



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of January 24, 2008

PRESENT:

<p><u>Community Members of Governance Board:</u> Matt Kennedy STAR - Adult Service Recipient Representative Sue Davis Vice President, emerita, NAMI - Family Member Representative Nick Margiotta Phoenix Police Department - Community Member Representative Luz Sarmina CEO, Valle Del Sol - CEO Children Provider Representative Valerie Van Auken Family Involvement Center - Family Member of Child Recipient Representative</p>	<p><u>Magellan Members of Governance Board:</u> Chris Carson M.D. – Board Chair Chief Executive Officer, Maricopa County RBHA Andrew Mebane M.D. Chief Medical Officer, Maricopa County RBHA Andrea Smiley Chief Community Relations Officer, Maricopa County RBHA Gaye Tolman Chief Recovery and Resiliency Officer, Maricopa County RHBA Brenda Benage Chief System Transformation Officer, Maricopa County RBHA Miki Antonelli Representative for Chief Quality Officer, Maricopa County RBHA</p>
<p><u>Consultant to Governing Board:</u> Charles Curie, Principal, The Curie Group, Consultant to the Board</p>	
<p><u>Staff to Governance Board</u> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> Dan Wendt Chief Quality Officer, Maricopa County RBHA Ted Williams – Board Co-Chair CEO, ABC Housing - CEO Adult Provider Representative</p>	

IN SESSION: 10:12 am

Board Minutes Submitted for November 28, 2007 - December 12, 2007 – January 9, 2008 Meeting:

A motion was submitted to the Board to approve November 28, 2007 minutes. The Board unanimously approved.

A motion was submitted to the Board to approve December 12, 2007 minutes. The Board unanimously approved.

A motion was submitted to the Board to approve January 9, 2008 minutes. The Board unanimously approved.

MAGELLAN UPDATES

RBHA Updates

Chris Carson discussed the recently-released report by the Court Monitor, which provides feedback on services to the SMI population by the RBHA, for the period of October 2006 to October 2007. Carson pointed out Magellan was only in place for one month of this evaluation. The board received a copy of the 2006-07 Court Monitor’s Report.

ACTION: Governance Board will review Court Monitor’s Report and provide input at the next Governance Board Meeting, Feb. 13, 2008.

Operational Update

Miki Antonelli provided an update to the board in several areas, including:

- Outstanding eligibility applications are now down to 32 total.
- In ClaimTrak, the number of people not in the capitation system is down to 627 from 912, with IT solutions resolving this problem.
- Magellan completed an analysis on how community referrals are being done; it was discovered that some of the smaller providers did not receive a balanced number of referrals and this needed to be corrected. A system solution is in development; and will be shared with the board as soon as possible.

ACTION: The board will receive an update from Miki Antonelli on the system solution regarding community referrals by no later than the next board meeting, Feb. 13, 2008.

- A solution to denial reports is being pursued by IT and the board will receive a report outlining the status. To assist with this project and several other critical IT projects, 10 FTEs will join Magellan next month

ACTION: The board will receive an update on the solution to denial reports from Miki Antonelli by next Tues., Jan. 29.

- Magellan has implemented a “Talk to Me” feedback process for internal staff to gather input on what’s working well and opportunity areas to address areas identified.

PNO Transition Update

Brenda Benage discussed with the board the progress in this area:

- Groups have been formalized in the areas of Clinical, Communications, Human Resources, and Finance to address any issues around transition. The key areas of focus will be Business Operations, Housing, and General Oversight.
- The board discussed the role and the structure of the ACT Team Model. Magellan of Arizona’s goal is to maintain fidelity to the ACT Team model in addition to the PNO and QSP structure. The board discussed the dynamics of the case management model in relation to building the structure, as well as the national standards around a process that is in line with the ACT Team structure.

Children’s System Overview

Pat Hunt, director of Child and Family Resiliency, Magellan Health Services will be in Phoenix for a week to serve as a consultant and obtain input from numerous stakeholders to assess needs. Gaye Tolman, chief Recovery and Resiliency Officer, provided an overview of the current Children’s System and distributed a document titled “Magellan Health Services of Arizona Children’s Services Internal Organization.”

The board concurred that more guidance is needed regarding the unique role of intensively-case managed children as well as the need for a more seamless process regarding transition from child and family teams to the adult system. Additionally, the board discussed the limitations on finances and the challenges related to funding.

