



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of February 13, 2008

PRESENT:

<p><u>Community Members of Governance Board:</u> Ted Williams – Board Co-Chair CEO, ABC Housing - CEO Adult Provider Representative 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> Andrea Smiley – Acting Chair Chief Community Relations Officer, Maricopa County RBHA Andrew Mebane M.D. Chief Medical Officer, Maricopa County RBHA Gaye Tolman Chief Recovery and Resiliency Officer, Maricopa County RHBA Brenda Benage Chief System Transformation Officer, Maricopa County RBHA Dan Wendt 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> Greg Taylor – Public Relations and Communications Manager</p>	
<p><u>ABSENT:</u> Chris Carson M.D. – Board Chair Chief Executive Officer, Maricopa County RBHA</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for January 24, 2008 Meeting:

A motion was submitted to the Board to approve January 24, 2008 minutes. The Board unanimously approved.

MAGELLAN UPDATES

Operational Update

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

- Follow-up on referral issues
 - Magellan sent a letter to MCAP on improving the referral process
 - Magellan realigned referral system on zip code level and changed language
 - Magellan is developing automated software to eliminate the manual referral process that includes all specialty information and individual demographics from each agency
 - System will be viewable by all users at each agency to view pattern of referrals
 - Magellan is communicating with agencies to invite each one to come speak with Magellan about customer service and tour customer service center

ACTION: The board will receive an update from Miki Antonelli on referrals to minority providers to determine what is driving referral rates as soon as it is possible to collect the data.

ACTION: The board will receive an update from Miki Antonelli on if referral choices given to service recipients are limited by that provider's current referral load as soon as it is possible to collect the data.

- Timely filing
 - Magellan has not requested an extension for timely filing and projects to meet all required deadlines
 - Magellan invited every provider to bring their individual challenges to a training on encounter and claims submission.
 - Over next 16 days, the provider relations liaisons will be working with each provider on individual issues until they are resolved
 - Eligibility issues continued to be worked on.
 - Magellan asked its IT group to look at denials and create a report based on why these denials were indicated and to guide providers through a step by step process to resolve issues
 - 99.7% of claims auto-adjudicated in the 30 days and 93% the previous month
 - Magellan has placed staff on site to address other claims that fall outside those numbers and quickly work to meet timely filing guidelines.

ACTION: Miki Antonelli will report to the Board on Feb. 27 concerning the status of outstanding timely filings from Sept. 2007 that are due to expire in March 2008.

- Network transition plan
 - Magellan resubmitted plan to state on January 25 and is still awaiting feedback/approval.
 - Magellan is working aggressively for the March 31 clinic rollout
 - Six specialty groups meeting weekly or more often to work on transition (human resources, communications, IT, clinical, legal, finance)
 - Plans are being compiled by a Magellan project manager, Karen Lennox, who is participating in all the groups and working with leadership to cross reference network transition plan with groups' plans

ACTION: Brenda Benage will resend the January 25 transition plan submitted to the state to the board for reference.

Clinic Update

Carole Matyas provided an update on the clinic to the board in several areas, including:

- Magellan's Metro Center site is significantly damaged after an accidental fire on Sunday, February 10, 2008.
 - A plumber doing repairs on a pipe caused the fire and no one was hurt.
 - Magellan is mobilizing corporate IT and operations and local staff to relocate 30 staff temporarily and half of the Metro Center site down for at least 30-45 days.
 - Magellan sent communications internally regarding the fire to keep staff informed.
 - Magellan moved Metro Center ACT team to Cave Creek Center during repairs.
 - Magellan contacted or visited all members to let them know where to go.
 - The Metro Center landlord given 4000 sq. ft. of temporary space in the building for Magellan's use.
 - Magellan is working to identify and solve privacy and medication management issues.
 - Magellan has increased transportation services to help assist getting members to other clinics.
 - Five medical records were damaged during the fire from water, and Magellan has acted to preserve and recover those files.
- The board inquired as to how Magellan's efforts are going in relation to removing the Plexiglas from the clinics and were told that Magellan is still working to make the lobbies more consumer friendly while at the same time taking into consideration security concerns.
- The board inquired as to the morale of the staff at the transitioning clinics and were told that staff has been getting much attention and are all in high spirits and eager for transition to begin.

ACTION: The board will work with Carole to schedule visits/ tours of clinics and provider agencies.

- The board discussed the status of the other clinics in regards to the rapid improvement plan being expanded to other 19 clinics; rolling out a clinical supervision tool and auditing process for improving case management program; and looking to add clinical support through mentors, super case manager and training in an effort to improve the service delivery at other sites and ready them for transition.
- The board extensively discussed case managers' workloads, staff turnover/vacancies and ways to improve job performance in the system.

- The board discussed availability of member handbooks and the requirement from the state that all recipients of the handbook must sign for it and have it in their files, which limits Magellan’s ability to make it widely available.
- The board applauded the improvements at the UPC and its better relationship with the police.

Children’s System Overview

Each children’s PNO presented an overview of their organizations. The board heard presentation from Quality of Care Network, Southwest Network and People of Color Network

- The board expressed concern about the financial challenges facing the children’s system, but agreed to table that discussion until they hear the final report from Pat Hunt at the next meeting.

OLD BUSINESS

There was no old business before the board.

NEW BUSINESS

Challenging Case Conference – Dr. Mebane

The Challenging Case Conference will be looking for ways to improve quality of care. In partnership with DBHS, Magellan began this new clinical quality forum last week at North Central clinic and will go to each clinic as appropriate. This conference is unique because it:

- Focuses on cases with specific opportunities in them for larger systemic solutions
- Everyone is in the room: clinical teams, state leadership, Magellan leadership
- Supports teams providing care and then identifies larger system issues and can put those recommendations into QI queue and follow up.

ACTION: The board will hear a report from the cultural competency committee later this month.

Magellan of Arizona Marketing Materials

Andrea Smiley distributed a collection of PR/marketing materials developed by Magellan for distribution to providers, clinics and community partners.

PROPOSED NEW BUSINESS

No proposed new business.

PUBLIC COMMENT

No public comment.

NEXT MEETING

The board will meet on the following dates: **Wednesday, February 20, 2008 (Development Session) and Wednesday, February 27, 2008 (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 10:00 a.m. – 12:00 p.m. Meeting adjourned at 12:00 p.m. Locations for the Development Sessions will be communicated to Board members directly.