

LOUISIANA DEPARTMENT OF HEALTH

# COORDINATED SYSTEM OF CARE (CSOC) ANNUAL REPORT

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FISCAL YEAR 2022

(JULY 2021 – JUNE 2022)

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June 2023

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## Executive Summary

Louisiana law R.S. 40:1253.3 requires the Louisiana Department of Health (LDH) to provide an annual report of its Coordinated System of Care, or CSoC program. CSoC is a Medicaid waiver that allows LDH to offer a network of coordinated behavioral health services to children who meet certain eligibility requirements. Magellan Health of Louisiana, Inc. coordinates, administers and manages the services for the children and youth who may be eligible for or enrolled in the CSoC waiver.

This report addresses questions and requests made by the Legislature about the program and its management. Data included in this report are for provider participation, member enrollment, requests for services and referrals as well as claims and payment information. Additional measures included in this report are used to demonstrate achievement of the following outcomes expressed in R.S. 40:1253.3:

- Continued implementation of the Coordinated System of Care;
- Advancement of resiliency, recovery and a consumer-focused system of person-centered care; and
- Implementation of best practices and evidence-based practices that are effective and supported by data collected from measuring outcomes, quality and accountability.

## Preface

In December 2015, LDH integrated specialized behavioral health services previously provided under the Louisiana Behavioral Health Partnership (LBHP) by adding them to the services offered through the state's Healthy Louisiana managed care program for physical and primary healthcare.

The Coordinated System of Care (CSoC) is a specialty waiver program that remains excluded from the Healthy Louisiana managed care program. CSoC is a specialized program for children and youth who have the most complex behavioral health conditions and are in or at the most risk of out-of-home placement. This program offers a comprehensive array of intensive services with the goal of enabling high-risk children and youth to remain in or return to their homes and communities. Wraparound, the model used to meet the goals of CSoC, is a process to help youth with complex behavioral health needs benefit from individualized, coordinated care planning. This process produces a single plan of care that coordinates all agencies and providers. The Department applied for statewide implementation of CSoC with the Centers for Medicare and Medicaid Services (CMS) in state fiscal year (SFY) 2014 and received approval for statewide expansion in September 2014. As of January 2021, the Department secured CMS approval to increase the number of youth who may enroll in the CSoC program from 2,400 to 2,900.

LDH offers the following measures and outcomes as part of this CSoC annual report. As required by R.S. 40:1253.3, the reporting period enclosed includes SFY 2022 (July 2021-June 2022) with Magellan. In preparation for the submission of this report, LDH worked with a governmental auditing firm to independently review the data submitted by Magellan. The data submitted by Magellan was found to be within a reasonable and expected variance from the review performed.

# 1 PROVIDER INFORMATION

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Since implementation of CSoc, OBH and Magellan have overseen the expansion of the network of providers available to deliver CSoc services across the state. This provider number is defined by entry point, so a provider is identified by each location where services are provided. Magellan's provider network includes providers of specialized behavioral health state plan services and specialized CSoc services including Short Term Respite, Youth Support and Training, Parent Support and Training, and Independent Living Skills Building. CSoc provider network data captures a point in time in the cycle of provider credentialing and contracting. For purposes of this transparency report, provider data is reflective of the CSoc network as of June 30, 2022.

- The comprehensive list of contracted providers enrolled in the Magellan network prior to June 30, 2022, by provider type, is available at the following links:  
[https://ldh.la.gov/assets/csoc/SFY22\\_ANNUAL\\_REPORT\\_CSOC/Transparency\\_Report\\_Provider\\_Detail\\_2022.xlsx](https://ldh.la.gov/assets/csoc/SFY22_ANNUAL_REPORT_CSOC/Transparency_Report_Provider_Detail_2022.xlsx)
- [https://ldh.la.gov/assets/csoc/SFY22\\_ANNUAL\\_REPORT\\_CSOC/Transparency\\_Report\\_Provider\\_By\\_Type\\_2022.xlsx](https://ldh.la.gov/assets/csoc/SFY22_ANNUAL_REPORT_CSOC/Transparency_Report_Provider_By_Type_2022.xlsx)

Parish	Provider Type	Count
ACADIA	Advanced Practice Registered Nurse Practitioner	1
ACADIA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
ACADIA	Distinct Part Psychiatric Unit	1
ACADIA	Licensed Clinical Social Worker	2
ACADIA	Licensed Marriage and Family Therapist	1
ACADIA	Licensed Professional Counselor	2
ACADIA	Psychiatrist	1
ALLEN	Advanced Practice Registered Nurse Practitioner	1
ALLEN	Federally Qualified Health Center (in-state only)	1
ALLEN	Mental Health Clinic (LGE Clinics)	1
ALLEN	School-Based Health Center (in-state only)	1
ASCENSION	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
ASCENSION	Licensed Clinical Social Worker	4
ASCENSION	Licensed Professional Counselor	3
ASCENSION	Mental Health Clinic (LGE Clinics)	1
ASCENSION	Mental Health Rehabilitation Agency (Legacy MHR)	1
ASCENSION	Psychologist - Clinical	2
ASCENSION	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
ASCENSION	Transition Coordinator	1
ASSUMPTION	Federally Qualified Health Center (in-state only)	1
ASSUMPTION	Licensed Professional Counselor	1
AVOYELLES	Licensed Clinical Social Worker	1
AVOYELLES	Mental Health Clinic (LGE Clinics)	1

AVOYELLES	Mental Health Rehabilitation Agency (Legacy MHR)	2
AVOYELLES	Psychiatrist	1
AVOYELLES	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
AVOYELLES	Transition Coordinator	2
BEAUREGARD	Free Standing Psychiatric Hospital	1
BEAUREGARD	Licensed Professional Counselor	1
BEAUREGARD	Mental Health Clinic (LGE Clinics)	1
BEAUREGARD	Mental Health Rehabilitation Agency (Legacy MHR)	1
BEAUREGARD	Psychiatrist	1
BEAUREGARD	Transition Coordinator	1
BIENVILLE	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
BIENVILLE	Federally Qualified Health Center (in-state only)	1
BIENVILLE	Licensed Marriage and Family Therapist	1
BIENVILLE	Transition Coordinator	1
BOSSIER	Assertive Community Treatment (ACT)	2
BOSSIER	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	3
BOSSIER	Federally Qualified Health Center (in-state only)	1
BOSSIER	Licensed Professional Counselor	6
BOSSIER	Mental Health Rehabilitation Agency (Legacy MHR)	1
BOSSIER	Psychiatrist	2
BOSSIER	Psychologist - Clinical	1
BOSSIER	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
BOSSIER	Transition Coordinator	4
CADDO	Assertive Community Treatment (ACT)	2
CADDO	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	29
CADDO	Distinct Part Psychiatric Unit	2
CADDO	Federally Qualified Health Center (in-state only)	8
CADDO	Free Standing Psychiatric Hospital	1
CADDO	Licensed Clinical Social Worker	6
CADDO	Licensed Marriage and Family Therapist	3
CADDO	Licensed Professional Counselor	23
CADDO	Mental Health Clinic (LGE Clinics)	1
CADDO	Mental Health Rehabilitation Agency (Legacy MHR)	5
CADDO	Methadone Clinic	1
CADDO	Psychiatrist	5
CADDO	Psychologist - Clinical	6
CADDO	Short-Term Respite - Child-Placing Agency (Therapeutic Foster Care)	1
CADDO	Short-Term Respite - Respite Care Services Agency	1
CADDO	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
CADDO	Therapeutic Foster Care	1
CADDO	Transition Coordinator	14
CADDO	Wrap Around Agency	1
CALCASIEU	Advanced Practice Registered Nurse Practitioner	7

