



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of April 23, 2008

PRESENT:

<p>Community Members of Governance Board: 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 Member of Child Recipient Representative</p>	<p>Magellan Members of Governance Board: Chris Carson M.D. – Board Chair Chief Executive Officer, Maricopa County RBHA Andrea Smiley Chief Community Relations Officer, Maricopa County RBHA Brenda Benage Chief System Transformation Officer, Maricopa County RBHA Dan Wendt Chief Quality Officer, Maricopa County RBHA Gaye Tolman Chief Recovery and Resiliency Officer, Maricopa County RBHA</p>
<p>Staff to Governance Board Lynette Tolliver – Governance Board Administrator</p>	
<p>ABSENT: Andrew Mebane M.D., Chief Medical Officer, Maricopa County RBHA Charles Curie, Principal, The Curie Group, Consultant to the Board</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for April 9, 2008 Meeting:

A motion was submitted to the board to approve April 9, 2008 minutes. The board unanimously approved.

MAGELLAN UPDATES

Operational Update

Jim Stringham provided an update to the board:

- Data Demographics (DDM)
 - Magellan had received a letter from DBHS regarding missing DDM. Magellan identified and categorized root causes for missing DDM. The categories are:
 - Crisis intakes that are not closed.
 - Pre-enrolled intakes before 9/1.
 - UPC crisis intakes.
 - Direct Care Clinics (DCC) and General Provider intakes.
 - Magellan has been in constant contact with all members involving missing DDM, as well as, collecting reports and tracking consumers in the system. A rolling number of consumers are missing DDM due to a 45-day grace period for sending the DDM from the intake date. Currently Magellan has roughly calculated 14,000 consumers missing DDM. This number is split into sections: Crisis – 5,000; Pre 9/1 Intakes – 5,000; UPC – 800; DCC and General Providers – 3,200.
 - The board questioned if this issue could be sanctioned. Jim Stringham stated yes, and that a letter was sent to DBHS documenting an outline of Magellan’s plan regarding the cleanup and on-going strategies regarding missing DDM.

ACTION: The board will receive an update from Jim Stringham regarding progress development on missing Data Demographics.

- Timely Filing
 - Magellan has granted a 30 day timely filing extension for November Claims.

- Magellan will continue the on-going communication process to all Providers on Friday April 25, 2008. Magellan and Providers have been working diligently on this issue and have seen continuous improvements. The next IT meeting will take place on May 1, 2008 to assess progress.

PNO Transition

Chris Carson provided an update to the board:

- PNO Transition Plan Update
 - Magellan received a letter from DBHS regarding issues of concern:
 - MCRN – Crisis phone department needs to be licensed to encounter.
 - Co-location – agency workers can only work 20 hours a week. Magellan has met with DBHS, AHCCCS, and OBHL. All partners support the current operational structure and will work cohesively to obtain an outcome. Magellan has begun to prepare alternative plans to assist in this process.
 - PNO’s SMI cases – SMI medical Records/Charts cannot be separated. Currently Magellan is working on alternative plans.
 - DBHS had requested that a plan regarding these and other issues concerning the transition be submitted. Magellan has responded to the letter stating that Magellan cannot respond at this time until further instructions are received from DBHS.
 - Chris stated that integration is crucial and, as managers of this transition, we must not continue to build different buildings but focus more on what the needs are for the people.
 - The board questioned if the draft document of the plan had been sent out to the PNO’s. Chris said, No, but Magellan has been keeping the PNO’s updated on situations through verbal contact. Chris commented that draft documents would not be released to the community because of the constant changes that are taking place to oversee the timeline.

