



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of February 27, 2008

PRESENT:

<p><u>Community Members of Governance Board:</u> Ted Williams – Board 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 for Chris Carson 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>Staff to Governance Board</u> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> Chris Carson M.D. – Board Chair Chief Executive Officer, Maricopa County RBHA Charles Curie, Principal, The Curie Group, Consultant to the Board Consultant to Governing Board:</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for February 13, 2008 Meeting:

A motion was submitted to the board to approve February 13, 2008 minutes. The board unanimously approved.

MAGELLAN UPDATES

Operational Update

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

- Timely Filing
 - Magellan has extended the deadline for timely filing to March 31, 2007 for Sept. claims; supports provided to clinics for processing will continue.
 - Magellan will address individual provider issues in accordance to need and priority. A recent survey was sent to providers to receive information on volumes and challenges in regards to claims submitted in September 2007.
 - The Database Behavioral Access Roster is available on a person-by-person view for providers through Magellan. The concerns raised regarding HIPPA compliance and posting of the entire roster have been reported to DBHS, and Magellan is waiting for a response.
 - Claims – In September there were some issues with submissions. Magellan have begun the process to correct this situation. The SMI Claimtrak System has a team in place to assist with the intake and enrollment process. Non-SMI is in the early stages of assessing needs and the Children’s System is experiencing different challenges around duplicate enrollments and coordination.

ACTION: The board will receive an update from Miki Antonelli regarding the survey results and actions at a future board meeting.

ACTION: The board will receive an update from Miki Antonelli on the Database Roster upon a response from DBHS.

ACTION: The board will receive an update regarding SMI ClaimTrak at the next board meeting.

- Referral Data
 - Magellan has seen a slight increase in referrals to minority populations. The top reasons for refusals are location, limited service options, consumer preference or familiarity, and provider's unwillingness to assess consumers without AHCCCS status. Magellan has hired three benefit specialists to work at the UPC. They are in training currently, but will be fully functioning by mid-March 2008.
- IT Update
 - Magellan's IT team are reviewing system issues that resulted in members being shown as non enrolled. All were placed on a 30-day temporary enrollment status until situation is rectified.

PNO Transition

Jim Stringham provided an update to the board in several areas:

- Jim will serve as the interim Chief of Staff, reporting to Dr. Carson, to assist him in development. Contact information for Jim will be sent to board members by e-mail.
- The board received a copy of the Network Transition Plan that was submitted to DBHS on February 25, 2008. The plan features three sections: Section One – Strategy Focused, Section Two – Operational, and Section Three – Oversight and Monitoring. This same plan style will be utilized in phase two and three of the transition process.
 - The board unanimously agreed that the plan was easy to read and informative.
- Karen Lennox will provide oversight and feedback to the board on this process.
- Children's System will be reviewed utilizing this process at a future date.
- Magellan has requested a meeting with DBHS to discuss strategy.

ACTION: The board will receive contact information for Jim Stringham from Governance Board Administrator.

ACTION: The board requested that the same language be utilized for the executive summary that is utilized in the plan.

Clinical Update

Carole Matyas provided an update to the board in several areas:

- DBHS has requested that the Case Management Plan be removed from the Transition Plan.
 - The plan will incorporate Performance Improvement Initiatives, The Fidelity Tool, and the ACT Work Plan.
- DBHS has approved the Rapid Improvement Plan. The plan is currently being utilized at four sites and eventually would be rolled out to all 21 sites.
- All sites will focus on case management structure and enhanced training and orientation. All new hires will have a Case Management Coach that will serve as a mentor for 6 weeks. Additional staff has been approved with Alicia Caldry becoming Magellan's new ACT Manager. Two additional Clinical Directors will be hired and Joel Conger will now be the Regional Director focused exclusively on the PNO Transition.
- Encounter rate issues consist of: Did the service happen and was it documented; and are they actually providing a service – in contrast to no Show rates. Clinics are currently at 30% for no show rates. These areas are being addressed in training and development as well as support staff on site to address.
- The board raised concerns regarding recipient appointment time changes. The board was advised that the Case Managers are responsible for advising recipients of appointment changes and to follow leadership protocol at site if this is not happening.
- The board asked if the role of designated representative would be incorporated in the transition process.
- Vacancy rates are still a challenge in the clinics; however Magellan is making good progress in this area.
- One to one supports are available to staff to assist in Claimtrak usage; Claimtrak "super users" are currently being trained to assist at sites.

Action: The board will receive the revised Case Management Plan and Clinical Distribution List.

Action: Carole will follow up with the board regarding the role of designated representative being incorporated in the transition process.

OLD BUSINESS

Children's System Review

Pat Hunt, consultant, Magellan Health Services, provided a presentation to the board on her assessment of needs in the structure of the Children's System.

- Pat presented her biography which highlighted her vast experience as a national leader in Children’s System of Care.
- Information gathered from the community and internally was specific to Children’s System of Care in Maricopa County.
- The two questions asked at each interview were: 1. Who carries the vision for the children around behavioral health issues? 2. Who inside of Magellan has the authority to make decisions regarding structure and care for children? Twenty-one out of 26 people responded with “I don’t know” or “no one” and others took guesses that did not fit regarding question one; 18 of 26 responded Dr. Carson or no one for question two.
- The suggestion was to create a position that has vision and authority in the structure of the Children’s System reporting directly to CEO Dr. Carson.
- Other areas of concerns received from feedback consisted of the lack of fidelity to a model, quality issues and concerns, and how minority children are being addressed in this process.

Action: A recommendation will be submitted to the board based on job descriptions and structure.

Cultural Competency/Retention Numbers of Consumers in Minority Populations

The board received reports and a presentation by Monica De La Cerda on the Cultural Competency Organizational Self Assessment and Historical Data from Previous RBHA and Current RBHA:

- The scores of the assessment were discussed with “1” being the lowest and “4” being the highest. Links to the community scored a - 2, Language and Communication - 4, and Training -3.
- Providers have been notified that DBHS approved the usage of Sign Language and Oral Interpretation as a service for billing, if staff is bilingual and provides a service in the preferred language of the service recipient.
- Data reports were generated from last year which demonstrated a penetration rate of 8.7%.
- There has been a decrease in non-titled populations. However from August 2007 through February 2008 there was a slight increase.
- Adult populations has increased in all ethnic groups for penetration with the exception of Native American and Alaskan Natives where a 2% drop was noted.
- Children’s populations has noted a decrease in all ethnic groups, however number of eligibilities have increased.

NEW BUSINESS

None

PROPOSED NEW BUSINESS

- Update on Housing Levels – Housing Taskforce Report/Invitation to board members to attend the St. Luke’s Housing Summit on March 7, 2008 at 8:30am. Location Hilton Suites at 10 West Jefferson, Phoenix AZ.
- Update on Crisis Taskforce – Board Suggested monthly updates for Crisis.
- QI Data Information –Formal Update by the end of March (Dan Wendt will provide a preliminary update at the next board meeting).
- SMI Evaluation Update – Old Business.

PUBLIC COMMENT

Suzanne Rabideau, CEO, MCRN offered to provide an update on Crisis based on her initial presentation to the Board in fall 2007.

NEXT MEETING

The board will meet on the following dates: **Wednesday, March 19, 2008 (Development Session) and Wednesday, March 12, 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.