



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of July 15, 2009

PRESENT:

<p><u>Community Members of Governance Board:</u> Sue Davis – Board Co-Chair Vice President, Emerita, NAMI - Family Member Representative Dr. Frank Scarpati CEO, Community Bridges - CEO Adult Provider Representative Nick Margiotta Phoenix Police Department - Community Member Representative Valerie VanAuker Family Member of a Child Recipient Representative Kathryn Ayotte Recovery Innovations of AZ, Adult Recipient Representative</p>	<p><u>Magellan Members of Governance Board:</u> Dr. Richard Clarke – Co-Board Chair Chief Executive Officer, Maricopa County RBHA Jeff Boldizar Deputy Chief Executive Officer, Maricopa County RBHA Shawn Thiele Chief of Child and Youth Services Officer, Maricopa County RBHA David Covington Chief of Adult Services System, Magellan Jim Stringham Chief Operations Officer, Maricopa County RBHA Dr. Michael Brennan Chief Medical Officer, Maricopa County RBHA</p>
<p><u>Staff to Governance Board</u> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> Board Consultant Charles Curie - Principal, The Curie Group Open CEO Children’s Provider Representative</p>	

IN SESSION: 10:07 a.m. Called to order by Richard Clarke, Co-Chair

Board Minutes Submitted for June 16, 2009 Meeting:

- There were no changes to the minutes as submitted.
- A motion was submitted to the Board and seconded to approve June 16, 2009 minutes as submitted. The Board unanimously passed the motion to accept.

MAGELLAN UPDATES

Board Membership – Jeff Boldizar recognized three Board Members whose two-year terms ended and presented commemorative plaques to each.

- **Nick Margiotta**, Phoenix Police Department – Community Member Representative at Large
 - Jeff Boldizar recognized Nick as one who has passion and compassion and is focused and determined regarding the welfare of recipients. He has been a champion of the Crisis System and has made sure that the Board and the RBHA stay on track. Jeff looks forward to working with Nick on various projects in the future.
 - Sue Davis noted how she has appreciated his advocacy for those most in need of Behavioral Health services, and she looks forward to continuing to see him in related projects in the future.
 - Dr. Scarpati stated that Nick has been a community change agent who has and will continue to make a difference.
 - David Covington remarked that Nick has built community relationships by seeing him attend many community meetings and events.
 - Shawn Thiele noted that Nick has broken down the stigma of mental illness and to see the person behind it and he is truly a model for his peer officers.
 - Richard Clarke recalled his first Board meeting with Nick and recognized his passion and honored his living it in the field where he motivates individuals. He looks forward to seeing and working with him in the future.
 - Kathryn Ayotte thanked him for his advocacy for people in the community and is inspired by his drive to make a change.
 - Valerie VanAuker thanked Nick for his help when she was new to the Board to help her learn the Board’s responsibilities.

