



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of March 12, 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 Auker 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 Andrea Smiley 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> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> None</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for February 27, 2008 Meeting:

A motion was submitted to the board to approve February 27, 2008 minutes. The board unanimously approved.

MAGELLAN UPDATES

Operational Update

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

- Timely Filing
 - Miki reiterated that Magellan had extended the Timely Filing deadline for 30 days for September Claims.
 - Magellan has put together a plan for onsite resources around EDI and Claims issues re: holding meetings with providers to inform of the challenges of getting encounters submitting. On February 29, 2008 the estimation was 66,000 outstanding claims were submitted, based on a survey sent to providers. As of March 11, 2008, the outstanding claims number is at 18,000 based on calculation and surveys done by Providers. Miki indicated that we're making very good progress.
- SMI Consumers
 - SMI consumers are in ClaimTrak but not in CAPS. Some consumers prior to the transition as well as new enrollments are not in the system from encounters or when an enrollment process occurred.
 - The original number of 837 first reported has dropped and is currently 435.
 - Magellan has identified a root cause. A solution will be in place as of March 15, 2008 to address all 435 consumers.
 - Some encounters and enrollments may not register in the system, but Magellan will be able to monitor and identifying occurrences.

ACTION: The board will receive an update from Miki Antonelli regarding resolution for SMI Consumer ClaimTrak / CAPS issue.

- MCAP Letter & RBHA Request

- A letter was sent to DBHS requesting access to information based on changes to the implementation.
- Requests included: Downloading an entire state roster verses looking up one individual at a time; usage of the Social Security Number to look up consumers; access to the diagnoses information.
- DBHS responded to MCAP. The Social Security Number request will be Magellan's decision. All other requests mentioned have been denied by DBHS.
- Referrals
 - The board requested an update regarding the referral process.
 - Miki stated that there are no new updates as of today.
 - On March 31, 2008 the automated tracking software will be completed to match the referral process, which has been in motion and tracked manually for the last few months.

ACTION: The board will receive an update from Miki Antonelli regarding Referral process.

PNO Transition

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

- Overall Work Plan
 - Submitted an updated PNO Transition Plan on Feb. 25, 2008 with more detail and all action items outlined for a smoother transition; as well as, a comfort between partnerships with the PNO's and Direct Service Providers (DSP's).
 - On March 6, 2008 a Questions and Answers Presentation was held to receive updates from all functional team activity that has occurred thus far. From that meeting, the all Functional Teams decided to hold weekly updates regarding the PNO Transition Plan with DBHS. All changes that occur will be highlighted by dates, percentage of completion, or new tasks. The next meeting will be on March 13, 2008.
 - The Board agreed that the highlighted activities in the PNO Transition Plan be documented in an Executive Summary format for user friendly tracking.
 - Magellan expects a letter regarding the formal status of the Transition Plan from DBHS in the next week.

ACTION: The board will receive an update from Jim Stringham regarding highlighted activities from the PNO Transition Plan.

- Phase One Clinic Transition:
 - Preparations for the first two Clinic transitions are being worked on daily. Discussions include: the financial costs of operation and the clinics appearance, with constant collaborations with the DSP's and PNO's.
 - We are currently shooting for the March 31, 2008 or April 1, 2008 transition date.
 - Dr. Carson stated that the transition of the first two clinics is extremely important for the continuing success of the further transitions of the other clinics. The prime importance is that the transition occurs correctly, successfully and that further down the road the PNO's, Magellan, and consumers and families say that this has been a good transition.
 - The board fully supported getting the transition done right the first time.
 - Dr. Carson clarified that the transition barrier is a very complex relational issue between DSP/QSP, PNO, and Magellan; this is a rollout that has never happened before. DBHS and consumer want a unified system, with consistency and sufficiency for the needs of the consumer.
- Case Management Plan (CM Plan)
 - The CM Plan was separated from the PNO Transition plan.
 - Submitted an update of the CM Plan to DBHS on March 3, 2008 for review.
 - CM Plan is being led by Carole Matyas, with involvement from Jim Stringham. The focus is on consistent deliverables and to develop a plan on how to achieve fundamental goals and objectives, based on information gathered from the 2001 Maricopa County Strategic Plan on Case Management and Clinical Team Services. Issues consist of: addressing critical components: team competency and individual competency; integrate other activities that are occurring in plans.

Clinical Update

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

- Lobbies
 - Magellan has been planning renovations for the clinic lobbies. These plans are determined through customer service aspects: recovery oriented, consumer friendly, for staff to be easily responsive to recipients, and the concerns of security and safety for all parties.

- Carole provided a formulated spreadsheet to members of the board highlighting clinics needs and recommendations. There will also be a training implemented for clinic staff on safety and security.
- Transportation
 - Magellan has reevaluated the clinic transportation system and has requested each site to identify a transportation coordinator who is required to provide transportation services.
 - Magellan has revised the transportation policy and has clarified who the vendors are.
 - The board had concerns regarding case managers (CM) transporting consumers regarding liability and insurance issues. Carole answered that CM's are insured through Magellan when consumers are in a CM car, but CM must have their own insurance as it is a State Law, and CM is reimbursed by mileage used.
- Encounter Productivity Stats
 - The data can be obtained daily by individuals through ClaimTrak.; it can not be retrieved on a weekly bases due to conflicting times of data entry, however it can be turned in on a monthly bases.
 - The Productivity Statistical goal is 95% and as of January 2008 system wide we are at 83%, getting closer to our goal.
 - A work group was developed with corporate and ClaimTrak staff that is designed to streamline better tools for clinical staff to produce encounters. Examples: Preprinted service tickets for doctors to save time, and daily log for staff members to write down information and enter later into the system.
- Case Management Plan (CM Plan)/Performance Improvement Plan (PIP)
 - Carole, Dr. Carson, and other members have been working on writing out a uniformly accepted plan. The CM Plan/PIP focuses on building the Case Management structure, the supervision of case managers, and expanding new orientation to a two month period with case manager coaches.
- Positions
 - There are four clinical director openings. There is also less turnover with great support from the support and management team. There has been approval for a new hire requisitions in the ACT Team RN positions.
 - 10 Physicians have been hired and will start in the time-span of today through September 8, 2008.
 - Staff turn over in January was reduced to 10%.

