populations of Thai residents:

- ☛ 19020 in Bucks County
- ☛ 19406 and 19446 in Montgomery County
- ☛ 18915 and 19440 which fall into both Bucks and Montgomery Counties
- ☛ 18031 in Lehigh County

Also consider these facts:

- ☛ Thai is the 2nd most preferred language in Cambria County among Magellan members (surpassing Spanish).
- ☛ In Lehigh and Northampton Counties, where there are high numbers of members preferring Spanish, Thai is the 3rd most preferred language among Magellan members.

If you serve the above zip codes and have not noticed a fair number of Thai individuals seeking services, are there any barriers this community might be experiencing? Have your community outreach efforts included Thai populations or local community organizations frequented by Thai residents? Have you had any successes in this outreach? Have you provided language support for clients whose preferred language is Thai?

If you provide services to individuals or families who identify as Thai or speak Thai, Magellan would love to learn about their suggestions for improving services for this population. Please invite them to contact Magellan's Quality Manager, Tracy Samuelson, at [samuelsont@magellanhealth.com](mailto:samuelsont@magellanhealth.com).



## RECOMMENDATIONS FOR OPEN ACCESS ARRANGEMENTS

Magellan is unwavering in our commitment to delivering high-quality behavioral healthcare. We understand the importance of aftercare appointments for individuals transitioning from a 24-hour level of care to the community, and we are dedicated to supporting this transition. With this in mind, we would like to remind our outpatient and 24-hour providers about appointment expectations for individuals returning to the community from an acute psychiatric hospitalization or a 24-hour high-intensity substance use disorder (SUD) service. Open access or "walk-in" intake assessments can improve access to treatment for those individuals already in the community. Open access should continue to be used for these individuals when appropriate.



However, open-access arrangements are not generally appropriate for individuals returning to the community following a psychiatric inpatient setting or high-intensity SUD service. Feedback from members and families about barriers to attending aftercare has indicated that open-access/walk-in arrangements are challenging for individuals returning to the community from 24-hour care.

We rely on the crucial role of all aftercare providers to promote initiation and engagement, and to help prevent readmission to 24-hour care. The expectation of offering a scheduled appointment, with a date and time, for members being discharged from 24-hour levels of care is instrumental in this process unless open access is the member's stated and documented preference.

Please refer to the "Discharge Summary" section in the [Provider Handbook supplement](#) for HealthChoices Program Providers (page 27) for more information about the approved discharge process from an inpatient setting. Additional information about best practices for discharge planning can be found [here](#) on the Magellan of PA website.

## ACCESS, ATTITUDE, AND APPROACHABILITY AT FIRST CONTACT



In the fourth quarter, Magellan will contact community-based programs via initial phone outreach to assess members' "front door" experience. If Magellan contacts your organization as part of this quality improvement activity, you will receive a scorecard sharing your results. Consistent with prior years, Magellan intends to call outpatient programs to assess staff's approachability (friendliness and professionalism) and the accessibility for an initial appointment.

Magellan also monitors how quickly provider staff answers the phone, how long it takes to receive a response to a voicemail, and the accuracy of provider phone numbers in the directory. We encourage all organizations to routinely conduct customer service assessments as a quality assurance measure to promote positive customer experiences.

## PROJECT RED TO IMPROVE FOLLOW UP AFTER HOSPITALIZATION/INPATIENT TREATMENT AND DECREASE READMISSIONS

Magellan has partnered with researchers at Boston University and the University of Massachusetts to incorporate Project Re-Engineered Discharge (RED) in behavioral health. RED is regarded as an evidence-based model for discharge planning, and research is supported through Agency for Healthcare Research and Quality (AHRQ) and the National Institutes of Health (NIH).

In September, Magellan hosted a series of trainings attended by Magellan staff, and staff at Horsham Clinic and multiple Pyramid Healthcare locations to prepare for implementation of a behavioral health model of RED. The pilot will begin in October and run through the fourth quarter.

Project RED focuses on core components of comprehensive discharge planning, such as the teach-back method and after-hospitalization telephonic outreach to members. To learn more about RED, please visit [here](#).

## REWIND OF PROVIDER TOWN HALL

The Provider Town Hall Recording from September 17 is now available. Magellan thanks everyone that attended.

If you were not able to make it during the scheduled time, or if you'd like to revisit what was shared, the full recording is available. This recording includes discussions from Magellan's CEO providing updates regarding 2024 capitation rates.

The Provider Town Hall Recording is [here](#).

## UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

- Children's Crisis Training**  
Tuesday, October 17, 2024  
9:00 a.m. - 2:30 p.m., via Zoom
- Using Motivational Interviewing (MI) with Individuals in Precontemplation about a Mental Health (MH) Condition**  
Tuesday, November 5, 2024  
1:30 p.m. - 4:30 p.m., via Zoom

Please contact Leah Chapman at [Lchapman1@magellanhealth.com](mailto:Lchapman1@magellanhealth.com) for registration information for these events.

### ✓ Mark Your Calendars!

- Member Advisory Groups: dates/locations shared at [Member Advisory Groups | Magellan of PA](#)
- Annual All-Provider Compliance Forum: October 18, 2024, 10:00 a.m. – 12:00 p.m.

## MAGELLAN IN THE MEDIA

**"Behavioral Health Matters"** podcast. New episodes available routinely.

Magellan hosts local food drive to support communities. Read more [here](#) to learn how to participate.



Magellan