- **Valerie VanAuker**, The Family Involvement Center– Family Member of a Child Recipient Representative
 - Jeff Boldizar described Valerie as having passion and being the voice of involvement and of the recipient. She has attended many events and remains very pleasant in the face of having so many challenges in her life.
 - Sue Davis said she has learned from Valerie how it is to parent two special needs children. Her accomplishments are impressive and Sue knows she will see her in the future.
 - Kathryn Ayotte noted Valerie’s warmth and open heart and how she was a big help in facilitating her understanding the many acronyms of the RBHA.
 - Richard Clarke recognized Valerie’s directness and how she has a “just do it” attitude and how she has kept the board’s focus on children.
 - Shawn Thiele credited Valerie’s influence as the catalyst for the creation of her own position at Magellan. She is responsible for much increased youth and community involvement and more family and professional partnerships. Shawn expressed her appreciation for her partnership. As a result, the Advisory Partnership meetings have grown from 15 to 20 people to an average of over 80.
 - Nick Margiotta said that it has been a pleasure to know Valerie and how influential she is and how much he learned from her about the Children’s System.
- **Luz Sarmina**, CEO, Valle Del Sol - CEO - Children Provider Representative
 - Jeff Boldizar described Luz as someone who brought confidence and determination, driving thoughts and concerns to cultural diversity. He thanked her for her leadership and vision.
 - Sue Davis said that she admires all that Luz brought to the Board and her responsiveness when called on. She brought the Latino community together in the state. Luz reminded Sue of prospective U.S. Supreme Court Justice Sonia Sotomayor, a strong Latina who advocates for everyone.
 - Shawn Thiele noted that Luz holds everyone accountable and brings issues as a partner and says what is and isn’t working well.
 - Valerie VanAuker said she learned a lot from Luz when she joined the Board and how helpful she was.
 - Richard Clarke said Luz championed him when he was new to Magellan Health Services and made important things happen in Maricopa County. She worked with the RBHA at the Legislature and on victories in the children’s arena. He appreciated the time she gave.
 - Nick Margiotta recognized Luz for her leadership in the community and for her work across cultures.
 - Dr. Scarpati said he admires and respects Luz because she’s “real,” and for her consistency and courage.
- Nick Margiotta took the opportunity to thank Magellan for the opportunity to serve on the Magellan Governance Board. He feels the concept of a shared Governance Board is remarkable and hopes this model spreads throughout the country. He will champion this concept wherever he goes. He complimented the Board members for their compassion and intelligence.

Magellan of AZ Updates

Richard Clarke provided an update to the Board.

- Budget Recap
 - Since the new state Budget is still uncertain, Magellan Health Services will continue the status quo and will continue to pay Providers into July 2009. He stated that there will be cuts once the Budget is passed.
 - Richard met with Children’s Providers in the Children’s PNO’s regarding the contracting process and bridge funding.
 - July 9 and 10, there were meetings with the Adult Providers
 - Richard wants to maintain transparency in the contracting process and for it to be a system of organizations.
 - In 2009, there were \$9M in Non-Title cuts to the Behavioral Health System
 - ✓ To keep the system intact and not cut services to individuals, Richard, on behalf of Magellan health Services, absorbed \$6.5M, extending some of the cuts into the Magellan fiscal year that ends December 2009.
 - ✓ \$1M was taken from Rapid Response services on Non-Title and Non-SMI
 - ✓ \$1.5M was cut from the Provider community which meant cutting administrative resources or realigning positions causing a very small impact to recipients.
 - ✓ Non-Title services are exceeding revenue received. Providers are concerned about providing sufficient services while operating within the dollar amount, which will affect contracting for 2010.
 - ✓ There is a 3.2% increase in Medical Healthcare costs, and due to this and decreasing revenues, it is important to implement the Best Practice of having a community-based, neighborhood-focused system.
 - Major strategies that impact services at the end of 2009. There are elimination or reduction of benefit.

