

Frequently Asked Questions Magellan *Condition Care Management*

What is Magellan Condition Care Management (CCM)?

CCM is a program designed to provide members with resources, such as education, motivational tools, and personal health coaching, to support the treatment recommendations and plan of care developed by their providers.

How are members identified for inclusion in CCM?

Members are proactively identified for participation in this program by:

- **Predictive Modeling:** A method of data analysis that draws on historical data to identify trends in service utilization that may indicate risk for less-than-optimal outcomes.
- **Real-Time Triggers:** Routine contact with members or providers, including requests for referrals or service authorization.
- **Referral:** Recommendations from providers, health plans, family members and other programs.
- **Self-identification:** Member identification through self-education or self-assessment.

When are CCM services available? What are the hours of the program?

Personal health coaches (who are licensed behavioral health clinicians) and clinical health associates (CHAs) are available Monday through Friday, from 9 a.m. to 8 p.m. Eastern time, and Saturday, from 10 a.m. to 2 p.m. (except holidays and holiday weekends). As always, members continue to have access 24 hours a day, seven days a week to our standard services for urgent and emergent situations.

How do I refer my patient to CCM?

You may refer your patient to the CCM program by calling the phone number referenced in the cover letter of this mailing, during program service hours. CHAs are available to assist you in determining a member's eligibility for CCM. If your patient is eligible, a CHA or personal health coach will contact him/her by telephone, mail or e-mail to explain the program.

How is program content for patients developed?

CCM program content is based on nationally recognized Clinical Practice Guidelines. Links to the Magellan guidelines are located on www.MagellanHealth.com/provider. A clinical workgroup, comprised of pharmacists, behavioral health providers, primary care physicians, and consumers provided review and input during the program's development process and continues to provide

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input on a regular basis. You may request a copy of educational materials and member tools by calling the phone number referenced in the cover letter of this mailing during program service hours.

What are the program benefits for providers?

Through various program interventions, we encourage your patients to increase their knowledge and insight of their behavioral health condition, as well as develop positive behavioral health changes that allow them to better self-manage their condition and adhere to the treatment plan you have recommended. If your patient elects personal health coaching, you receive routine as well as urgent updates about his or her health status/progress. *CCM* also assists you and your patients with service authorization processes to promote prompt access to necessary services, and facilitates information-sharing with all providers who are involved in your patient's care.

Does the program comply with all HIPAA confidentiality requirements?

Yes. The program meets all HIPAA confidentiality requirements and Magellan's own internal confidentiality policies.

How do members and practitioners provide feedback to *CCM*?

CCM administers member and provider satisfaction surveys throughout the year, using the results to identify program successes and opportunities for improvement.

In addition, you may provide comments, contact your patients' health coaches, submit complaints, ask questions, or decline participation for yourself or your patient by calling the phone number referenced in the cover letter of this mailing during program service hours. If you are a Magellan participating provider, you may also provide feedback/complaints through the Magellan provider Web site, www.MagellanHealth.com/provider (under FAQs/Feedback or under My Messages after secure login), by contacting your local Care Management Center staff, or by writing to Magellan Health Services, *CCM* Program, P.O. Box 459, Columbia, MD, 21046-0459.

Are there provider rights associated with *CCM*?

Practitioners have the following rights specific to *CCM*:

1. The right to have information about Magellan, including:
 - The Magellan *CCM* program and services
 - Magellan staff supporting the *CCM* program and their qualifications
 - Any contractual relationships associated with the delivery of the *CCM* program.

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2. The right to decline participation in or work with the Magellan *CCM* program and services for practitioners' patients, if contractually possible.
3. The right to be informed of how Magellan coordinates *CCM* interventions with treatment plans for practitioners' patients.
4. The right to know how to contact the Magellan *CCM* staff who are communicating with the practitioner's patients.
5. The right to have Magellan support practitioners in their interactions with their patients, and decisions regarding care and treatment.
6. The right to receive courteous and respectful treatment by Magellan staff.
7. The right to communicate complaints to Magellan.