CALCASIEU	Assertive Community Treatment (ACT)	1
CALCASIEU	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	5
CALCASIEU	Distinct Part Psychiatric Unit	2
CALCASIEU	Free Standing Psychiatric Hospital	1
CALCASIEU	Licensed Clinical Social Worker	6
CALCASIEU	Licensed Marriage and Family Therapist	5
CALCASIEU	Licensed Professional Counselor	14
CALCASIEU	Mental Health Clinic (LGE Clinics)	2
CALCASIEU	Mental Health Rehabilitation Agency (Legacy MHR)	5
CALCASIEU	Physician Assistant	1
CALCASIEU	Psychiatrist	9
CALCASIEU	Psychologist - Clinical	1
CALCASIEU	Short-Term Respite - Respite Care Services Agency	2
CALCASIEU	Transition Coordinator	4
CALCASIEU	Wrap Around Agency	1
CALDWELL	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
CALDWELL	Mental Health Clinic (LGE Clinics)	1
CALDWELL	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
CATAHOULA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
CATAHOULA	Mental Health Clinic (LGE Clinics)	1
CATAHOULA	Transition Coordinator	1
CLAIBORNE	Federally Qualified Health Center (in-state only)	1
CLAIBORNE	Licensed Clinical Social Worker	1
CONCORDIA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
CONCORDIA	Mental Health Rehabilitation Agency (Legacy MHR)	1
CONCORDIA	Transition Coordinator	3
DE SOTO	Licensed Professional Counselor	1
DE SOTO	Mental Health Rehabilitation Agency (Legacy MHR)	1
DE SOTO	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
DE SOTO	Transition Coordinator	2
EAST BATON ROUGE	Advanced Practice Registered Nurse Practitioner	4
EAST BATON ROUGE	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	28
EAST BATON ROUGE	Distinct Part Psychiatric Unit	1
EAST BATON ROUGE	Family Support Organization	1
EAST BATON ROUGE	Federally Qualified Health Center (in-state only)	1
EAST BATON ROUGE	Free Standing Psychiatric Hospital	2
EAST BATON ROUGE	Licensed Addiction Counselor	1

EAST BATON ROUGE	Licensed Clinical Social Worker	13
EAST BATON ROUGE	Licensed Marriage and Family Therapist	2
EAST BATON ROUGE	Licensed Professional Counselor	13
EAST BATON ROUGE	Mental Health Clinic (LGE Clinics)	3
EAST BATON ROUGE	Mental Health Rehabilitation Agency (Legacy MHR)	5
EAST BATON ROUGE	Methadone Clinic	1
EAST BATON ROUGE	Psychiatrist	29
EAST BATON ROUGE	Psychologist - Clinical	7
EAST BATON ROUGE	Short-Term Respite - Child-Placing Agency (Therapeutic Foster Care)	1
EAST BATON ROUGE	Short-Term Respite - Respite Care Services Agency	5
EAST BATON ROUGE	Substance Abuse and Alcohol Abuse Center (Outpatient)	4
EAST BATON ROUGE	Transition Coordinator	20
EAST BATON ROUGE	Wrap Around Agency	1
EAST CARROLL	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
EAST CARROLL	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
EAST CARROLL	Transition Coordinator	2
EAST FELICIANA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
EAST FELICIANA	Federally Qualified Health Center (in-state only)	4
EAST FELICIANA	Free Standing Psychiatric Hospital	1
EAST FELICIANA	Licensed Clinical Social Worker	1
EAST FELICIANA	School-Based Health Center (in-state only)	1
EAST FELICIANA	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
EVANGELINE	Advanced Practice Registered Nurse Practitioner	2
FRANKLIN	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
FRANKLIN	Licensed Clinical Social Worker	1
FRANKLIN	Mental Health Clinic (LGE Clinics)	1
FRANKLIN	Rural Health Clinic (Provider Based) (in-state only)	1
FRANKLIN	Transition Coordinator	2
GRANT	Advanced Practice Registered Nurse Practitioner	1
GRANT	Licensed Professional Counselor	2
GRANT	Psychologist - Clinical	3
GRANT	School-Based Health Center (in-state only)	5
IBERIA	Advanced Practice Registered Nurse Practitioner	1
IBERIA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	3



IBERIA	Federally Qualified Health Center (in-state only)	1
IBERIA	Licensed Clinical Social Worker	2
IBERIA	Licensed Marriage and Family Therapist	1
IBERIA	Licensed Professional Counselor	3
IBERIA	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
IBERIA	Transition Coordinator	2
IBERVILLE	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
IBERVILLE	Federally Qualified Health Center (in-state only)	2
IBERVILLE	Licensed Professional Counselor	1
IBERVILLE	Mental Health Clinic (LGE Clinics)	1
IBERVILLE	Psychiatrist	1
JACKSON	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
JACKSON	Licensed Professional Counselor	1
JACKSON	Transition Coordinator	1
JEFFERSON	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	14
JEFFERSON	Federally Qualified Health Center (in-state only)	8
JEFFERSON	Free Standing Psychiatric Hospital	3
JEFFERSON	Licensed Clinical Social Worker	24
JEFFERSON	Licensed Marriage and Family Therapist	3
JEFFERSON	Licensed Professional Counselor	27
JEFFERSON	Mental Health Clinic (LGE Clinics)	1
JEFFERSON	Mental Health Rehabilitation Agency (Legacy MHR)	4
JEFFERSON	Psychiatrist	13
JEFFERSON	Psychologist - Clinical	8
JEFFERSON	School-Based Health Center (in-state only)	3
JEFFERSON	Short-Term Respite - Respite Care Services Agency	2
JEFFERSON	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
JEFFERSON	Transition Coordinator	10
JEFFERSON	Wrap Around Agency	1
JEFFERSON DAVIS	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
JEFFERSON DAVIS	Licensed Marriage and Family Therapist	1
JEFFERSON DAVIS	Licensed Professional Counselor	3
JEFFERSON DAVIS	Mental Health Clinic (LGE Clinics)	1
JEFFERSON DAVIS	Mental Health Rehabilitation Agency (Legacy MHR)	1
JEFFERSON DAVIS	Transition Coordinator	1
LAFAYETTE	Advanced Practice Registered Nurse Practitioner	6
LAFAYETTE	Assertive Community Treatment (ACT)	1
LAFAYETTE	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	9
LAFAYETTE	Federally Qualified Health Center (in-state only)	1
LAFAYETTE	Free Standing Psychiatric Hospital	1
LAFAYETTE	Licensed Clinical Social Worker	7
LAFAYETTE	Licensed Marriage and Family Therapist	1
LAFAYETTE	Licensed Professional Counselor	8