- ✓ The public will no longer accept financial responsibility for Non-Title SMI Court Ordered Treatment (COT) and Court Ordered Evaluation (COE) services such as the 10-day detention period and outpatient court ordered treatment for individuals on COE and COT. The detention period has gone from 10 days to 3 days and hearings are being expedited as a result.
 - ✓ Public funding for Rapid Response for Non-Title, Non-SMI has been eliminated. This is resulting in the Providers setting up contracts with Rapid Response Providers who are also cooperating with the billing.
 - ✓ Single Case Agreements have been eliminated for out-of-network Providers who have no responsibility to abide by Magellan's standards. An out-of-network Provider appointment will have to be clinically justified in the future.
 - ✓ Implementing premiums and co-pays to minimize costs for everyone.
 - ✓ Pharmacy benefits will change for Non-Title, Non-SMI to a 10-day crisis benefit for a transitional period with a low-cost pharmacy option to provide a 30-day medication supply for a low cost, i.e., \$4.00.
 - ✓ The Crisis Safety Net led by Nick Margiotta is being implemented this month with \$2.1M of Non-Title dollars to benefit stabilization, crisis navigators and warm handoffs. Two or three Providers will be chosen to drive this system.
 - ✓ Prior authorization for out-of-home services for Levels 2 and 3 placements for foster care. The State Legislature has changed the policy manual, but Magellan disagrees with the new policy, causing extended time to process prior authorization. It must be re-written. There will be Provider workgroups from the end of July 2009 to the end of August 2009 to help prioritize services, by which time there should be a budget.
 - ✓ The 5% AHCCCS capitation rate reduction will not affect the fee schedule because the volume of recipients is growing at the rate of 10,000 per month.
 - ✓ The community very much appreciates Magellan's transparency in this process.
- **Recent and Upcoming Community Events** – Richard Clarke, PhD.
 - Saturday, July 18, 9:00 a.m. – North High School Welcoming Fair, 1101 E. Thomas Rd. Phoenix to give out information on youth services and Magellan's services.
 - Tuesday, July 21 – 24 – ASU's Center for Applied Behavioral Health Policy Conference, Sedona – MY LIFE Youth will conduct a youth involvement workshop. On the 22nd, there will be a panel discussion on Behavioral Health care
 - Saturday, July 25, 10:00 a.m. – Community Health Fair, Golden Gate Community Center, 1625 N. 39th Ave., Phoenix
 - Wednesday, July 29, 5:30 p.m. – Child and Family Advisory Partnership Meeting, Family Involvement Center, 1430 E. Indian School Rd, Phoenix
 - Wednesday, August 5, 6:00 p.m. – Adult System of Care Community Council Meeting, Magellan Cottonwood Conference Room
 - Wednesday, August 5, 6:00 p.m. – Philippine America Chamber of Commerce Networking Meeting, Asian Bank, Chinese Cultural Center, Phoenix
 - Tuesday, August 11, 10:30 a.m. – Magellan's presentation at the Family Support Services Conference, Renaissance Hotel, 9495 W. Coyote Blvd, Glendale
 - September 1 - 6 – Suicide Prevention Week planned by Ann Shannon, David Covington and Shawn Thiele. Maricopa County's suicide rate is at twice the national average, and Magellan must try to do something about it. Magellan will increase its participation in these specialized health weeks.
 - **Outcomes 360 Update**- Joann Albright, SVP Quality Improvement, Magellan Health Services and Sandy Dale, Outcomes 360 Director, Magellan of AZ
 - Outcomes 360 is the name for the web-based Providers' standard tools and reporting system. Magellan has contracted with two leading national companies that have national norms by which to compare statistics.
 - ✓ Adults – Consumer Health Inventory
 - ✓ Children – Consumer Health Inventory for Children
 - ✓ Snapshot instruments taken every 1 to 2 visits
 - ✓ Ranks both physical and emotional health
 - ✓ Of Magellan's 9,000 people tracked for comparison, more come in with a better score than the national average.
 - ✓ Improvements are also measured and 54% say they have improved, both in questioning and actual physical performance improvements

- ✓ The Children's System has slightly different categories from adults. Their scores have improved as well. The "Distress" category was added because children are higher in psychosocial (agitation) and have a higher rate of suicide.
 - ✓ Sessions are rated on a scale that can be tracked and measured, both as individuals and by populations.
 - ✓ Fax responses were implemented in June 2009. In July, pre-coded reports will be available to be printed off the Web.
 - ✓ Recipients are encouraged to report on their treatment without having fear of retribution.
 - ✓ Sandy has consulted with Providers and Advisory Councils to encourage the use of this tool correctly.
 - ✓ There are State contractual requirements and Joann and Sandy have attended meetings. The State is pleased with the materials presented. There are 15,000 – 20,000 audits conducted annually.
 - ✓ Providers are reluctant to use these new tools however. David Covington and Shawn Thiele are working with them to discuss the details as well as the enhancements to the tool.
 - ✓ The Training Department is working with the ISP process to incorporate this new system into the current system. At the end of July therapists will be trained in the new system.
 - ✓ Confidentiality on computers is protected.
 - ✓ Outcomes measurement will take a long time, but mortality and morbidity will be reduced.
 - ✓ The State received an entire descriptive packet for their records.
 - ✓ Caretakers of children will fill out the periodic "report card," and each child will be able to comment on his/her current condition.
 - ✓ There have been meetings with clinic management, and questions and concerns have been addressed. Open forums have been held such as at "How are we Doing?" and "My Life."
 - ✓ There was discussion about awards being given to those Providers who are successfully using this new system.
- **2010 Provider Contracting Update** – Jim Stringham, Chief Operations Officer, Magellan of AZ
 - This update was postponed until the August 2009 Governance Board meeting due to Jim's attendance at a funeral at this time.

