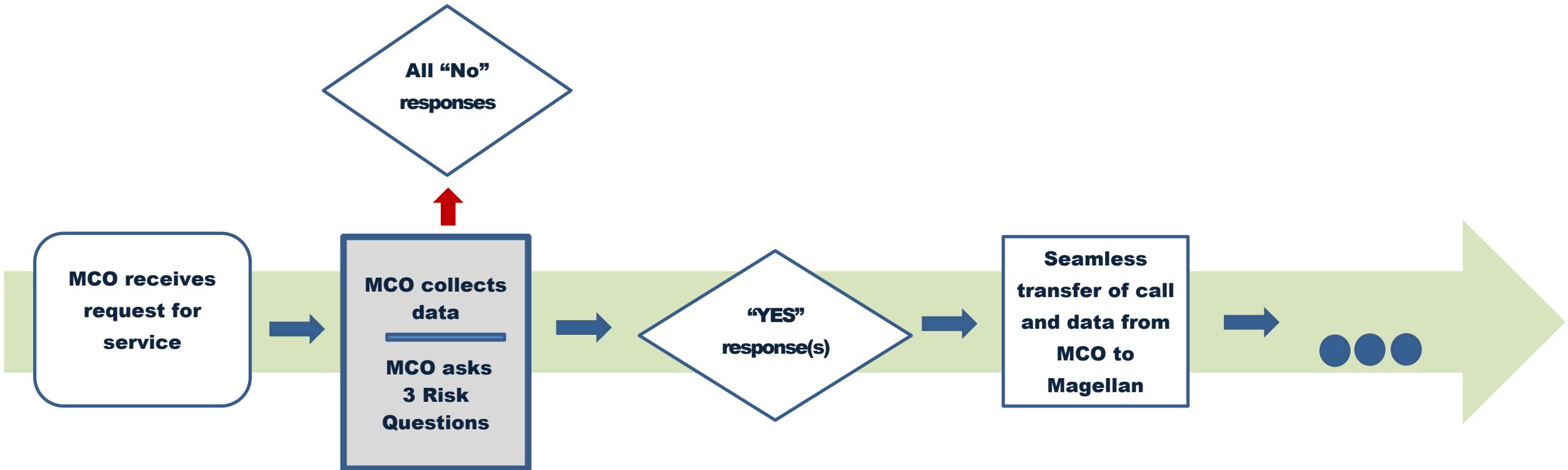




COORDINATED  
SYSTEM OF CARE

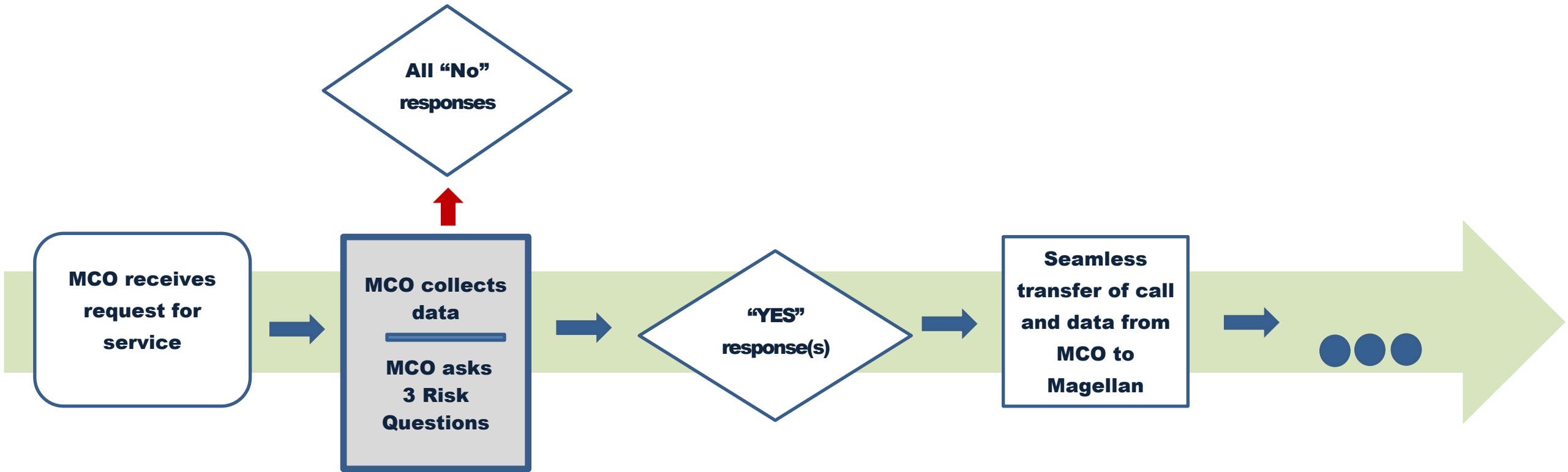
## **Process Workbook**

***September 10, 2015***



# MCO Collects Data

1. What data is needed?
2. What “MCO specific” info will be collected?
3. What if the caller has called the wrong MCO?
4. What if the youth is not participating in Medicaid?
5. How will the MCO document the info that is collected?