LAFAYETTE	Mental Health Rehabilitation Agency (Legacy MHR)	3
LAFAYETTE	Physician Assistant	1
LAFAYETTE	Psychiatrist	7
LAFAYETTE	Psychologist - Clinical	3
LAFAYETTE	Short-Term Respite - Respite Care Services Agency	1
LAFAYETTE	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
LAFAYETTE	Transition Coordinator	5
LAFAYETTE	Wrap Around Agency	1
LAFOURCHE	Advanced Practice Registered Nurse Practitioner	1
LAFOURCHE	Federally Qualified Health Center (in-state only)	2
LAFOURCHE	Licensed Clinical Social Worker	1
LAFOURCHE	Licensed Professional Counselor	4
LAFOURCHE	Mental Health Clinic (LGE Clinics)	1
LAFOURCHE	Mental Health Rehabilitation Agency (Legacy MHR)	2
LAFOURCHE	Psychiatrist	1
LAFOURCHE	Transition Coordinator	1
LINCOLN	Advanced Practice Registered Nurse Practitioner	1
LINCOLN	Assertive Community Treatment (ACT)	1
LINCOLN	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
LINCOLN	Distinct Part Psychiatric Unit	1
LINCOLN	Licensed Clinical Social Worker	1
LINCOLN	Licensed Marriage and Family Therapist	1
LINCOLN	Licensed Professional Counselor	8
LINCOLN	Mental Health Clinic (LGE Clinics)	1
LINCOLN	Mental Health Rehabilitation Agency (Legacy MHR)	2
LINCOLN	Psychiatrist	1
LINCOLN	Psychologist - Clinical	1
LINCOLN	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
LINCOLN	Transition Coordinator	1
LIVINGSTON	Advanced Practice Registered Nurse Practitioner	1
LIVINGSTON	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
LIVINGSTON	Federally Qualified Health Center (in-state only)	2
LIVINGSTON	Licensed Addiction Counselor	2
LIVINGSTON	Licensed Clinical Social Worker	3
LIVINGSTON	Licensed Professional Counselor	1
LIVINGSTON	Mental Health Clinic (LGE Clinics)	1
LIVINGSTON	Mental Health Rehabilitation Agency (Legacy MHR)	1
LIVINGSTON	Short-Term Respite - Respite Care Services Agency	1
LIVINGSTON	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
LIVINGSTON	Transition Coordinator	2
MADISON	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
MADISON	Licensed Professional Counselor	2
MADISON	Mental Health Clinic (LGE Clinics)	1

MADISON	Mental Health Rehabilitation Agency (Legacy MHR)	1
MADISON	Short-Term Respite - Respite Care Services Agency	1
MADISON	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
MADISON	Transition Coordinator	3
MOREHOUSE	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
MOREHOUSE	Federally Qualified Health Center (in-state only)	2
MOREHOUSE	Licensed Clinical Social Worker	1
MOREHOUSE	Licensed Professional Counselor	1
MOREHOUSE	Mental Health Clinic (LGE Clinics)	1
MOREHOUSE	School-Based Health Center (in-state only)	1
MOREHOUSE	Transition Coordinator	3
NATCHITOCHES	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
NATCHITOCHES	Distinct Part Psychiatric Unit	1
NATCHITOCHES	Licensed Professional Counselor	1
NATCHITOCHES	Mental Health Clinic (LGE Clinics)	1
NATCHITOCHES	Mental Health Rehabilitation Agency (Legacy MHR)	3
NATCHITOCHES	Psychiatrist	1
NATCHITOCHES	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
NATCHITOCHES	Transition Coordinator	1
ORLEANS	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	23
ORLEANS	Distinct Part Psychiatric Unit	2
ORLEANS	Federally Qualified Health Center (in-state only)	6
ORLEANS	Free Standing Psychiatric Hospital	1
ORLEANS	Licensed Clinical Social Worker	27
ORLEANS	Licensed Marriage and Family Therapist	2
ORLEANS	Licensed Professional Counselor	20
ORLEANS	Mental Health Clinic (LGE Clinics)	1
ORLEANS	Mental Health Rehabilitation Agency (Legacy MHR)	10
ORLEANS	Psychiatrist	50
ORLEANS	Psychologist - Clinical	33
ORLEANS	Substance Abuse and Alcohol Abuse Center (Outpatient)	3
ORLEANS	Transition Coordinator	15
OUACHITA	Advanced Practice Registered Nurse Practitioner	2
OUACHITA	Assertive Community Treatment (ACT)	2
OUACHITA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	14
OUACHITA	Distinct Part Psychiatric Unit	1
OUACHITA	Federally Qualified Health Center (in-state only)	4
OUACHITA	Licensed Clinical Social Worker	1
OUACHITA	Licensed Marriage and Family Therapist	3
OUACHITA	Licensed Professional Counselor	20
OUACHITA	Mental Health Clinic (LGE Clinics)	1
OUACHITA	Mental Health Rehabilitation Agency (Legacy MHR)	10
OUACHITA	Methadone Clinic	1

