



How to Avoid Rejected SMI Screenings

NOVEMBER 2018

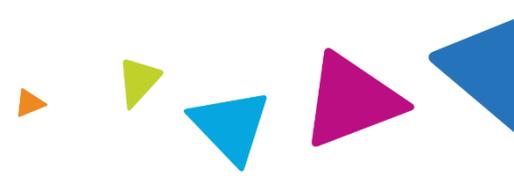
Magellan
HEALTHCARESM

Objectives

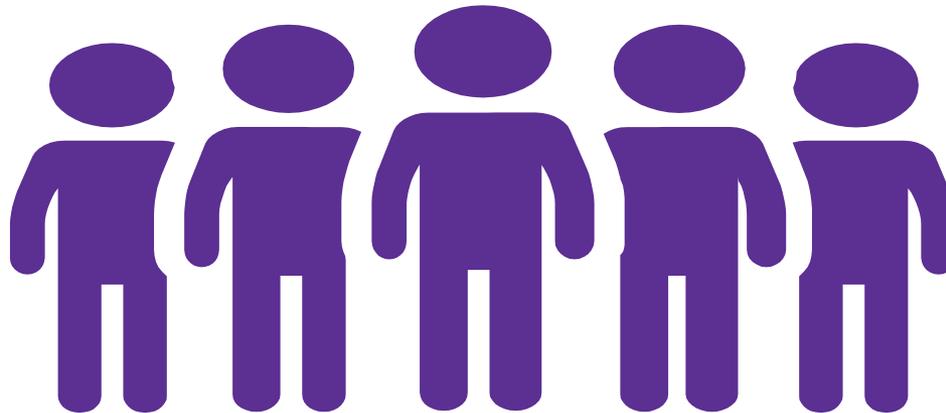


- Discuss the ending of SMI Screenings
- Overview of Avoiding Rejected Screenings
- Situations where Members are found “Not Eligible”

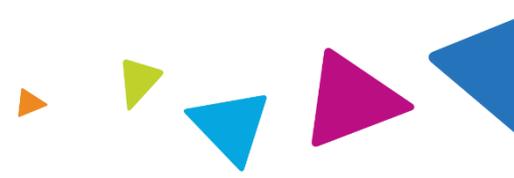
Ending of GAP



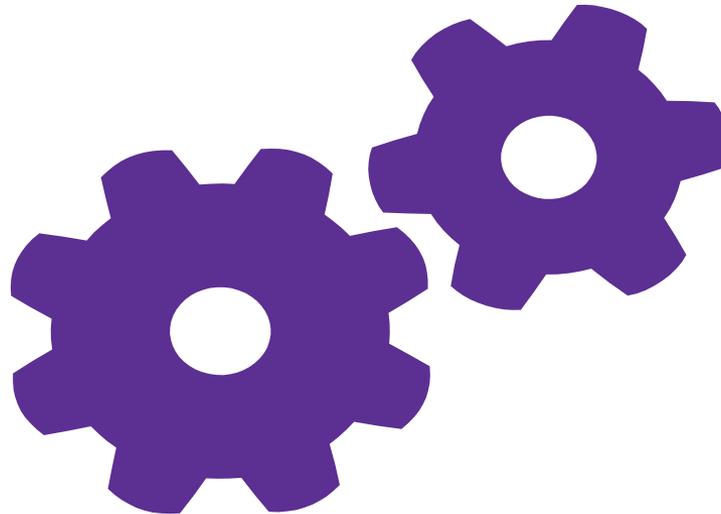
- The Governors Access Plan (GAP) will end on 3/31/19.
- The last day to apply for GAP with Cover VA is 10/31/18.
- The last day to submit complete SMI Screenings will be 12/15/18.



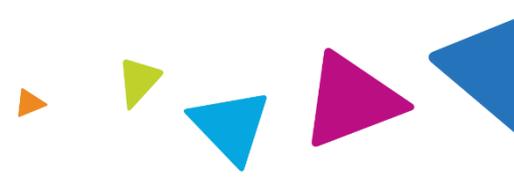
SMI Screenings Ending



- The last day to submit SMI screenings is 12/15/18.
- Exceptions will NOT be made to the last day to submit under any circumstances.
- If the SMI Screening is not completed until 12/15/18, it still must be submitted by 12/15/18.
- Providers will NOT be able to re-submit rejected screenings after 12/15/18.