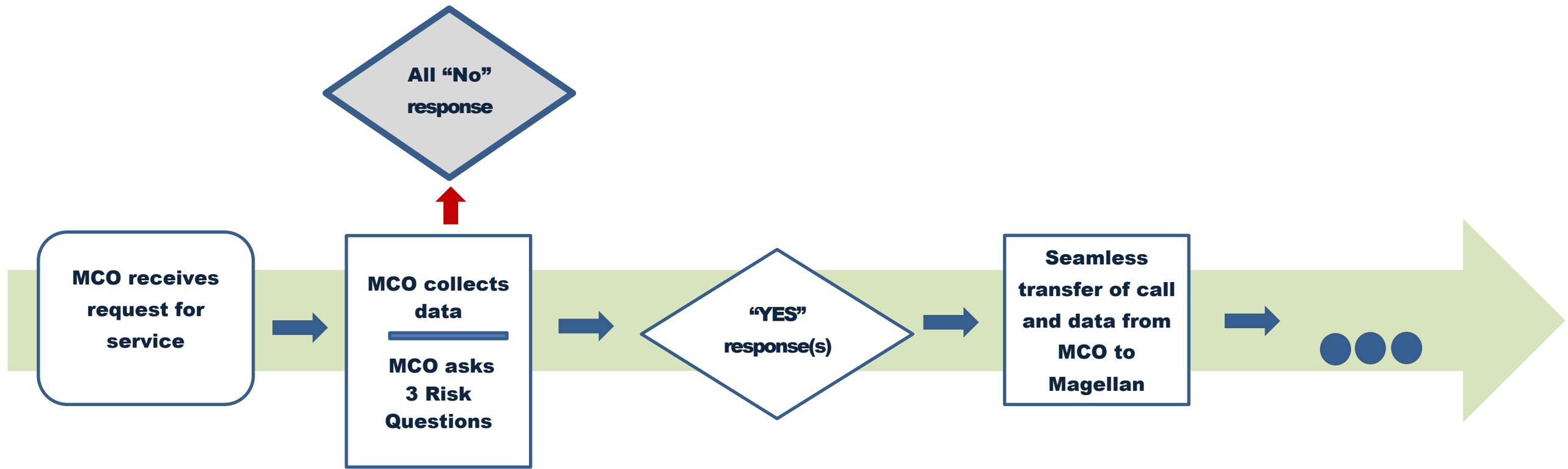
# MCO asks 3 Risk Questions

- Has the child ever talked about or actually tried to hurt him/herself or acted in a way that might be dangerous to him/her?
- Has the child ever been a danger to others, such as threatening to kill or seriously injure another person, fighting to the point of serious injury, or been accused of being sexually aggressive?
- Has the child deliberately or purposefully behaved in a way that has gotten him/her in trouble with the authorities?

## 1. Training

- a. Certification/training will be needed by MCO staff who will ask the 3 risk questions
- b. What is the plan/timeline?