OUACHITA	Psychiatrist	3
OUACHITA	School-Based Health Center (in-state only)	2
OUACHITA	Short-Term Respite - Respite Care Services Agency	3
OUACHITA	Substance Abuse and Alcohol Abuse Center (Outpatient)	7
OUACHITA	Transition Coordinator	14
OUACHITA	Wrap Around Agency	1
PLAQUEMINES	Federally Qualified Health Center (in-state only)	1
PLAQUEMINES	Licensed Clinical Social Worker	1
PLAQUEMINES	Licensed Professional Counselor	1
POINTE COUPEE	Licensed Clinical Social Worker	1
RAPIDES	Advanced Practice Registered Nurse Practitioner	4
RAPIDES	Assertive Community Treatment (ACT)	1
RAPIDES	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	8
RAPIDES	Federally Qualified Health Center (in-state only)	1
RAPIDES	Free Standing Psychiatric Hospital	1
RAPIDES	Licensed Clinical Social Worker	3
RAPIDES	Licensed Marriage and Family Therapist	2
RAPIDES	Licensed Professional Counselor	6
RAPIDES	Mental Health Clinic (LGE Clinics)	1
RAPIDES	Mental Health Rehabilitation Agency (Legacy MHR)	2
RAPIDES	Methadone Clinic	1
RAPIDES	Psychiatrist	3
RAPIDES	Psychologist - Clinical	4
RAPIDES	Short-Term Respite - Respite Care Services Agency	1
RAPIDES	Transition Coordinator	4
RAPIDES	Wrap Around Agency	1
RED RIVER	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
RICHLAND	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	3
RICHLAND	Federally Qualified Health Center (in-state only)	1
RICHLAND	School-Based Health Center (in-state only)	4
RICHLAND	Transition Coordinator	1
SABINE	Federally Qualified Health Center (in-state only)	1
SABINE	Mental Health Clinic (LGE Clinics)	1
SABINE	Mental Health Rehabilitation Agency (Legacy MHR)	1
SABINE	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
SABINE	Transition Coordinator	1
SAINT BERNARD	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
SAINT BERNARD	Federally Qualified Health Center (in-state only)	1
SAINT BERNARD	Licensed Professional Counselor	2
SAINT BERNARD	School-Based Health Center (in-state only)	1
SAINT BERNARD	Transition Coordinator	2
SAINT CHARLES	Federally Qualified Health Center (in-state only)	4
SAINT CHARLES	Licensed Professional Counselor	5

SAINT CHARLES	School-Based Health Center (in-state only)	1
SAINT CHARLES	Short-Term Respite - Respite Care Services Agency	1
SAINT HELENA	Federally Qualified Health Center (in-state only)	4
SAINT HELENA	Licensed Professional Counselor	1
SAINT JAMES	Federally Qualified Health Center (in-state only)	1
SAINT JAMES	Free Standing Psychiatric Hospital	1
SAINT JAMES	Licensed Professional Counselor	2
SAINT LANDRY	Advanced Practice Registered Nurse Practitioner	2
SAINT LANDRY	Assertive Community Treatment (ACT)	1
SAINT LANDRY	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	4
SAINT LANDRY	Free Standing Psychiatric Hospital	1
SAINT LANDRY	Licensed Professional Counselor	2
SAINT LANDRY	Psychiatrist	2
SAINT LANDRY	Psychologist - Clinical	1
SAINT LANDRY	Transition Coordinator	2
SAINT MARTIN	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
SAINT MARTIN	Distinct Part Psychiatric Unit	1
SAINT MARTIN	Federally Qualified Health Center (in-state only)	1
SAINT MARTIN	Free Standing Psychiatric Hospital	1
SAINT MARTIN	Methadone Clinic	1
SAINT MARTIN	School-Based Health Center (in-state only)	3
SAINT MARTIN	Short-Term Respite - Respite Care Services Agency	1
SAINT MARTIN	Transition Coordinator	1
SAINT MARY	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
SAINT MARY	Federally Qualified Health Center (in-state only)	2
SAINT MARY	Licensed Clinical Social Worker	2
SAINT MARY	Licensed Professional Counselor	2
SAINT MARY	Mental Health Clinic (LGE Clinics)	1
SAINT MARY	Psychologist - Clinical	1
SAINT MARY	School-Based Health Center (in-state only)	1
SAINT MARY	Transition Coordinator	1
SAINT TAMMANY	Advanced Practice Registered Nurse Practitioner	6
SAINT TAMMANY	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	6
SAINT TAMMANY	Distinct Part Psychiatric Unit	1
SAINT TAMMANY	Federally Qualified Health Center (in-state only)	3
SAINT TAMMANY	Free Standing Psychiatric Hospital	2
SAINT TAMMANY	Licensed Clinical Social Worker	15
SAINT TAMMANY	Licensed Marriage and Family Therapist	2
SAINT TAMMANY	Licensed Professional Counselor	10
SAINT TAMMANY	Mental Health Clinic (LGE Clinics)	2
SAINT TAMMANY	Mental Health Rehabilitation Agency (Legacy MHR)	3
SAINT TAMMANY	Psychiatrist	12
SAINT TAMMANY	Psychologist - Clinical	6

SAINT TAMMANY	Substance Abuse and Alcohol Abuse Center (Outpatient)	4
SAINT TAMMANY	Transition Coordinator	4
ST JOHN THE BAPTIST	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	5
ST JOHN THE BAPTIST	Federally Qualified Health Center (in-state only)	2
ST JOHN THE BAPTIST	Free Standing Psychiatric Hospital	1
ST JOHN THE BAPTIST	Licensed Professional Counselor	2
ST JOHN THE BAPTIST	Mental Health Clinic (LGE Clinics)	2
ST JOHN THE BAPTIST	Mental Health Rehabilitation Agency (Legacy MHR)	1
ST JOHN THE BAPTIST	Methadone Clinic	1
ST JOHN THE BAPTIST	School-Based Health Center (in-state only)	1
ST JOHN THE BAPTIST	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
ST JOHN THE BAPTIST	Transition Coordinator	5
TANGIPAHOA	Assertive Community Treatment (ACT)	1
TANGIPAHOA	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	5
TANGIPAHOA	Federally Qualified Health Center (in-state only)	6
TANGIPAHOA	Free Standing Psychiatric Hospital	1
TANGIPAHOA	Licensed Clinical Social Worker	4
TANGIPAHOA	Licensed Marriage and Family Therapist	2
TANGIPAHOA	Licensed Professional Counselor	11
TANGIPAHOA	Mental Health Clinic (LGE Clinics)	1
TANGIPAHOA	Mental Health Rehabilitation Agency (Legacy MHR)	1
TANGIPAHOA	Methadone Clinic	1
TANGIPAHOA	Psychiatrist	1
TANGIPAHOA	Short-Term Respite - Respite Care Services Agency	2
TANGIPAHOA	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
TANGIPAHOA	Transition Coordinator	4
TANGIPAHOA	Wrap Around Agency	1
TERREBONNE	Advanced Practice Registered Nurse Practitioner	2
TERREBONNE	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
TERREBONNE	Federally Qualified Health Center (in-state only)	2
TERREBONNE	Licensed Clinical Social Worker	2
TERREBONNE	Licensed Marriage and Family Therapist	1
TERREBONNE	Licensed Professional Counselor	1
TERREBONNE	Mental Health Clinic (LGE Clinics)	1
TERREBONNE	Mental Health Rehabilitation Agency (Legacy MHR)	2
TERREBONNE	Psychiatrist	1