ACTION ITEM: Jim will provide an update regarding the contracting progress at the next meeting.

- **Children's Update** – Chief of Children and Youth Services, Magellan of AZ
 - Shawn Thiele presented an update on Family and Youth Involvement in the Children's System Practice Protocol.
 - ✓ Shawn distributed a handout created by DBHS outlining a four-pronged approach
 - Setting the frame and providing a guide for family involvement and support from which to build.
 - Stipulates Policy and Procedure language and updates the Provider Manual which strengthens the language in the contract
 - ✓ The RBHA has taken a parallel approach by looking at the language in scopes of work.
 - ✓ Family member involvement and participation in local, regional and State areas.
 - There is a 25% minimal family participation requirement that the State is supporting as well.
 - ✓ Family member work roles that have been defined throughout the system for consistency.
 - Greeters/connectors – engagement work
 - Navigators to help to navigate through the system as partners
 - Telephone support, for the family assistance line, similar to a crisis line
 - Interviewers for quality aspects, training, etc.
 - It is necessary to pay close attention to how the professional Provider whom they hire supports family members.
 - Magellan encourages the family involvement aspect as a benefit to the System
 - Maricopa County is ahead of the rest of the State in these efforts.
 - On August 13 there will be an all-day training event partnered with the Family Involvement Center. This training will also serve as a family partnership day that professionals and family members will be invited to attend.
 - ✓ Valerie VanAuker noted that this project was started by the statewide Family Committee comprised of family members throughout the State of Arizona and then Magellan took the lead in this process. This project brought Providers, PNO's, family members, and the media together to work on the Practice Protocol document because there currently is not a model that makes Magellan a national leader in this area.

- ✓ There has been youth representation at the State and they now feel they have a voice in the process. There were approximately 50 in attendance at the State, mostly attended by youth. Brian Lensink leads this on the State level.
- ✓ Outcomes in the past year:
 - With the PNO's in the System, Intensive case management expansion for children with high needs has been achieved.
 - Achieved Deliverables – 191 FTE's by the end of the fiscal year to serve 15% of total population of children which is in line with national numbers.
 - There is a strong Child and Family Team (CFT) Model throughout the System, and we are on track to achieve 100% of functional CFT's that are in place by the end of August. At the close of May 2009, they were at 80%. There are quality reviews with PNO's and Providers. Any CFT's not meeting the standard have the interim months to implement strategies for quality improvement before the next meeting.
 - There has been increased utilization of the Child and Adolescent Service Intensity Instrument (CASII) tool for treatment planning since July 2009. The standard was at 99%. For those not incorporating this tool, Notices to Cure were extended. The standard was dropped to 90%.
 - Residential Treatment Centers are used to a minimum. 98% of children are living with a family. The goal is to have as many children as possible placed in a family atmosphere.
 - Richard recognized the excellence of the children's program based on the results achieved for such a large system.

OPEN DISCUSSION:

- None

OLD BUSINESS:

- None

PROPOSED NEW BUSINESS

- None

PUBLIC COMMENT

- None

NEXT MEETING

The Board will meet on the following dates: **Wednesday, August 19, 2009 for Board Meeting.** All Board Meetings will take place at Magellan Health Services, 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room from 10 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 11:55 a.m.