## 2. How will the MCOs document the responses to the 3 risk questions?

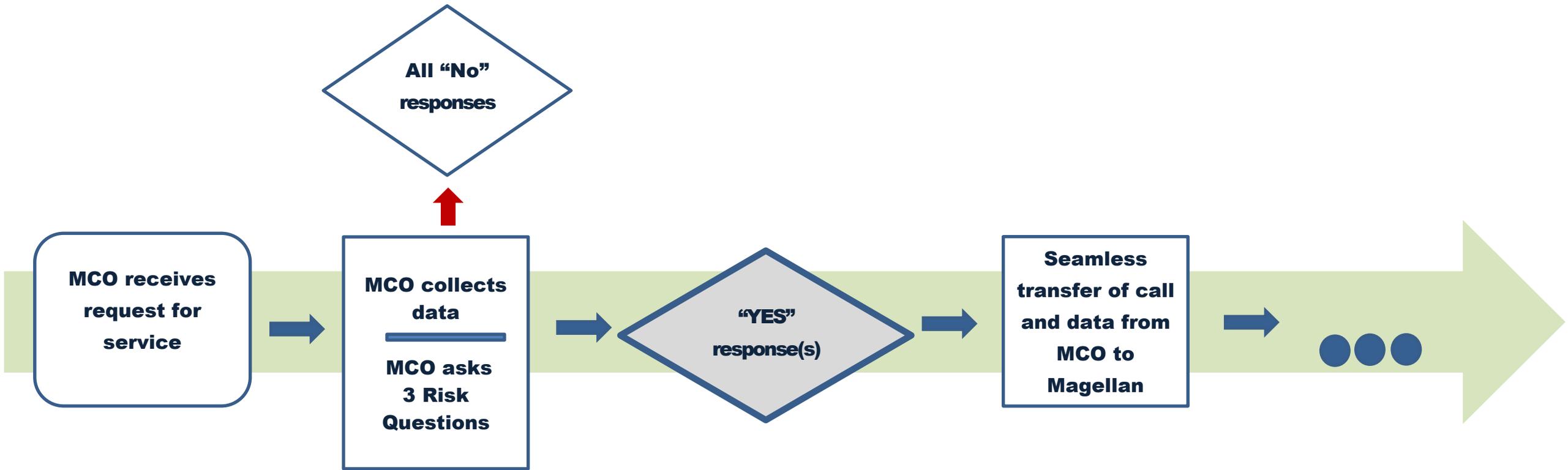


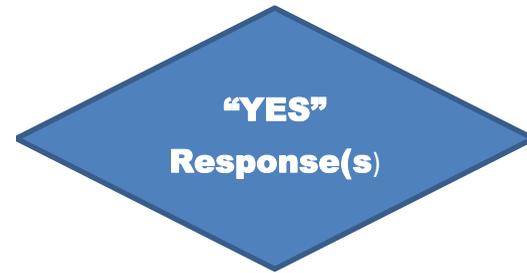


**All "NO"  
Response**

1. What is the MCO plan to maintain record of this?

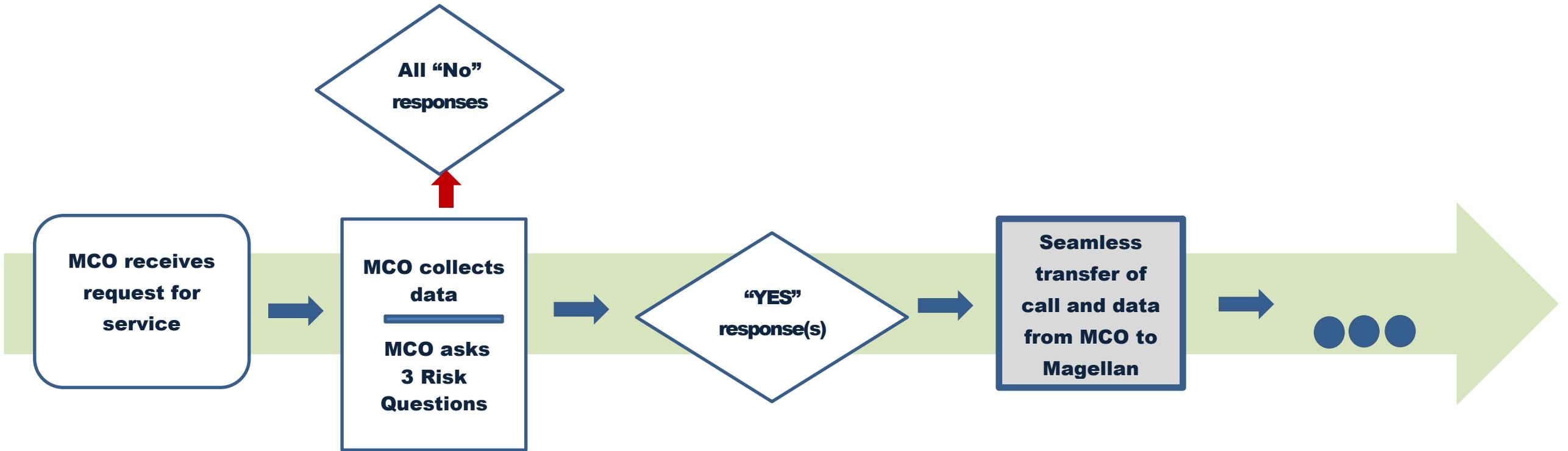
2. How will this information be shared/reported?