TERREBONNE	Short-Term Respite - Respite Care Services Agency	1
TERREBONNE	Transition Coordinator	1
TERREBONNE	Wrap Around Agency	1
UNION	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	2
UNION	Federally Qualified Health Center (in-state only)	1
UNION	Transition Coordinator	1
VERMILION	Distinct Part Psychiatric Unit	1
VERMILION	Licensed Professional Counselor	2
VERMILION	Psychiatrist	2
VERNON	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
VERNON	Licensed Professional Counselor	3
VERNON	Mental Health Clinic (LGE Clinics)	1
VERNON	Mental Health Rehabilitation Agency (Legacy MHR)	1
VERNON	Psychologist - Clinical	3
VERNON	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
VERNON	Transition Coordinator	1
WASHINGTON	Behavioral Health Rehab Provider Agency (Non-Legacy MHR)	1
WASHINGTON	Federally Qualified Health Center (in-state only)	2
WASHINGTON	Licensed Clinical Social Worker	2
WASHINGTON	Mental Health Clinic (LGE Clinics)	1
WASHINGTON	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
WASHINGTON	Transition Coordinator	1
WEBSTER	Distinct Part Psychiatric Unit	1
WEBSTER	Federally Qualified Health Center (in-state only)	1
WEBSTER	Licensed Professional Counselor	8
WEBSTER	Mental Health Clinic (LGE Clinics)	1
WEBSTER	Short-Term Respite - Respite Care Services Agency	1
WEBSTER	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
WEST BATON ROUGE	Federally Qualified Health Center (in-state only)	1
WEST BATON ROUGE	Licensed Clinical Social Worker	1
WINN	Advanced Practice Registered Nurse Practitioner	1
WINN	Federally Qualified Health Center (in-state only)	2
WINN	Licensed Professional Counselor	1
WINN	Mental Health Rehabilitation Agency (Legacy MHR)	1
WINN	Psychiatrist	2
WINN	Psychologist - Clinical	3
WINN	School-Based Health Center (in-state only)	1
WINN	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
WINN	Transition Coordinator	1
<b>Grand Total</b>		<b>1355</b>





## 2 MEMBER INFORMATION

Magellan's CSoC health plan during this reporting period covered over 4,200 members who had access to information, education and services under the CSoC program. Details of the following legislative request are in the appendices referenced below. The data represents the 2022 fiscal year (07/01/21-06/30/22).

Statutory Number	Data Book Tab Label	Total
SECTION 2	Appendix II: Total of Medicaid and non-Medicaid members enrolled by parish.	4,267
SECTION 3	Appendix III: Total and monthly average of adult Medicaid enrollees receiving services by parish.	Total = 55 Monthly Average = 4
SECTION 4	Total and monthly average number of adults not enrolled in the Medicaid program receiving services in each parish.	0
SECTION 5	Appendix IV: Total and monthly average of children receiving CSoC services by parish.	Total = 25,414 Monthly Average = 2,118
SECTION 6	Appendix V: Total and monthly average number of children receiving Louisiana Behavioral Health Partnership (LBHP)** services outside of CSoC by parish.	Total = 2,299 Monthly Average = 191
SECTION 7	Total and monthly average number of children not enrolled in the Medicaid program receiving LBHP **services outside of CSoC.	0

\*Counts reflect unduplicated recipients or enrollees

\*\*LBHP services are currently referred to as Specialized Behavioral Health Services

### 3 PERCENTAGE OF REFERRALS CONSIDERED IMMEDIATE, URGENT AND ROUTINE

Referrals are processed based on the behavioral health needs of the client when presenting for authorization by Magellan for services. Referrals for service are grouped into the following classifications: a life-threatening emergency requiring immediate attention; an urgent need, which is generally when a client could face severe harm or pain if not expediently linked to services through urgent care (within 48 hours); or a routine behavioral health service need (within 14 days). Upon referral, Magellan authorizes services based on the necessary clinical criteria.

**Percentage of Referrals Considered Immediate, Urgent and Routine (SFY 2022)**

Parish Name	EMERGENT		URGENT		ROUTINE		Overall Avg Hrs to Decision	% in Range
	% of Auths	Avg Hrs to Decision	% of Auths	Avg Hrs to Decision	% of Auths	Avg Hrs to Decision		
ACADIA	0.00%	-	5.34%	7.37	94.66%	241.81	229.28	88.55%
ALLEN	0.00%	-	0.00%	-	100.00%	314.75	314.75	67.39%
ASCENSION	0.00%	-	3.23%	3.48	96.77%	212.61	205.87	93.55%
ASSUMPTION	0.00%	-	0.91%	0.50	99.09%	288.07	285.45	79.09%
AVOYELLES	0.00%	-	1.37%	0.15	98.63%	348.22	343.44	66.67%
BEAUREGARD	0.00%	-	6.06%	0.12	93.94%	298.80	280.70	56.57%
BIENVILLE	0.00%	-	0.00%	-	100.00%	290.25	290.25	80.00%
BOSSIER	0.00%	-	2.78%	0.21	97.22%	313.63	304.92	72.92%
CADDO	0.00%	-	4.08%	1.15	95.92%	299.96	287.77	74.41%
CALCASIEU	0.00%	-	4.11%	0.28	95.89%	341.80	327.78	64.22%
CALDWELL	0.00%	-	7.69%	0.28	92.31%	113.22	104.53	100.00%
CATAHOULA	0.00%	-	0.00%	-	100.00%	522.35	522.35	0.00%
CLAIBORNE	0.00%	-	4.76%	0.38	95.24%	334.80	318.88	76.19%
CONCORDIA	0.00%	-	12.24%	0.14	87.76%	307.82	270.15	77.55%
DE SOTO	0.00%	-	1.35%	-	98.65%	398.04	392.66	82.43%
EAST BATON ROUGE	0.00%	-	3.10%	2.81	96.90%	269.07	260.83	84.91%
EAST CARROLL	0.00%	-	7.14%	-	92.86%	226.46	210.29	78.57%
EAST FELICIANA	0.00%	-	7.14%	0.30	92.86%	342.03	317.62	85.71%
EVANGELINE	0.00%	-	3.29%	0.29	96.71%	300.12	290.25	77.37%
FRANKLIN	0.00%	-	0.98%	0.30	99.02%	335.80	332.51	79.41%
GRANT	0.00%	-	4.35%	0.35	95.65%	367.42	351.46	73.91%
IBERIA	0.00%	-	1.10%	0.39	98.90%	284.04	280.90	77.35%
IBERVILLE	0.00%	-	3.70%	-	96.30%	286.18	275.59	85.19%
JACKSON	0.00%	-	6.67%	0.48	93.33%	279.42	260.83	73.33%
JEFFERSON	0.00%	-	5.20%	14.09	94.80%	298.06	283.30	82.42%
JEFFERSON DAVIS	0.00%	-	7.81%	0.70	92.19%	310.78	286.55	70.31%