SMI Screenings Ending



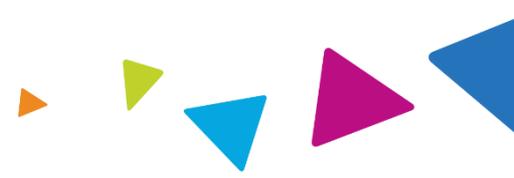
- Providers are strongly encouraged to submit SMI screenings promptly so that they can be resubmitted by the end date if they are rejected.
- It is recommended that SMI screenings be reviewed prior to submitting to avoid unnecessary rejections.
- Magellan will review all SMI screenings within 3 business days.



The slide features a light blue background with a horizontal band of a slightly darker blue. Scattered around the edges are several triangles in shades of blue, purple, and pink. The main title is centered in a blue font, with a thin blue line underneath it.

How To Avoid Rejected Screening

Common Reasons for a Rejected Screening



- SMI screenings are placed in “rejected” status for the following reasons:
- Appropriate licensed credentials were not listed on attached evaluation
- Limited recent or current clinical information was provided regarding member’s MH symptoms or did not fully support the listed diagnosis

Rejected Screenings (continued)

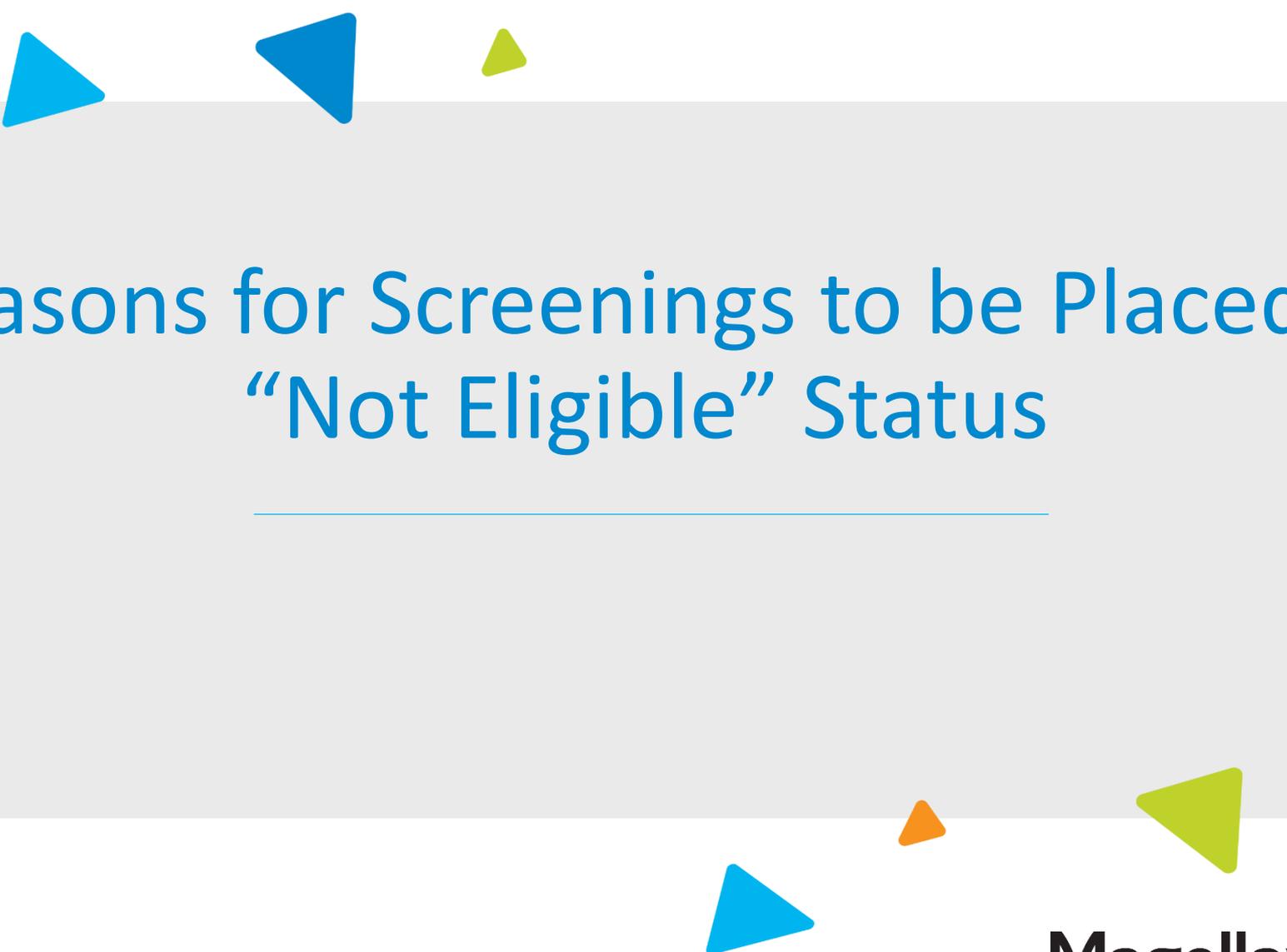


- Diagnosis on screening is not listed on attached evaluation
- Name is spelled incorrectly, transposed, or different than what is listed on attached evaluation, including omitting “Jr, Sr, III”.
- Screening is listed as high-intensity type, but date on attached assessment differs from assessment date listed on screening

Rejected Screenings, cont'd



- When screenings are rejected, the GAP CM enters notes that can be seen by the provider. These notes include what additional information is needed and providers are encouraged to update the rejected screening expeditiously.



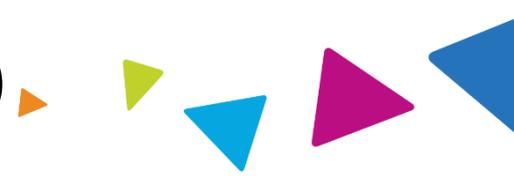
Reasons for Screenings to be Placed in “Not Eligible” Status

Screenings Automatically Placed in “Not Eligible” Status



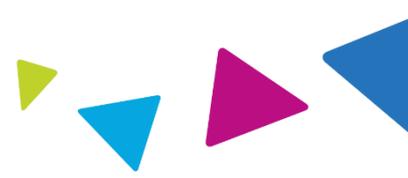
- There are instances when the system automatically places screenings in the “ineligible status” prior to a GAP CM having the chance to review for SMI eligibility. These reasons include:
 - There is an ineligible diagnosis listed on the screening