1. How will information be maintained?

2. How will this information be shared/reported?



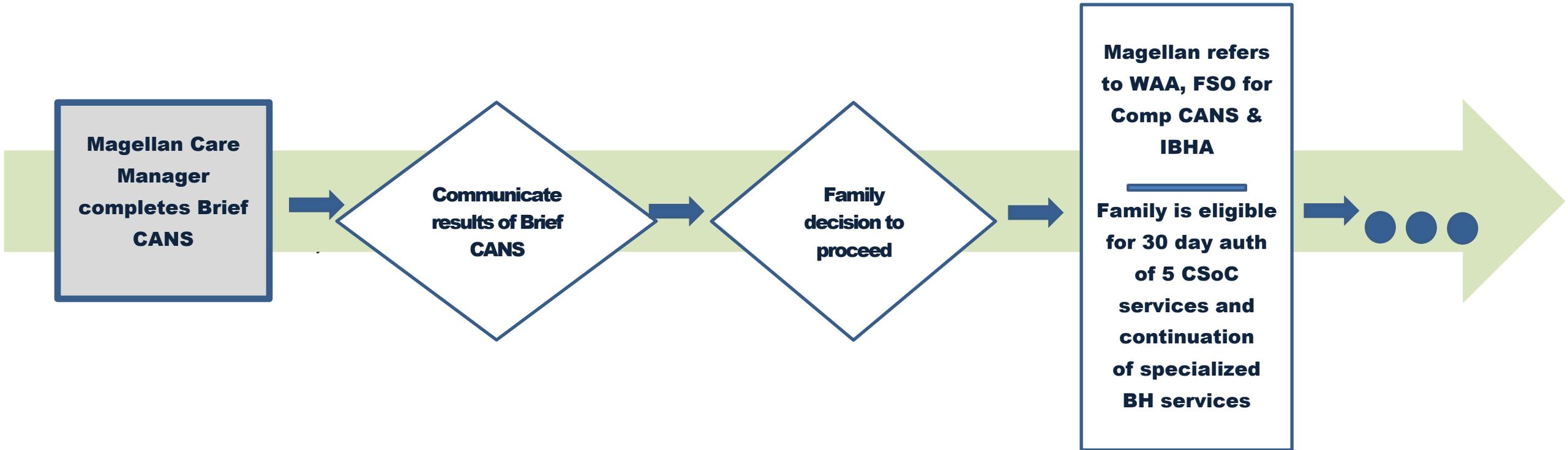
# Seamless transfer of Call and Data from MCO to Magellan

## Transfer Call

1. What is the process for a warm transfer?
2. What needs to be agreed upon to be able to do this?
3. What kind of preparation is needed?

## Transfer of Demographic Info; MCO/Member Info; and Screening Results

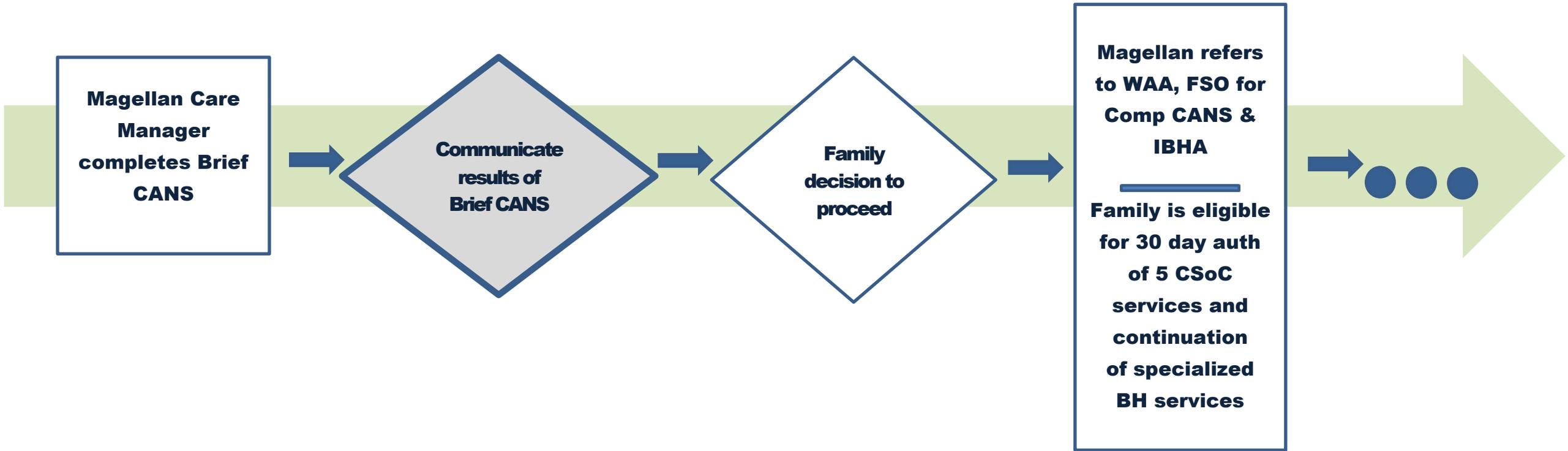
1. How will this information accompany the transferred call?



