



# *Adverse Outcome Reporting Requirements*

July 19, 2016



*Magellan of Virginia (Magellan) serves as the contracted Behavioral Health Services Administrator for the Department of Medical Assistance Services (DMAS). Magellan is currently administering a coordinated care model for behavioral health services for Virginia Medicaid and FAMIS members, and is working diligently to improve access to quality behavioral health services and improve health outcomes for our members.*





In our partnership with our Network providers, Magellan strives to ensure that our members receive high-quality behavioral healthcare services. One way in which Magellan monitors safety concerns is through review of Adverse Outcomes.

This presentation will provide detail about Adverse Outcomes and a new reporting requirement for providers.



## ***Presentation Highlights***

- What is an Adverse Outcome?
- When does Adverse Outcome Reporting begin?
- How to Report an Adverse Outcome?
- What to Include within an Adverse Outcome Report?
- How to Assist a Member Following an Adverse Outcome?
- What Occurs After Providers Report?



## ***Definition of Adverse Outcome***

The Magellan National Provider Handbook (Section 4, Adverse Outcome Reporting) defines an Adverse Outcome as any of the following incidents involving a Magellan member currently in treatment or a member who was discharged from treatment within 180 days prior to the occurrence of:

- Death;
- Suicide or serious suicide attempt;
- An incident of violence initiated by the member; and
- Other incidents resulting in serious harm to the member or others that includes, but is not limited to serious complications from a psychotropic medication regimen that required medical intervention.



## ***Implementation of Adverse Outcomes Reporting***

Effective **September 1, 2016**, Magellan participating providers are required to notify us of any member Adverse Outcome that comes to their attention.

Expectations about reporting Adverse Outcomes are outlined within the Magellan National Provider Handbook, Section 4, Adverse Outcome Reporting. Please also refer to Section 2 of your Program Participation Agreement for more information about compliance with Magellan's policies and procedures.

This reporting requirement affects all Magellan covered services and all levels of care.\*

*\*Residential Treatment Centers – Level C providers will continue to follow the Adverse Outcomes/Serious Incident Reporting process already in place (please refer to the July 28, 2014 Provider Communication).*

*The Magellan National Provider Handbook can be located with the following link:*

*<http://www.magellanofvirginia.com/for-providers-va/provider-handbook.aspx>*



## ***How to Report an Adverse Outcome***

Please contact Magellan within **one business day** to report an Adverse Outcome.

Please submit the following information via fax to **(888-656-5396)**:

- Member's name and Medicaid number
- Facility/Provider name, address, and National Provider Identifier (NPI) number
- Name(s) of staff involved (if applicable)
- Detailed description of the incident, including the date(s) and location of the incident
- Outcome, including the person(s) and entities notified
- Current location and status of the member
- Steps taken to ensure continued member safety

If your agency requires additional clinical support to ensure member safety, please contact Magellan at **800-424-4046**.



## ***Assisting a Member Following an Adverse Outcome***

After necessary and immediate measures are taken to ensure the member is safe and has received any indicated, appropriate medical care, please utilize sound clinical judgment to determine next steps. These steps may include, but are not limited to, the following:

- Implementing and/or updating the member's safety plan
- Assessing member for potential referral to higher level of care
- Revising the member's treatment plan
- Collaborating with other treatment professionals
- Contacting Magellan for assistance with care coordination



## ***What Occurs After an Adverse Outcome is Reported?***

Adverse Outcome Reports are reviewed by Magellan's licensed clinical staff and Magellan's Medical Director to determine if there are immediate patient safety needs.

Reports may initiate other Magellan processes, including:

- Member/provider outreach calls
- Record review
- Notification of other entities (e.g. Department of Medical Assistance Services, Child/Adult Protective Services, etc.)



## ***Policy and Procedure Suggestions***

Magellan encourages providers to update or develop a reporting and/or safety-related policy/procedure that includes the process of reporting Adverse Outcomes.

Some examples for an Adverse Outcome reporting process are:

- Development or revision of provider processes for managing Adverse Outcomes/Serious Incidents
- Implementing an unbiased peer review committee to review adverse outcomes that have occurred within your agency and make suggestions or recommendations for internal policy changes
- Identification of a person responsible for reporting Adverse Outcomes to Magellan
- Implementing a tracking system to monitor for trends and potential opportunities for staff training

We recommend providers review their current reporting or safety-related policies/procedures and determine their best practice to report Adverse Outcomes to Magellan.



Please note: Magellan's Adverse Outcomes reporting does not satisfy notification or reporting to other required State or Local entities. Please ensure that you continue to follow reporting processes required by applicable regulatory bodies.

*Thank You*



# *Confidentiality Statement for Providers*



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