ACTION: The board agreed that additional discussion on this topic would occur at the next Governance Board Development meeting, Jan. 30, 2008.

OLD BUSINESS

Network Transition Plan Review

The Board was updated on the initiative to make the 23 clinic lobbies more welcoming to recipients in the community and the desire to increase clinical supervision in the sites, specifically around the structure and process of the case management functions and to address the level of need.

Crisis System Update

Danise Leveille provided an update to the board on the Crisis System Task Force:

- The Crisis System Task Force consists of two subcommittees the Operations and Workflow groups; the Operations Subcommittee consists of crisis providers around Maricopa County at the Director and CEO level; the Workflow Subcommittee will consist of provider designee’s, the police and fire department, and community agencies. Weekly meetings will begin soon.
- The board inquired about family voice being involved in the subcommittee. Danise stated there are individuals identified to represent this stakeholder group. The Board agreed that the Children’s System has their own unique needs regarding Crisis System development and all agreed that the need to look at creating a different Children’s Crisis System response is necessary.
- More input will be received from the Community Council Meetings based on crisis being a discussion point at these meeting where community families are represented and Magellan agreed to utilize the MagellanofAZ.com Web site to conduct additional community outreach in this area.
- The Board agreed that the Children’s System has their own unique needs regarding Crisis System development and all agreed that the need to look at creating a different Children’s Crisis System response is necessary.

ACTION: The Board will work on developing a charge for the task force at the next Governance Board Development Session, Jan. 30, 2008.

Children Placed Out of State Update

The board was updated on discussions from the January 9, 2008 Governance Board Meeting on the number of children placed out of state for services. Chris Carson commented 16 children have currently been placed out of state; however 14 were placed prior to Magellan becoming the RBHA.

Non-Title and Title Contract Update

Shannon Sieverling, chief Finance officer, updated the board that all contract amendments were distributed on January 11, 2008. There were adjustments in the Adult System that were communicated accordingly at the Maricopa County Provider CFO Meetings. The effective date of the contracts is the 1st of January. Special consideration was given regarding adjustments for crisis, jail, court-ordered treatment, and People of Color providers, in consideration of minority communities. Brenda Benage stated the provider relations teams have made contact with the providers to confirm the contracts were received.

NEW BUSINESS

Annual UM/QM Plan Review

Mary Thomson, vice president RSC Quality Improvement, and John Jarab, senior Quality Improvement specialist, provided an overview of the UM/QM Plan to the board for review, input and approval. The board inquired on the due date to have the plan submitted to DBHS and was advised by January 30, 2008.

ACTION: Input from the board on the UM/QM reported is needed by Monday, January 28, 2008. The board agreed to send comments to Lynette Tolliver, who would then submit to John Jarab. The updated plan, incorporating the board's feedback will be sent out to everyone the following week and the board will need to utilize the approval button that will be provided to address as an approval.

Prevention RFP Summary

Juan Aristizabal, Prevention manager, provided an overview of the Prevention RFP.

- The target areas for the prevention plan for Maricopa County consists of substance abuse and suicide prevention;
- Magellan of Arizona is currently functioning under the system from the previous RBHA; however Magellan has new requirements that need to be addressed in a way that will assist us in moving forward on these initiatives.
- Magellan will increase our involvement with community-based agencies through a process called environmental strategies.
- Performance and deliverables will be a component of the contracts in the future and performance will be measured through various tracks with particular evaluation measures and metrics for determination.
- The Board discussed how this new approach definitely embraced a national model, and the community piece is imperative and will foster community leadership and help Magellan to be aware of risk factors.

ACTION: The board will receive a copy of the formal RFP from Juan Aristizabal soon.

PROPOSED NEW BUSINESS

Chris Carson opened the floor for the board to propose any new business. No new areas were suggested. The board reviewed items that were standing items and took the following actions:

ACTIONS: PNO Representatives will present on Children's System at the next Governance Board Meeting, Feb. 13, 2008. Follow-up on evaluations will be reported on at the Feb. 27, 2008 meeting.

PUBLIC COMMENT

Allen Peters – Commented on challenges faced by a family in crisis who was new to the system.

Mary Robson – Provided the Board an overview of her role in providing assistance to the Crisis Task Force Initiative.

NEXT MEETING

The board will meet on the following dates: **Wednesday, February 20, 2008 and Wednesday, February 27, 2008.** All 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. Meeting adjourned at 12:07 pm