# Magellan Care Manager completes Brief CANS

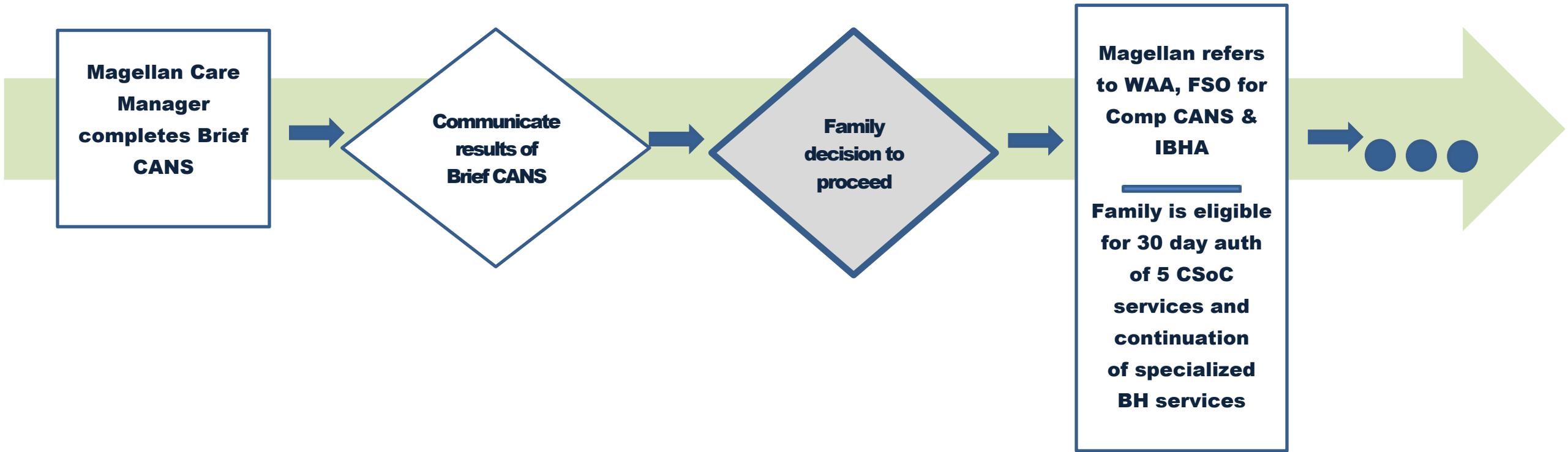
**This is currently a Magellan function.  
Their Care Manager completes the Brief CANS**

