



Quality Improvement Committee Descriptions

Consumer, Family, Stakeholder Advisory Group (CFSAG)

The CFSAG is a subcommittee of the Member Services Committee. Magellan set up this group so that members and their families can share ideas with us. The members who are part of this group will help us learn how to make services better. Here are some of the things the group looks at:

- Member Satisfaction Survey results
- How Magellan handles grievances
- How Magellan handles requests to change decisions about authorizing services
- The Magellan Member Rights and Responsibilities Statements
- Written information for members about their benefits
- Special projects promoting wellness and recovery

Member Services Committee (MSC)

The Member Services Committee (MSC) keeps track of how well member services are done at Magellan of Virginia. This group looks for ways we can serve our members better. The MSC watches over processes like these:

- How Magellan handles calls from members
- How easily members can get services from providers
- What members say Magellan does well
- What members and providers complain about
- How Magellan handles requests to change decisions about authorizing services
- Member satisfaction survey results
- How Magellan protects member information

The Consumer, Family, Stakeholder Advisory Group (CFSAG) is a part of the MSC. The CFSAG shares member ideas with the MSC.

Quality Improvement Committee (QIC)

Magellan improves services and care through the Quality Improvement (QI) program. The QIC directs the QI program. It does this by guiding the other committees. The QIC makes sure that the Quality Improvement program follows quality methods. It also ensures that the QI program stays on track toward goals. The QIC oversees these things:

- The program that manages how services are used
- The program that supports member recovery
- Policies
- Projects to make services better

When the QIC sees ways that we could do things better, the group will give suggestions about how to move forward. Once steps are taken to improve, the QIC will ask to see results. The group will also make certain that providers, members, families and other stakeholders have input into our QI program.

Utilization Management Committee (UMC)

The UMC is a group that watches over our program to manage how services are used. It reviews regularly updated reports. The reports help the group to see if our services are helping members to get better. The group also monitors programs that support good care. These include:

- The program that encourages medical and behavioral health providers to work together
- The program that helps to find behavioral health problems early
- The program that helps members manage their own care
- The program that supports member recovery.

Regional Network Credentialing Committee (RNCC)

The RNCC sees that Magellan has quality providers. The group makes sure that we have providers that can meet member needs. A few providers are in the RNCC as well. The group helps Magellan make decisions about adding or removing providers from our network.

Network Strategy Committee (NSC)

The NSC reports to the RNCC. It focuses on making sure that members have good access to a range of providers across the state. The group follows access reports. Based on those reports, the NSC looks for ways to improve variety of and access to providers. It directs these changes and watches to make sure the changes are effective.

Compliance Committee

Magellan and our providers must follow many rules. These rules come from the law, DMAS requirements and our own policies. The Compliance Committee keeps track of how well certain rules are followed. This group considers how Magellan will respond if a rule is not followed.

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