OLD BUSINESS

Children's System Review

Dr. Chris Carson explained Pat Hunt was unable to be here today and discussed all the great work she has accomplished in finding new and better ways to improve the Children's System. He then shared her recommendations:

- Challenges
 - Magellan does not have a "Children's Department". Magellan had created a Cross Functional Team so there would not be a silo approach to the Children's system. The idea that key people involved with the Children's system would be imbedded throughout the Magellan departments.
 - Families and Advocates did not have a clear idea of how to contact the RBHA.
- Suggestions of Improvement
 - Dr. Carson proposed to the board the development of a Children's Department.
 - A Children's Department Chief Officer will be appointed, reporting directly to Dr. Carson. Criteria for this position are being developed.
 - The need for an advocate type role functioning internally in Magellan that families, advocates and consumers could use as a touchstone to be involved with individual case issues working around problem solving who would report to the Children's Chief Officer.
- Seeking Approval for Children's Department two positions
 - Dr. Carson motioned that these two positions: a Children's Department Chief Officer and the Individual Problem Solving Magellan Advocate be approved by the board. The board moved to direct Magellan to create a Chief of Children's Services reporting directly to Dr. Carson. This position would be responsible for vision and oversight of Children's Services and is available to advocates and families. The person hired for the Chief position would understand the 12 principals, the Jason K Lawsuit, and would promote community based treatment within families and WRAP around services. Also there would be hired, an Internal Magellan person to advocate for families and children on an individualized focus basis, not a complaint process; including minority children and transition services, when children transition into the adult services. The board seconded the motion. The board unanimously approved and accepted the motion.

ACTION: The board will receive an update from Dr. Carson regarding job descriptions for the two positions approved for the Children's Department.

Housing Taskforce Update

Stephanie Knox presented board members with an update and the historical development of the taskforce.

- Reason for taskforce
 - This taskforce had been developed as a community collaborative led by MCAP to study and improve the housing program structure. Its purpose is to identify the issues occurring in the system and make recommendations for changes. The first was conducted in a brainstorming style to understand individual and systemic issues regarding housing and establish the vision and purpose of the group. The second meeting focused more on the current housing service structure for a better understanding of needs
 - Improvements suggested: Intake process for residential treatment have alternative housing options; more housing benefits specialists needed.
- St. Luke's Conference
 - St. Luke's conducted a study entitled the "Gray Land". The study researched the housing system in Maricopa for the SMI Population and the increase of support services and funding supports for maximizing housing.
- Other updates
 - DBHS approved the Housing spending plan for 2008 on Feb 19, 2008.
 - We are expecting to increase housing for SMI consumers to 125 additional beds.
 - We are developing a data base for tracking and maintaining bed counts for Adult Residential and there should be a testing phase in April 2008.

Quality Improvement (QI) Update

Dan Wendt discussed QI functions and QI data gathering system.

- QI Structure
 - The QI structure includes 14 subcommittees and the QI committee. These subcommittees have been active for several months and are at a point where they can produce reports and information that is relevant to each committee's area of focus.
 - Each Committee tracks and monitors QM/UM indicators included in the QM/UM Plan.
 - The QI committee meets monthly and one of the main agenda items are to be updated from the subcommittees.
 - QI committee has made a recommendation to commission a work group to track activities regarding Arnold v Sarn and activities associated with SMI delivery system. We have recruited members for this group and will have the group start this task soon.

ACTION: The board will receive an update from Dan Wendt regarding QI committee actions and QI subcommittees' actions in a report format.

ACTION: The board will receive an update from Dan Wendt regarding ongoing PNO Transition activity information gathered through QI.

PNO Readiness Review

Nolan Roberts provided an overview to the board:

- Documentation was presented to the board regarding updated progress for the PNO Readiness Review.
 - Eight to nine major categories have been used to gather data regarding legal status for the corporation. All data was completed and submitted to the board.
 - The PNO's and collaborating teams are working on issues regarding: staffing, structure, and credentialing to run smoothly for the March, 31 – April 1, 2008 transition date.
 - These documents were developed through the collaboration of all members and will be used system wide.
 - Tasks listed: QSP site staffing, structure, credentialing, and licensing, will be finalized at the end of the month.
 - Nolan's department has provided feedback for policies and procedures to DBHS.
 - IT has prepared various plans to compensate all possibilities.

ACTION: The board will receive an update from Nolan Roberts regarding a corrected document stating all 2/15 dates being met.

ACTION: The board will receive an update from Nolan Roberts on clinical licensing.

NEW BUSINESS

Gaye Tolman passed out invitations for the board members to attend the Community Council Meetings. DBHS will be presenting their Quarterly Advocate Update on April 2, 2008.

PROPOSED NEW BUSINESS

None

PUBLIC COMMENT

Karen Irvine from JFCS Children's Services presented concerns to the board regarding medications and the increase in prior authorizations have tripled due to the change in the formulary. The request was for Magellan to help update the formulary to expand medications for availability to consumers.

NEXT MEETING

The board will meet on the following dates: **Wednesday, March 19, 2008 (Development Session) and Wednesday, March 26, 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.