1. Process for maintaining communication with Magellan about the results of the Brief CANS.



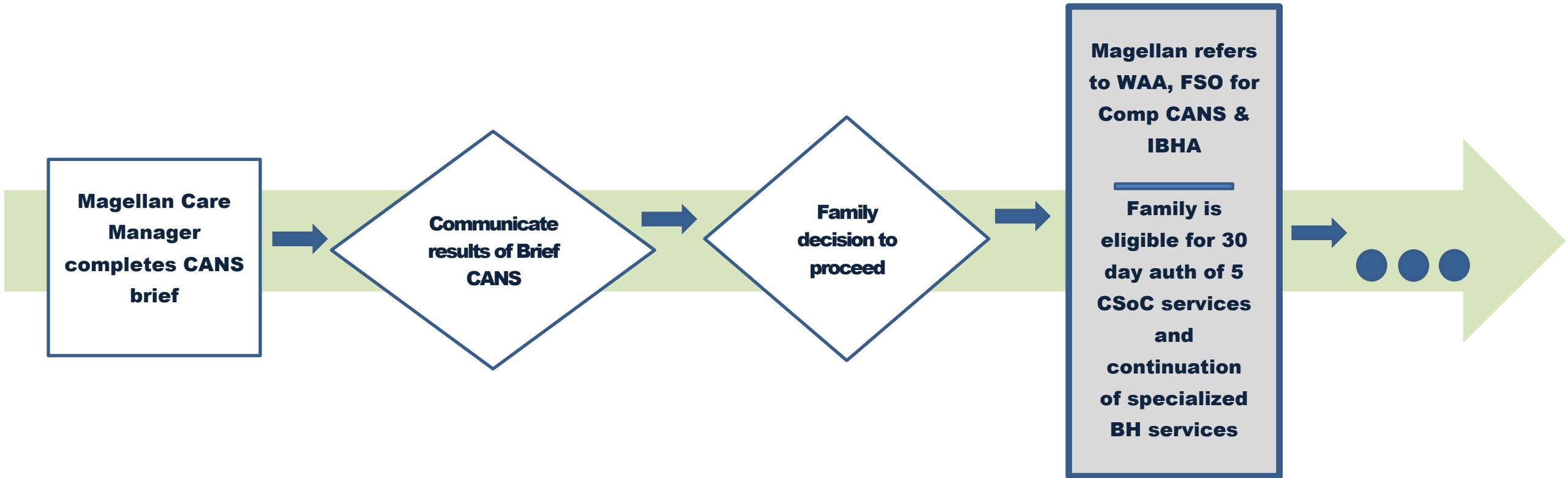
# **Communicate Results of Brief CANS**

1. Process for maintaining communication with Magellan about the results of the Brief CANS.



# Family decision to proceed

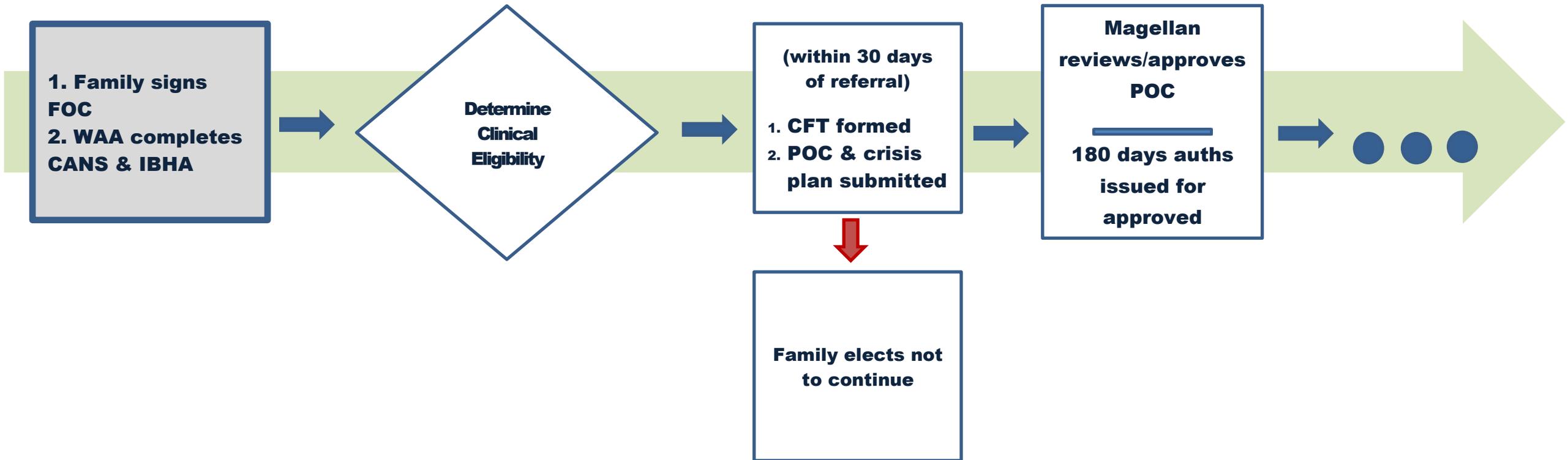
1. If yes, what is the process for informing the MCO?
  - a. What is the information would the MCO like to receive regarding the results of the Brief CANS.
  
2. If no, what is the process for informing the MCO?
  - a. What is the information would the MCO like to receive regarding the results of the Brief CANS.



**Magellan refers to WAA, FSO for Comp CANS & IBHA**

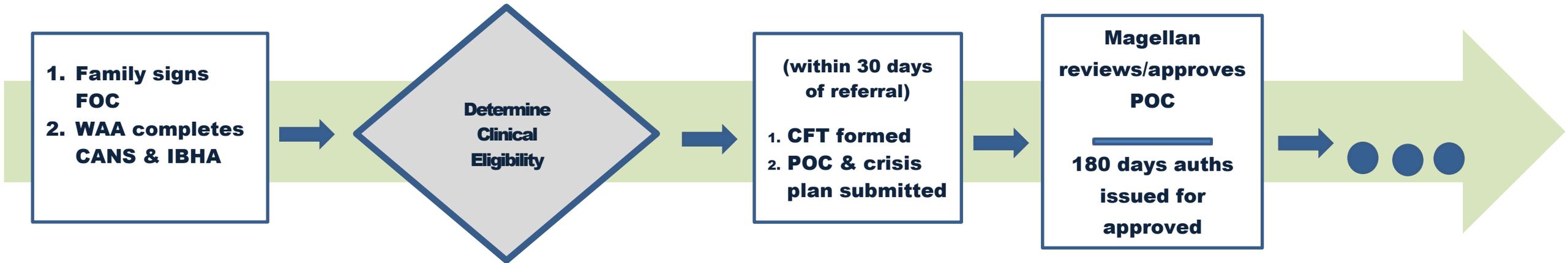
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**Family is eligible for 30 day auth of 5 CSoC services  
and continuation of specialized BH services**



