

Quality Improvement Program

To improve the care and services members receive, Magellan has a Quality Improvement (QI) Program. In 2008, the following goals were met:

- Answered phones in less than 30 seconds
- Routine appointments were available within 10 business days
- Therapist and psychiatrist offices were conveniently located for all members
- Members rated satisfaction with our service at 96% and satisfaction with their provider at 97%. We are continuing to improve member satisfaction with complaint resolution and claims processing.

Member safety is an important part of Magellan's QI programs. Each year, since 2005, we have surveyed our facility providers about their safety practices. Improvement has been shown in four areas of focus — hospital discharge summaries being sent to medical doctors, coordinating care at the time of discharge, having a pharmacist review medication orders, and following guidelines for using restraints and seclusion.

For more information about our Quality Improvement Plan, call our QI Department toll free at (866) 503-3158.

Coordinating Your Care

It's very important that your behavioral health practitioner(s) and your medical doctor coordinate your care. We believe this coordination is essential to your well-being, especially as it impacts your complete diagnosis, medication management and comprehensive treatment planning. Discuss with your psychiatrist or therapist about coordinating your care with your medical doctor.

Follow Up Care after Hospitalization

An important part of your treatment is to arrange for services after your hospital stay. Magellan and your doctor want you to see a mental health provider a short time after you leave the hospital.

Before you leave, the hospital staff may assist you in setting up an appointment with a mental health provider as part of your discharge instructions. The instructions from the hospital should include the name, address and phone number of the provider and the date and time of the first appointment. It's important for you to continue to follow them even though you may feel better when you get home. Please keep your outpatient appointments and follow your provider's instructions regarding your medicine and treatment.

If you are not given this information by the hospital staff before you leave the hospital, please talk to your doctor or call Magellan. A Magellan Care Manager will help you with arranging for after-hospital care.

Utilization Management Decisions

Magellan reviews new types of treatment to decide if they should be added to member benefits.

Magellan makes its utilization decisions based only on the clinical needs of members. It does not reward the clinicians who conduct the utilization review for denying authorizations or provide financial incentives to encourage decisions that limit care and service to members.

Share Your Ideas

We want to hear your ideas on how to improve our service. To share your ideas or get more information about the services we offer, call the toll free number for Magellan on the back of your insurance card, and ask for the Quality Improvement Department.

How to Initiate a Complaint

To voice a complaint, you can call the toll free number listed on the back of your insurance card or may fill out a complaint form on Magellan's State of Michigan website at www.MagellanAssist.com.

Know Your Rights and Responsibilities

You have rights and responsibilities for the treatment you receive. It is important you know these rights to ensure you are treated with respect and your privacy is protected.

- Information about you and your treatment is private and confidential
- Information may not be shared by your therapist or doctor (except in certain cases required by law) without your written permission

Your rights also include how Magellan handles your protected health information (PHI) such as:

- Routine use and disclosure of PHI
- Use of authorizations
- Access to PHI
- Protection of oral, written and electronic PHI across Magellan Behavioral Health
- Protection of information disclosed to plan sponsors or employers

You may view the entire list of member rights, and more information about PHI at www.MagellanAssist.com or by contacting our Privacy Officer at (866) 503-3158.

Find Out More About Benefits & Services

You can get this information on the Magellan website (www.MagellanAssist.com) or by calling Magellan at the number on the back of your insurance card, including:

- How to check benefits and services
- What co-payments and other charges for which you may be responsible
- How to get information about therapists or doctors and find all levels of mental health services
- How to get emergency care
- How to get specialty care
- How to submit a claim
- How to voice a complaint
- How to appeal a decision by Magellan
- Clinical Practice Guidelines
 - Major Depression in Adults
 - Substance Abuse Disorders
 - Schizophrenia
 - Suicide Assessment
- Prevention Programs
- Quality Activities
- Self Help Tips

If you are away from home, or need care after normal business hours, you can call Magellan's Help Line 24 hours a day, and a care manager will assist you in obtaining the services that you need:

(866) 503-3158

If you wish to view the MAGELLAN HEALTH SERVICES:
INTENSIVE CARE MANAGEMENT PROGRAM DESCRIPTION FOR THE
MICHIGAN CARE MANAGEMENT CENTER 2009 booklet, please contact
the Employee Benefits Division at 800-505-5011 M-F 8AM – 5PM.