 - For duration of illness: The provider has not identified at least one of the criteria
 - For level of disability: The provider has not identified at least two of the criteria
 - The provider has marked “no” to the individual requiring assistance in accessing and utilizing medical and/or behavioral health services/supports

“Not Eligible” Status Screenings (continued)



- If the diagnosis on the screening tool and the assessment differ- the screening list an ineligible diagnosis, but the assessment lists an eligible diagnosis
 - The GAP CMs makes one call out to the provider to inform them of the inaccuracy so the provider can update the screening with the correct primary diagnosis, if needed
 - This allows the screening to be placed back in “review” status and the CM can proceed with assessing for SMI eligibility.
- To reiterate, it is important for providers to frequently check the status of screenings on the provider portal, especially since this category of screenings are automatically placed in not eligible status.

Examples of Screenings Automatically Placed in “Not Eligible” Status



SMI Criteria

Diagnosis

f32.89

Duration of Illness

- Is expected to require services of an extended duration

Level of Disability

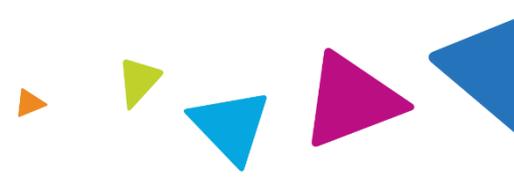
- Is unemployed; employed in a sheltered setting or a supportive work situation; has markedly limited or reduced employment skills; or has a poor employment history
- Requires public and family financial assistance to remain in the community and may be unable to procure such assistance without help
- Exhibits inappropriate behavior that often results in intervention by the mental health or judicial system

Due to mental illness, the member requires assistance to consistently access and to utilize needed medical and/or behavioral health services/supports: **No**

Reasons for “not eligible” status

- *Ineligible diagnosis (Other Specified depressive episodes) and*
- *No answered for member requiring assistance with accessing services and support*

Example Screenings (continued)