**1. Family signs FOC**

**2. WAA completes CANS & IBHA**

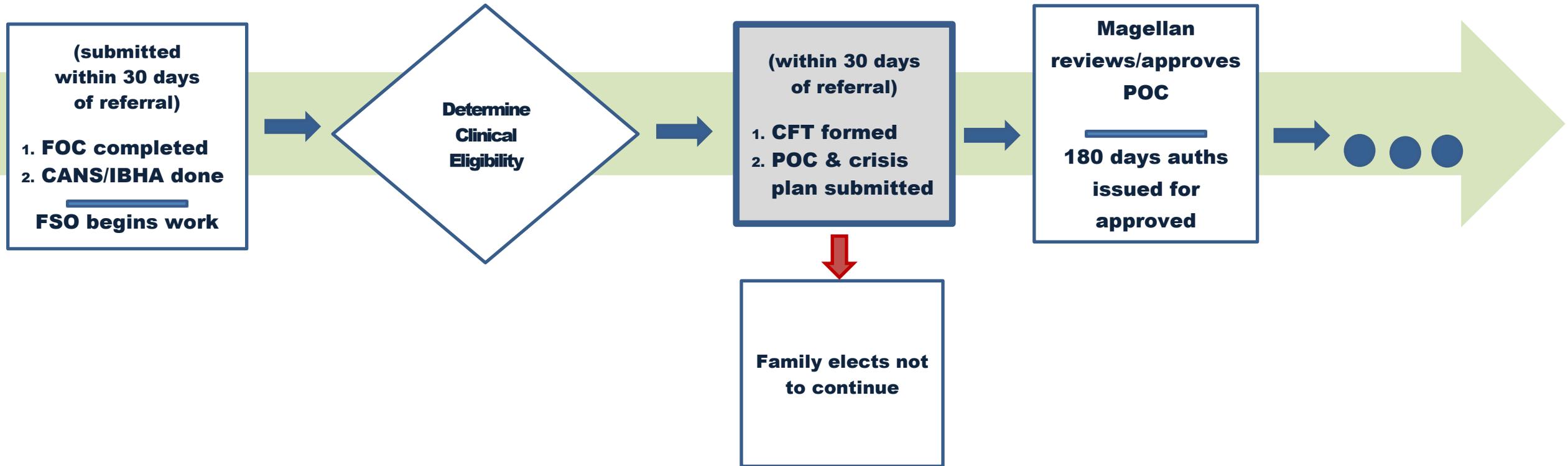


# Determine Clinical Eligibility

## Process Check: Determining eligibility

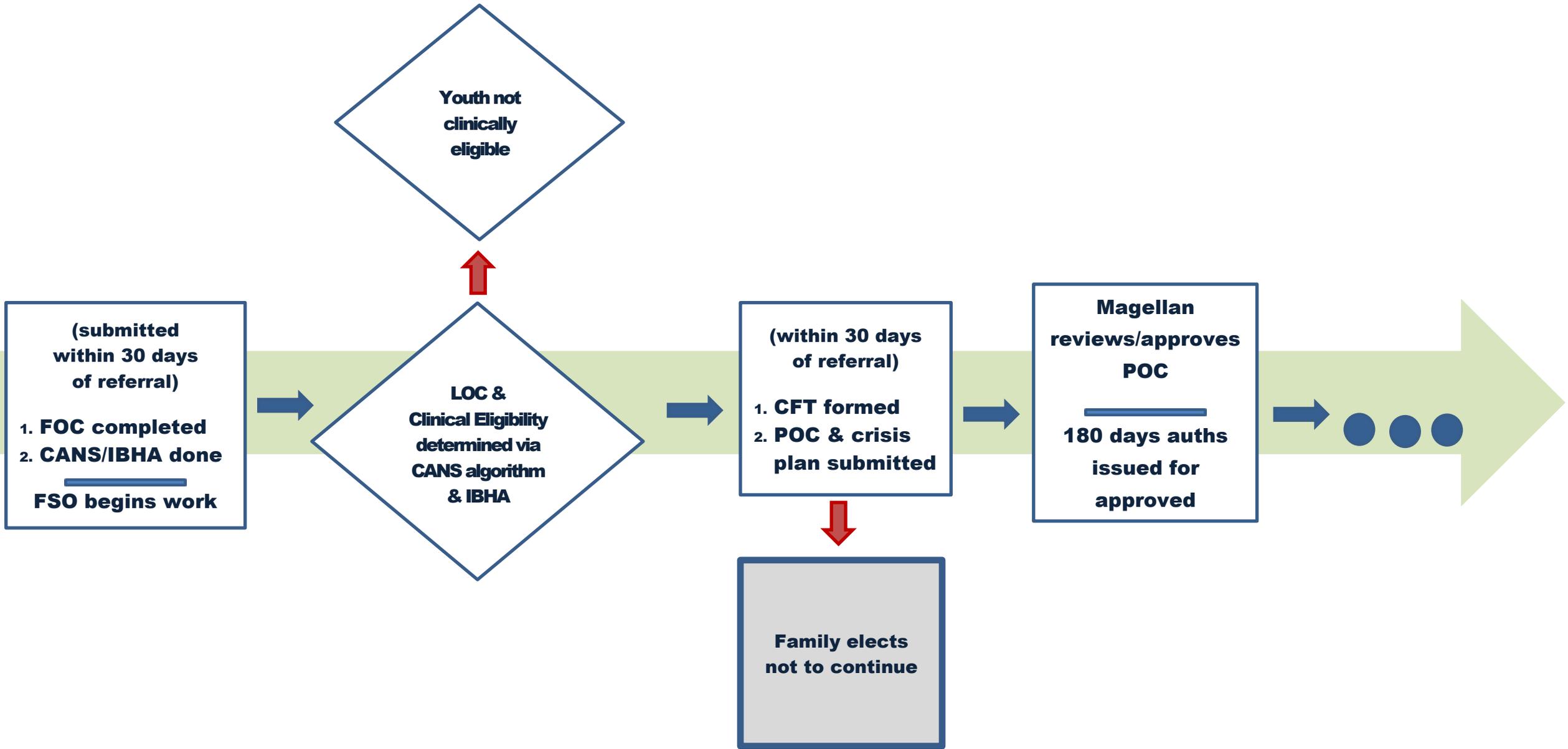
- i. A referral is made to WAA & FSO
- ii. 30 day auths for 5 CSoC services
- iii. Families make a decision to proceed
- iv. FOC is signed
- v. Comprehensive CANS & IBHA is completed by the WAA
- vi. Confirmed eligibility: Comp CANS and IBHA is sent to the Magellan independent review team