LA SALLE	0.00%	-	10.71%	0.18	89.29%	283.17	252.85	82.14%
LAFAYETTE	0.00%	-	4.81%	1.06	95.19%	279.46	266.07	75.48%
LAFOURCHE	0.00%	-	6.96%	1.47	93.04%	365.79	340.42	74.37%
LINCOLN	0.00%	-	6.25%	0.45	93.75%	339.59	318.39	61.93%
LIVINGSTON	0.00%	-	3.77%	39.90	96.23%	229.46	222.31	90.30%
MADISON	0.00%	-	0.78%	-	99.22%	279.24	277.08	85.27%
MOREHOUSE	0.00%	-	0.00%	-	100.00%	327.89	327.89	66.35%
NATCHITOCHES	0.00%	-	11.54%	0.11	88.46%	299.73	265.16	73.08%
ORLEANS	0.00%	-	4.35%	0.34	95.65%	284.70	272.34	83.91%
OUACHITA	0.00%	-	2.61%	0.22	97.39%	325.68	317.18	72.22%
Out0of0State	0.00%	-	8.51%	40.00	91.49%	268.75	249.29	79.79%
PLAQUEMINES	0.00%	-	2.33%	0.17	97.67%	294.57	287.72	74.42%
POINTE COUPEE	0.00%	-	3.23%	-	96.77%	196.57	190.23	87.10%
RAPIDES	0.00%	-	4.38%	1.13	95.62%	331.26	316.80	69.34%
RED RIVER	0.00%	-	16.67%	-	83.33%	256.47	213.72	100.00%
RICHLAND	0.00%	-	0.00%	-	100.00%	337.51	337.51	79.76%
SABINE	0.00%	-	6.98%	0.26	93.02%	268.59	249.87	81.40%
SAINT BERNARD	0.00%	-	2.25%	0.21	97.75%	226.80	221.71	88.76%
SAINT CHARLES	0.00%	-	14.63%	57.50	85.37%	354.73	311.24	71.95%
SAINT HELENA	0.00%	-	0.00%	-	100.00%	138.80	138.80	100.00%
SAINT JAMES	0.00%	-	5.97%	0.32	94.03%	305.62	287.40	88.06%
SAINT LANDRY	0.00%	-	3.21%	1.42	96.79%	302.71	293.04	78.27%
SAINT MARTIN	0.00%	-	0.00%	-	100.00%	246.44	246.44	81.03%
SAINT MARY	0.00%	-	1.23%	0.32	98.77%	323.01	319.03	74.69%
SAINT TAMMANY	0.00%	-	5.48%	4.29	94.52%	243.21	230.13	90.14%
ST JOHN THE BAPTIST	0.00%	-	1.90%	131.91	98.10%	268.95	266.35	82.91%
TANGIPAHOA	0.00%	-	4.57%	2.38	95.43%	224.17	214.04	88.17%
TENSAS	0.00%	-	0.00%	-	100.00%	419.99	419.99	57.14%
TERREBONNE	0.00%	-	4.20%	44.47	95.80%	320.72	309.11	68.07%
UNION	0.00%	-	0.00%	-	100.00%	328.25	328.25	67.69%
VERMILION	0.00%	-	3.61%	-	96.39%	269.96	260.20	68.67%
VERNON	0.00%	-	2.75%	8.15	97.25%	372.99	362.95	66.97%
WASHINGTON	0.00%	-	4.31%	0.34	95.69%	226.05	216.32	87.93%
WEBSTER	0.00%	-	5.48%	0.18	94.52%	321.23	303.64	65.75%
WEST BATON ROUGE	0.00%	-	3.06%	0.29	96.94%	270.37	262.10	86.73%
WEST CARROLL	0.00%	-	0.00%	-	100.00%	395.70	395.70	44.00%
WEST FELICIANA	0.00%	-	33.33%	-	66.67%	142.74	95.16	100.00%
WINN	0.00%	-	7.14%	0.39	92.86%	295.25	274.19	75.00%

## 4 CLEAN CLAIMS

The Centers for Medicare and Medicaid Services (CMS) defines a clean claim as one that can be processed without obtaining additional information from the provider of the service or from a third party. It includes a claim with errors originating in the state or contractor's system. It does not include a claim from a provider who is under investigation for fraud and abuse or a claim under review for medical necessity. A provider submits a clean claim by providing the required data elements on the standard claims forms along with any attachments, additional elements or revisions of which the provider has knowledge. However, Magellan does not typically require attachments or other information in addition to the standard forms.

The requested data includes the percentage of clean claims paid within 30 days for each provider type and the average number of days to pay all claims for each provider type. This information is provided per local governing entity (LGE) human service district and/or authority. Overall, Magellan paid 95% of clean claims within 30 days.

Provider Type	Clean Claims Paid in 30 Days	All Clean Claims Paid	% Paid within 30 Days
FAMILY SUPPORT ORGANIZATION	61613	65983	93.4
MENTAL REHAB AGENCY (IN-ST)	35007	36342	96.3
RESPIRE CARE SERVICE AGENCY	15140	15563	97.3
BEHAVIORAL HLTH REHAB AGENCY	8004	8400	95.3
TRANSITION COORDINATION	3133	3316	94.5
MENTAL HEALTH CLINIC (IN-ST)	2684	2888	92.9
MENTAL HLTH HOSP (FREE-STAND)	2116	2141	98.8
LIC CL SOCIAL WORKER (IN-ST)	763	781	97.7
PHYSICIAN (IND & GP)	535	593	90.2
LICENSED PROFESSION COUNSELOR	412	504	81.7
SUBS/ALCOH ABSE CTR (X-OVERS)	432	454	95.2
FED QUALIFIED HLTH CTR (IN-ST)	436	437	99.8
DIST PART PSYCH HOSP (IN-ST)	85	94	90.4
PSYCHOLOGIST (LIC/MED) (IN-ST)	76	76	100
COMM MENTAL HLTH CTR/PART HOSP	54	67	80.6
NURSE PRACTITIONER (IND & GP)	18	18	100
HOSPITAL	17	17	100
SCHOOL BASED HEALTH CTR (IN-ST)	12	14	85.7
PERS CARE ATTEND (WVR) (IN-ST)	3	3	100
PRESCRIBING ONLY PROVIDER	1	1	100
<b>Total</b>	<b>130541</b>	<b>137692</b>	<b>94.80652471</b>

