



FAST FACTS *Magellan Behavioral Care of Iowa, Inc.*

Reward for Quality Program Focuses On Clinical Outcomes

The growth of consumer directed care, a greater emphasis on resiliency, recovery, and self-determination, and the use of evidence-based practices has highlighted the need for provider performance metrics and clinical measurements. To address this need, Magellan offered select Iowa community mental health centers (CMHCs) the opportunity to participate in a pay-for-performance program, Reward for Quality (R4Q).

During the initial test phase of the program (April 2006 – March 2007), CMHCs agreed to use a set of key measures to enhance services for more than 1,800 Iowa Plan enrollees.

Key Program Objectives for Providers

- Increased use of clinical outcome tools with a goal of 40 percent of clients completing an initial outcome self-assessment and an assessment completed by a clinician. The goal also includes 30 percent of those clients completing a follow-up self-assessment and receiving a clinician follow-up assessment.
- Decreased 30-day inpatient readmission rates with a goal of less than 15 percent of clients discharged from inpatient mental health services readmitted to an inpatient setting within 30 days of initial discharge.
- Decreased emergency room visits with a goal of less than 4.1 percent of clients present to the emergency room.
- All designated clinical CMHC staff successfully complete Wellness Recovery Action Plan (WRAP) training.

Program Highlights

- More than 100 Iowa R4Q practitioners have been trained to use the Child and Adolescent Needs and Strengths (CANS) and Adult Needs and Strengths (ANSA) assessments for better treatment planning and services.
- The first incentive payments totaled more than \$38,000 rendered to more than 1,800 consumers.
 - All three CMHCs received payment for the emergency room visits. One CMHC received payment for inpatient readmission.
 - All three CMHCs received payment for WRAP training.
- Participating CMHCs are eligible to receive incentive payments totaling more than \$165,000.

Key Program Components for Magellan

- Regular stakeholder group meetings with participating CMHCs to address barriers to implementation, generate potential interventions, share aggregate performance information, exchange best practices, recognize excellent performers, and explore recommended program modifications or enhancements.
- On-site support and monthly technical assistance conferencing.
- Provide information technologies to support efficient health data collection and reporting.

Community Reinvestment Projects are funded by the Iowa Department of Human Services through its contract with Magellan Health Services for the Iowa Plan for Behavioral Health, including Medicaid Community Reinvestment.