1. What is the process for maintaining communication with Magellan throughout this sequence?



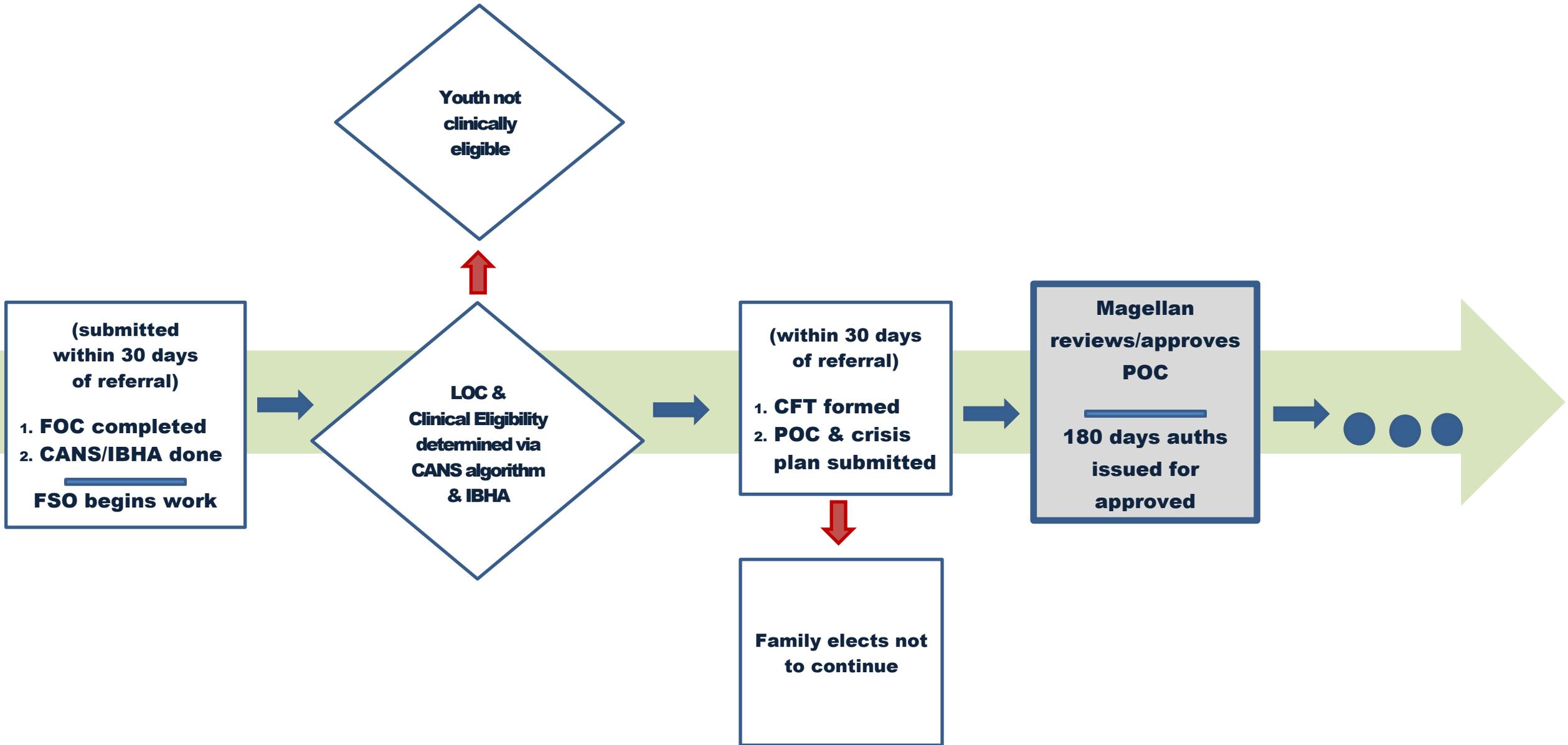
**(within 30 days of referral)**

- 1. CFT formed**
- 2. POC & crisis plan submitted**



# Family elects not to continue in CSoC

1. What is the process for
  - a. Communication between Magellan and MCOs
  - c. Medicaid notification
  - d. Provider notification (billing, auths)
  - d. Timelines



# **Magellan reviews/approves POC, issues 180-day auths for approved services**

1. Any exchange of information at this point?