LGE	Days to pay	# of Claims	Avg # of Days to Pay Claims
01_MHSD	49822	9081	5.5
02_CAHS	121015	18341	6.6

03_SCLHSA	110989	13634	8.1
04_AAHS	109823	16679	6.6
05_ImCal	69072	9999	6.9
06_CLHSD	63471	9768	6.5
07_NLHSD	113300	13597	8.3
08_NDHSA	154423	25294	6.1
09_FPHSA	95205	12473	7.6
10_JPHSA	45450	8722	5.2

## 5 CLAIMS DENIED

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There were 46,773 denied claims during SFY22. There are multiple reasons a claim may be denied. Most frequently, a claim is denied due to errors in the submission process. Common errors include the provider submitting duplicate claims, the member being ineligible for the service submitted for reimbursement or a lack of prior authorization. For SFY22, duplicates of previously submitted claims was the primary reason for claims denial at 28%, followed by no authorization on file accounts (27%), patient not eligible (21%), invalid procedure code/modifier combination (12%), and provider not being registered (12%). Please note that this requested list of items is not exhaustive of causes for claims denial.

**Top 5 Reasons for Denial of Claims (SFY 2022)**

Denial Type	Denial Type Count	All Denial Count	% of All Denials
Duplicate, previously submitted	13,124	46,773	28%
No authorization on file	12,858	46,773	27%
Patient not eligible	9,956	46,773	21%
Invalid procedure code/modifier combination	5,423	46,773	12%
Provider not registered	5,412	46,773	12%

## 6 PERCENTAGE OF MEMBERS ASKED TO PROVIDE CONSENT FOR RELEASE OF INFORMATION TO COORDINATE WITH PRIMARY CARE PHYSICIAN

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Magellan monitored the percentage of members asked to provide consent for release of information to coordinate with primary care physician (PCP) through the treatment record review process. Details of the process are as follows:

- *Treatment record review* is one component of Magellan's oversight of the quality of its network providers. It is a process in which Magellan reviews documentation and record keeping processes to ensure compliance with quality standards and federal/state guidelines.
- The Quality Improvement Committee and the Regional Network and Credentialing Committees (RNCC) analyzes treatment record review results to identify opportunities for improvement in individual provider and overall network treatment documentation and adherence to clinical practice guidelines.
- An RNCC and/or local designated medical director reviews results of individual practitioner/provider treatment record reviews prior to making decisions about credentialing, re-credentialing, corrective or disciplinary action, or termination from Magellan's provider network.

The results for the time period 07/01/2021 through 06/30/2022 are outlined in the table below.

**Percentage of Members Asked to Provide  
Consent for Release of Information to  
Coordinate with Primary Care Physicians  
July 1, 2021-June 30, 2022**

Total Providers Reviewed	63
Total Records Reviewed	438
Total Records in Compliance	417
% of Records with Release of Information of Primary Care Physician	95.2%

Magellan reviewed 63 providers from July 1, 2021, to June 30, 2022, as part of the treatment record review process. Of the 438 records reviewed, 417 were in compliance for releases of information with PCPs and other healthcare providers for a total compliance rate of 95.2%. Magellan implemented provider remediation actions for any provider not meeting the minimum performance threshold.

# 7 BEHAVIORAL HEALTH IN EMERGENCY DEPARTMENTS

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Magellan is responsible for professional services claims provided by psychiatrists or licensed mental health professionals during an emergency department (ED) visit. Below is the number of outpatient members who received services through the Louisiana Behavioral Health Partnership in hospital-based EDs.

Year	Unique Members Presenting in ED
SFY 2022	6



## 8 REPORT ON QUALITY MANAGEMENT

Magellan maintains an internal quality assurance and process improvement program in accordance with 42 CFR 438.200. Further information on the specific reporting requests made in Act 158 (formerly Act 212) of the 2015 Louisiana Regular Legislative Session relative to Magellan's performance on quality management can be found in the following attached reports:

- Quality Assurance /Performance Improvement Program Description (2022)
- Louisiana Coordinated System of Care Quality Assurance Performance Improvement Program Evaluation (2021)

The staffing resources allocated to the quality program are detailed in the CSoC Quality Assurance/Performance Improvement Program Description. For calendar year 2022, the team consisted of multiple Louisiana-based and corporate level staff to support quality functions as indicated in the table below.

<b>Louisiana CSoC Unit Staff</b>	<b>Percent of FTE Allocated to QI</b>
Vice- President / General Manager of CSoC	25%
Chief Medical Director	100%
CSoC Clinical Director	40%
Manager Clinical Services	10%
Member Service Administrator	10%
Compliance Officer	25%
Quality and Outcomes Director	100%
Clinical Project Manager (2)	100%
QI Clinical Reviewer (2)	100%
Senior Data Reporting Analyst (2)	100%
Managed Care Organization Liaison	15%
CSoC Coordinators (5)	50%
Provider Network Director	20%
Network Management Specialist (2)	50%

<b>Corporate Staff</b>	<b>Percent of FTE Allocated to QI</b>
Vice President Quality Improvement	25%
National Director, Quality Improvement	10%
National Director, Quality & Accreditation	15%
Vice President, Outcomes & Evaluations	20%
Chief Medical Officer – Behavioral Health	10%

Magellan used the following mechanisms for generating input and participation of members, families/caregivers and other stakeholders in the monitoring of service quality and determining strategies to improve outcomes:

- Member satisfaction surveys, which are administered on an annual basis to assess member satisfaction with service delivery, access and outcomes of care;
- Wraparound facilitator contacts with members and caregivers on a monthly basis to identify and remediate any reported access to care issues;
- Analysis of member and provider grievances; and
- Participation in ongoing quality-related meetings with the wraparound agencies, provider network and CSoC Governance Board.