Clinical Update

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

- MD Staff
 - Some doctors were not keyed into the RBHA System before writing the medication prescription thus causing a problem for consumers in receiving their medications. Magellan has corrected this issue.
 - There will be an all-staff training for MD’s structured around proper billing codes and writing progress notes. Packets will be passed out to the staff providing descriptive, detailed information on how to correctly fill out codes and paper work so that fewer systemic, problematic situations occur.
- Unified process for morning meetings
 - This process was discussed and agreed upon at the Clinical Directors’ training.
 - Case Managers (CM) have been assigned a daily log to record their daily activities. This tool is also used to monitor CM.
- Billing Codes
 - The extended codes, granted by AHCCCS, are no longer usable and there are no other alternative codes available. Magellan is currently waiting on next steps from DBHS. Phyllis Knox, Chief Compliance Officer, Magellan of Arizona, is currently having discussions with AHCCCS on the Access Codes and agreed to provide updates to the board.
- Documentation to the board
 - Carole discussed the need to have a database for the board to obtain clinical development documentation. The board currently receives data that is sent to the Governance Board Administrator for distribution.
 - Community Relations attempted to add the board to our internal (MagIC) database, however was unable to obtain compatibility with the security links to successfully complete, therefore all data that would need to go to the board should be forwarded to the Governance Board Administrator for distribution.

Action Item: the board will receive an update from Phyllis Knox regarding the Access Codes.

OLD BUSINESS

Children’s System Update

Chris Carson provided the board with an outlined descriptive update regarding the Children's Department Chief job description.

- Wording on the job description has been adjusted to open up a greater number of candidates to apply for the position in an effort for Magellan to have a better selection from which to choose for the best possible outcome. Currently the job bid does not have a cut off date, as Magellan is working on filling this position as quickly as possible.
- The board expressed concern that, because the Arizona system is so unique, Magellan needs to have someone with much more specific experience in Arizona's System of Care for Children than is described in the Job Description.

Crisis Integration Task Force System Recommendations

Danise Leveille provided the board with an overview of the Task Force Recommendations

- The board discussed the fact that the taskforce currently is for the Adult System, however a children's focus task force will be developed later to address children's issues under the leadership of the Children's Chief. Danise pointed out that the children's voice is currently at the table from the community, and information will be gathered as it develops and turned over to the children's-focused taskforce.
- The board acknowledged the improvements that have taken place, thus far, and agreed that the recommendation document was moving in the right direction.
- The board discussed the need to maintain crisis as a priority area, in particular community-based collaboration efforts with other system partners.

Action Item: the board will receive a report on the functions of the Inter-Agency Committees.

NEW BUSINESS

Community Peer Support and Recovery Program Overview

Gaye Tolman provided the board with an overview of current initiatives in Peer Support and Recovery.

- Gaye discussed the work that is taking place with the community taskforce to receive input and address areas discussed in the crisis system taskforce recommendations and regarding contract agreements and structure.
- Gaye addressed a concern that was raised at the April 9, 2008 Governance Board Meeting during public comment regarding funding increases for consumer-run recovery centers operating as CSAs. Gaye advised that all the increases that were done in the recent contract negotiations included the 3% increase that was agreed upon by finance.
- Gaye updated the board on a current initiative that the Recovery and Resiliency Department is working on to provide technical assistance to providers regarding fundraising to help meet the budgetary needs of provider organizations.
- The board was advised that the annual Network Plan is due to DBHS by May 30, 2008.

Action Item: The board requested statistics that demonstrate how many unduplicated recipients/families utilize peer run programs.

PROPOSED NEW BUSINESS

Nick Margiotta discussed receiving data-based reports from QM. The board unanimously agreed to address this topic at the next Governance Board Development Session.

PUBLIC COMMENT

Sandy Fitzpatrick – STAR Recovery Centers discussed the need for additional funding to support Recovery Centers and commented her site received a 1.5% increase. Sandy also stated that ISP's (Individualized Service Plans) support the need for peer support services.

Suzanne Legander, CEO STAR Recovery Centers described how funding for Recovery Centers has directly affected their ability to enroll new individuals into recovery programs that otherwise meet enrollment qualifications. Two weeks ago, the agency had to close enrollment on new memberships. The Ambassador program was the only area of increase, and the Food Bank supports and services are decreasing at a rapid rate as well.

Johnny Casas, Community Bridges and Ken Curry, Southwest Behavioral Health Services leant their support regarding efforts that are being made to address the needs in our Crisis System.

Isabel May, Healthcare for the Homeless stated that she is in favor of the work that the Crisis Taskforce is doing to address the need in our community.

NEXT MEETING

The board will meet on the following dates: **Wednesday, May 14, 2008 for Board Meeting, and Wednesday, April 30, 2008 for Board Development Sessions**, 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 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly. Meeting adjourned at 12 pm.