SMI Criteria

Diagnosis	f12.20
Duration of Illness	• Not Applicable
Level of Disability	<ul style="list-style-type: none">• Is unemployed; employed in a sheltered setting or a supportive work situation; has markedly limited or reduced employment skills; or has a poor employment history• Requires public and family financial assistance to remain in the community and may be unable to procure such assistance without help• Requires assistance in basic living skills such as personal hygiene, food preparation, or money management

Due to mental illness, the member requires assistance to consistently access and to utilize needed medical and/or behavioral health services/supports: **No**

Reasons for “not eligible” status-

- *Ineligible diagnosis (Cannabis dependence, uncomplicated)*
- *Duration of Illness- Not at least one criteria is identified*
- *“No” is marked to member requiring assistance in accessing services and supports.*

Example Screenings (continued)



SMI Criteria

Diagnosis

F14.10

Duration of Illness

- Is expected to require services of an extended duration

Level of Disability

- Is unemployed; employed in a sheltered setting or a supportive work situation; has markedly limited or reduced employment skills; or has a poor employment history
- Requires public and family financial assistance to remain in the community and may be unable to procure such assistance without help
- Has difficulty establishing or maintaining a personal social support system.

Due to mental illness, the member requires assistance to consistently access and to utilize needed medical and/or behavioral health services/supports: **Yes**

Reason for “not eligible” status-

- *Ineligible diagnosis (Cocaine abuse, uncomplicated)*
- *Even with all the other criteria here being met, this was still placed in ‘not eligible’ status, just because of the incorrect diagnosis on the screening tool*

Example Screenings (continued)



SMI Criteria

Diagnosis

F33.1

Duration of Illness

- Is expected to require services of an extended duration

Level of Disability

- Is unemployed; employed in a sheltered setting or a supportive work situation; has markedly limited or reduced employment skills; or has a poor employment history

Due to mental illness, the member requires assistance to consistently access and to utilize needed medical and/or behavioral health services/supports: **Yes**

Reason for “not eligible” status-

- *Level of Disability does not have at least 2 criteria marked.*
- *Still automatically placed in this status, even with the appropriate dx (Major Depressive d/o, recurrent, moderate), duration of illness, and “yes” to member requiring help with accessing services.*

Other Points To Remember..



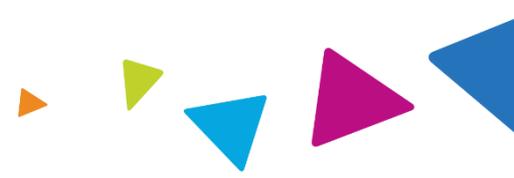
- All demographic information submitted on the screening must match exactly what was submitted to Cover VA.
- Check to make sure the attached documents are fully legible and not cut off on either side. This is another reason for a rejection due to inability to read all material.
- Magellan results and comments of SMI screenings can be read on the Magellan provider site under “manage assessments”.

Points to Remember (continued)



- In order to bill for and have claims paid for SMI screenings, screenings must be in “Eligible” or “Not Eligible” status.
- If the screening is in “rejected” status and the provider submits for claims, the claim will be denied.
- “Rejected” screenings that are not updated by 12/15/2018 at midnight will not be covered by claims.

Additional Information (continued)

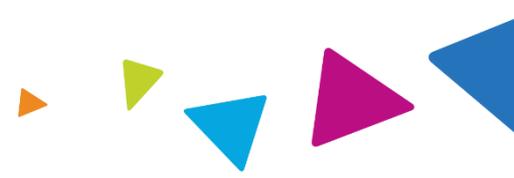


Magellan Contacts

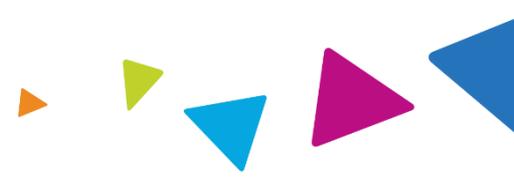
Call Magellan of Virginia for help with:

- Web account set up: 800.424.4536
- Online submissions: 800.424.4046
- TDD line: 800.424.4048

Additional Information (continued)



- For questions regarding how to submit the Screening Tool or Attachments please contact Magellan at 1-800-424-4046 or www.magellanoftv.com
- Additional GAP information is available on the DMAS website at <http://www.dmas.virginia.gov/#/gap>
- Questions pertaining to GAP may also be e-mailed to BridgetheGAP@dmas.virginia.gov
- For additional information on Cover VA- [Cover Virginia website](#)



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