

**Magellan of Arizona/Maricopa RBHA  
 QI Committee Meeting Summary**

**Meeting Name: GMH/SA Advisory Committee**  
**Meeting Date: December 7, 2007**

Key Topics	Decisions/Outcomes
Concerns	Lack of communication from Magellan on provider funding, many date changes, agencies laid off staff.
QI Reports	<p>Access to Care Reports September and October were reviewed. Committee members would like to have GMH vs. SA broken out, list by program percentages, criteria by the state, glossary of terms. Include benefits explanation in the Magellan Welcome packet. Review of the compliant log, members would like to know how complaint was resolved, no resolutions past 90 days, how Magellan judges resolution as completed, is an advocate need for recipients with lower functioning communication skills, has recipient accepted the resolution.</p>
Clinical Update	<p>Case management, quality of care ISP and counseling under the Chief of Clinical Operations, Carol Matyas, lead mentors report to Jill Rowland, peer and family mentors report to the clinical directors. Roll out of two clinics to PNO on March 31, 2008, Case Managers report to the PNOs</p>