

Provider Frequently Asked Questions (FAQ) – Outcomes360

1. What is Outcomes360?

Outcomes 360 is Magellan of Arizona's brand name for its' clinical assessment and reporting system. The system is designed to measure the service recipient's physical and mental health and to give the provider and the service recipient standard reports for use in treatment and recovery/resiliency planning. Outcomes360 is the name for a group of clinical assessment tools and reports that Magellan uses to support individuals in measuring health and recovery before and during the time of service. Individuals are provided with easy to use materials and reports several times while in treatment. Outcomes360 helps service recipients to measure wellness and recovery progress on a numerical scale. Service recipients can then use this information in recovery and resiliency discussions with their provider(s).

2. What is the purpose of an outcomes-based care management system for behavioral health care?

Magellan strongly supports the use of clinical assessment instruments to obtain self-reported information on people's health and wellness, quality of life, and physical and emotional health. Additionally, national health care trends increasingly demonstrate an emphasis on quality outcomes. In Magellan's view, the global purpose of clinical measures resulting in outcomes information is to:

Empower the recipient with information in easy-to-understand terminology and in such a way that they are better equipped to track their own progress and work successfully with their providers. An outcomes report is similar to a physical laboratory report that allows one to compare health and functioning with a normative group as well as with oneself over time. Clinical assessment tools help individuals conceptualize their health and progress in structured ways.

Equip the provider with data in a standardized form and in ways that facilitate recipient involvement in treatment and recovery planning, and for practice-based comparisons and interventions.

Promote population-based comparisons of outcomes that lead to improved interventions with the population, resulting in measurable health and wellness improvements.

Magellan believes that consistently sharing individual outcome information with practitioners and members is integral to continuously improving the quality of care our members receive. With clinically useful information, practitioners serving Magellan members will be better able to monitor members' conditions and progress.

3. What are the Outcomes360 clinical assessment tools?

The Outcomes360 clinical assessment tools are the Consumer Health Inventory (CHI) and the Consumer Health Inventory – Child Version (CHI-C). The Magellan CHI is a psychosocial health assessment tool completed by individuals 18 years of age and older. The CHI-C is completed by the caretaker for children and youth ages 5-17. The CHI-C can be used for younger children if the provider so chooses. It is one of the tools in Magellan's secure Web-based outcomes measurement system that enables individuals and caretakers to assess and report on the child's health and well-being. Both an individual and provider report is generated for use by the member and the provider in treatment planning and monitoring of progress over time.

4. How often is the CHI/CHI-C completed?

The CHI is completed at intake and when the service plan is completed or updated. Typically, the CHI will be completed every six months but may be completed more frequently if indicated. The minimum amount

of time between assessments is four weeks. *Align the completion of the CHI with the assessment and service planning process.*

The CHI-C is completed at intake and every two to three months with the CFT process and any time the service plan is updated. The minimum time between assessments is four weeks.

The CHI/CHI-C Provider Reports are filed in the assessment section of the recipient's medical record.

5. Are there any other Outcomes360 tools?

Yes. The second component is My Outcomes. My Outcomes consists of the Outcomes Rating Scale (ORS), the Sessions Rating Scale (SRS), the Children's Outcomes Rating Scale (CORS) and the Children's Session Rating Scale (CSRS). The tools were originally designed for use in individual and group therapy sessions. A specific Group Outcomes Rating Scale (GORS) will be ready for implementation in the near future.

6. Does my agency have to participate in Outcomes360?

The general response is **yes**; Outcomes360 is a contractual requirement for all of Magellan's providers. **All adult service recipients are to be offered the opportunity to utilize the CHI and all caretakers of children receiving services from Magellan contracted providers, and their subcontracted providers, are to be offered the opportunity to utilize the CHI-C.** The recipient and/or the recipient's caretaker may decline to complete the CHI/CHI-C tools. The recipient and/or the recipient's caretaker's refusal to participate must be evidenced in the progress note documentation for the identified encounter.

7. Are all service recipients required to participate?

No. Participation in Outcomes360 is voluntary for all behavioral service recipients and the caretakers of children who are receiving services.

8. How do I access Outcomes360 online?

To begin, open your internet browser and go to www.MagellanProvider.com. If you are a new user contact your group administrator and ask him or her to add you to the system. You may also access the frequently asked questions (FAQs) tab at the top of the www.MagellanProvider.com home page for additional assistance.

MAC operating systems cannot be used to access the Outcomes360 assessments or the ORS/SRS on www.MagellanProvider.com.

9. How do I find out who the group administrator is?

Frequently these duties are assigned to the office manager but this may vary at your site/agency. Please contact your immediate supervisor to find out who has been assigned as the group administrator.

10. Who do I contact if I need assistance with Outcomes360?

Magellan is available to provide on-site training as needed, including technical support and clinical information on use of the tools and the reporting system. The *Provider Guides* for the CHI and the CHI-C are available online at www.MagellanofAZ.com/outcomes360. The *Provider Guides* include background information on their psychometric properties, reports and suggested clinical uses. In addition, the following

resources are available on www.MagellanofAZ.com/outcomes360: Outcomes360 Provider and Service Recipient Overviews, ORS/SRS/CORS/CSRS – MyOutcomes Tools, and a Quick Tips sheet for use with the MagellanProvider.com website. Additional resources are available on request. Magellan Health Services encourages you to contact Outcomes360AZ@MagellanHealth.com for any questions or concerns regarding the Outcomes360 program.

11. What if I can log in but when I search for a recipient I cannot locate them or I am not listed on the Provider page?

This is because you are not setup properly for the Maricopa network in IPD. Someone from network will need to check their access to make sure they are setup properly. You will be able to tell that they are because Arizona will automatically default as the State in member searches. If they're not setup properly, Arizona will not be the default. Please email Outcomes360ProviderUpdates@Magellanhealth.com provide your full name, date of birth, name and address of your site and PNO and your MIS number. (your office manager can provide you with this if you do not know it)

You can also contact : Lwolfe@magellanhealth.com or AHadley@magellanhealth.com with any questions.

Thank you!