To demonstrate its compliance with all federal regulations per 42 CFR 438.240 and the utilization management requirements by the Medicaid program per 42 CFR 456, Magellan provided the following:

#### **42 CFR 438.240**

As per the requirements of 42 CFR 438.240, Magellan's Quality department monitors performance measures on an ongoing basis for the purpose of assessing the quality and appropriateness of care furnished to CSoC members and to detect and address under and over-utilization. Magellan further works to enhance quality through the implementation of performance improvement projects (PIPs), which are required by the Centers for Medicare & Medicaid Services (CMS) and are part of the external quality review (EQR) function of managed care. Performance improvement projects are focused initiatives used to improve specific quality performance measures through ongoing measurements and interventions that are expected to have a favorable effect on health outcomes and member satisfaction. The PIP implemented during the reporting year was *Improving the Rate of Attendance to Follow-up Appointments after Hospitalization for Mental Illness*. The 30-day follow-up rate was 47.9% considering national Healthcare Effectiveness Data and Information Set (HEDIS) specifications and 82.5% considering HEDIS specifications in addition to waiver services from January through December 2022.

#### **42 CFR 456**

For the purpose of meeting the mandates of federal regulation 42 CFR 456, Magellan's clinical services department includes personnel responsible for the utilization management (UM) functions. The UM program is supported at both the corporate and regional levels with designated staff and committees that include a behavioral health practitioner. UM activities include referral and eligibility determinations, development and application of medical necessity criteria, plan of care review and approvals, service authorizations, and monitoring of service utilization patterns.

Further details surrounding the utilization management program and its outcomes and measures can be found in the Louisiana Coordinated System of Care Quality Improvement Program Evaluation.

Magellan has also documented the implementation and maintenance of a formal outcomes assessment process that is standardized, reliable and valid in accordance with industry standards (see the Louisiana Coordinated System of Care Quality Improvement Program Evaluation for more information). OBH established the CSoC Quality Monitoring Team (QMT) to facilitate monitoring of the CSoC performance measures. The QMT is composed of subject matter experts within OBH. The Quality Monitoring Team meets regularly and has established a schedule for reporting and accountability with Magellan, including monthly, quarterly and annual reporting reviews. The Quality Monitoring Team receives reports, reviews and offers analysis and provides feedback to Magellan. This structure was developed in late 2012, and the Quality Monitoring Team continues to refine its processes.

## 9 TOTAL FUNDING PAID FOR CLAIMS TO PROVIDERS, ADMINISTRATIVE COSTS AND PROFIT

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See the below table for details on payments to providers during the reporting period (pursuant to R.S. 40:1300.363(A)(14)). Please also reference the attached Merit Health Insurance Company Income Statements (a subsidiary of Magellan that operates the CSoC contract) dated 12/31/2022, which details its administrative expenses and net profit in Louisiana.

SMO Payments to Providers for SFY22 CSoC services	\$14,975,416.74
SMO Payments to Providers including WAA for SFY22 CSoC services	\$39,924,153.38
PMPM Payments to SMO for SFY22 CSoC Services	\$62,381,088.00

## 10 EXPLANATION OF PROGRAM CHANGES

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See below for explanation of all changes during the reporting period (pursuant to R.S. 40:1300.363(A)(15)) in the following program aspects:

**a) Changes in standards or processes for submission of claims by behavioral health service providers to the CSoC program:**

There were no changes in standards or processes for submissions of claims by behavioral health providers to the CSoC program during the 2022 SFY (07/01/2021-06/30/2022).

**b) Changes in types of behavioral health services covered through CSoC:**

There were no changes in types of behavioral health services covered through CSoC during the 2022 SFY (07/01/21-06/30/22).

**c) Changes in reimbursement rates for covered services:**

There were no changes in reimbursement rates for covered services during the 2022 SFY (07/01/21-06/30/22).

## 11 ADDITIONAL METRICS/MEASURES

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The Louisiana Coordinated System of Care (CSoC) began March 1, 2012. CSoC continues to help children and youth from ages 5 through 20 who have serious mental health and substance use challenges, and who are in or at risk of out-of-home placement. It offers services and supports that help these youth return to or remain at home while they receive care. At inception, the goals of the CSoC included:

- Reducing state's costs by leveraging Medicaid and other funding sources as well as increasing service effectiveness and reducing duplication across agencies;
- Reducing out-of-home placement for children currently in placement and future admissions of children and youth with significant behavioral health challenges and co-occurring disorders; and
- Improving the overall outcomes of children and their caregivers.

Over the past 10 years (through June 2022), more than 20,970 children have been enrolled in CSoC. CSoC continuously meets goals and achieves positive outcomes on average in less than a year for enrolled children, including the following:

- **Decreased utilization of costly restrictive settings**
  - 82.5% of CSoC children are seen by an outpatient provider within 30 days of discharge from an inpatient hospital, considering the period from January to December 2022.
  - 94% of youth are discharging to home and community-based settings.
- **Keeping children in their communities**
  - 100% of CSoC children are enrolled with a wraparound agency providing intensive care coordination in a single plan of care.
  - 93% of members reported they are receiving waiver services in the type, amount, duration, and frequency specified on their Plan of Care.
  - 90% of youth and families are connected with natural and informal community supports to strengthen community ties.
- **Significant improvements in overall functioning**
  - 76% of the children discharged demonstrated improvements in clinical functioning.
  - 93% of youth and families reporting positive overall satisfaction with CSoC (Magellan).
  - 97% of youth and families reporting CSoC providers respect their families' cultural and language needs. 95% of guardians report having a positive experience when working with CSoC (Magellan).

## APPENDICES

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- APPENDIX I: HEALTHCARE PROVIDERS IN EACH PARISH BY PROVIDER TYPE, APPLICABLE CREDENTIALING STATUS, AND SPECIALTY
- APPENDIX II: MEDICAID AND NON-MEDICAID MEMBERS BY PARISH
- APPENDIX III: ADULTS RECEIVING SERVICES THROUGH CSOC BY PARISH
- APPENDIX IV: CHILDREN RECEIVING SERVICES THROUGH CSOC BY PARISH
- APPENDIX V: TOTAL AND AVERAGE NUMBER OF CHILDREN RECEIVING LBHP SERVICES OUTSIDE OF CSOC
- APPENDIX VI: PERCENTAGE OF REFERRALS CONSIDERED IMMEDIATE, URGENT AND ROUTINE
- APPENDIX VII: CLEAN CLAIMS
- APPENDIX VIII: TOP FIVE CLAIMS DENIAL REASONS
- APPENDIX IX: REPORT ON QUALITY MANAGEMENT
- APPENDIX X: TOTAL FUNDING PAID FOR CLAIMS TO PROVIDERS, ADMINISTRATIVE COSTS AND PROFIT