



*Magellan of Arizona Regional Behavioral Health Administration for Maricopa County*

Governance Board Minutes of May 14, 2008

**PRESENT:**

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

**IN SESSION: 10:00 a.m.**

**Board Minutes Submitted for April 23, 2008 Meeting:**

A motion was submitted to the board to approve April 23, 2008 minutes. The board unanimously approved.

**MAGELLAN UPDATES**

**Operational Update**

Jim Stringham provided an update to the board:

- Announcements
  - Magellan has participated in the CIT Class. Members attending include Police officers from seven different city departments, and Nick Margiotta as an instructor.
  - Magellan will be holding its first Provider Forum on May 30, 2008 located at Mountain Preserve Banquet Center. Representatives will set up booths from 9:00am to 12:00 noon.
- IT Provider Issues
  - Through the MCAP IT Committee, 16 items were reviewed for improvement with DBHS in reporting elements and response files. Fourteen out of the 16 items presented were approved for immediate implementation in the system on April 10, 2008. The two remaining items regard Data Demographics and Data Transfer clean up, as well as, Crisis enrollments are being tracked in collaboration with DBHS to address concerns.
- Data Demographics (DDM)
  - Magellan is tracking DDM daily through a report that reads all DDM; then the report is submitted to DBHS and then returned to Magellan on a daily basis. DBHS and Magellan have been in collaboration to clean and rectify these issues.
  - Magellan has also worked with Crisis Providers regarding closing charts for consumers enrolled for a one-time service. These charts would have gone beyond the 45-day period and are now showing on the Missing DDM report.
  - There were a total of 16,000 that had missing DDM in general. Now, it has been reduced by 5,000. The remaining 11,000 is constantly worked on considering the level of fluctuation. The number contracts could be subject to sanctions; however, Magellan is working closely with DBHS for resolution.

*ACTION: The board will receive a report from Jim Stringham regarding progress development on missing Data Demographics.*

*ACTION: The board will receive an update from Jim Stringham regarding rectifying rejected data from Magellan and DBHS systems.*

*ACTION: The board will receive a regular report from Jim Stringham on the "number of consumers" from the Missing DDM Report.*

### **Magellan of Arizona Governance Board Membership Update**

Chris Carson commented to the board that Erin Somers, SVP Public Relations, Communications, and Proposals, Magellan Health Services will sit on the board as a representative for the Chief Community Relations Officer role in lieu of Andrea Smiley's departure from Magellan of Arizona.

### **PNO Transition**

Chris Carson provided an update to the board:

- PNO Transition Plan Update
  - Magellan has worked with DBHS regarding the Licensure issues and has come up with an alternative plan. The plan is to roll the entire current Magellan clinic to a PNO versus dividing the clinics to the PNO and Direct Service Provider. This would allow the PNO's to apply for an Out Patient Clinic license and be able to employ all staff currently working at the clinic.
  - This does not resolve all of the current licensure regulations around Co-locations; however, Magellan was been instructed to proceed with business as usual in this area.
  - Magellan has begun communication with both PNO's and sent out letters with an outline confirming the discussions of the alternative plan to both PNO's and is now working on rewriting the legal documents.
  - Magellan sent the 30-day notice out to the consumers in those clinics regarding the transition timeline being around or on June 30, 2008. There will be a second letter sent that will state the exact date of the transition.

*ACTION: To include the alternative plan in the Network Transitional Plan and send to the board for review.*

### **Clinical Update**

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

- New Staff
  - Bill Hickman is the new site Administrator for the UPC.
- Co-located Issue
  - DBHS has requested that Magellan change the system so that encounters produced by co-located staff are processed by the agency and submitted to DBHS directly versus Magellan processing and reimbursing the agency. The implementation of the new process is expected to take place as soon as possible.
- Cost of Care
  - Magellan DCC's is looking at the staff ratios from an administrative stand point. Some clinics have more assistants than other clinic sites, mostly due to, size of site, services provided at each site, added with number of staff needed, and different approaches to running office assistant staff. Currently, Magellan is working on improved management in the the front offices in efforts to become more effective, cost efficient, and improved consistency.
  - Magellan is checking on their vendors: linen supplies, medical supplies, and others to reevaluate the most cost effective avenues for supplies needed for the services provided at the clinics.
  - Staff Overtime is being reviewed as well for proper use to include effective time management and more guidelines towards appropriate usage.
- Close Encounter's of the Magellan Kind (CEMK)
  - This is a Provider tool kit available in a hardcopy binder, or through the Magellan internet.
  - The CEMK has every procedure in an easy to read format for all staff members to use as a guide. It includes information regarding: Home visits, how to fill out a 1011 & 1013, billing codes, encountering questions and more. The board had an opportunity to review one copy that was passed around and were advised they are welcome to receive a copy.
- Performance Improvement Plan
  - Magellan has identified their Case Management Coaches and currently rolling out trainings for the Clinical Coordinators and all management teams; there will be 3 or 4 different training sessions in May.
  - The QI tool that has been developed to support the Performance Improvement plan is in alignment with the DBHS tool.

- Member Survey
  - Consumers are given a 5 question survey. The count stands at 80% are satisfied with the services provided to them, leaving 20% dissatisfied.
  - The Survey's distributed at the front office of the clinics as consumers are checking in for their appointment, filled out after their visit, and placed in a drop box in anonymously.

*ACTION: The board will receive a copy of the CEMK Manual for review.*

*ACTION: The board will receive an update from Dan Wendt regarding outcomes from the 5 Question Survey.*

*ACTION: Carole Matyas will contact Alicia regarding providing an update on the ACT Plan for the board.*

<b>OLD BUSINESS</b>
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**AHCCCS/CPT Code Update**

Phyllis Knox provided the board with an update.

- Unofficial Conformation
  - Magellan received an unofficial conformation that DBHS had spoke with AHCCCS requesting new codes, purposed rates, and telephone codes for communication.
  - AHCCCS has agreed to the new codes: 99367 and 99368. The proposed rate for these codes stand at \$41.00.
  - DBHS will revise the B2 Matrix and change their PMIS system to recognize the codes and then AHCCCS will send out a formal letter to DBHS with any revisions.
  - The Magellan Encounter Workgroup will continue to address areas of opportunity.

**Children's System Update**

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

- Magellan has posted the Children's Department Chief Officer position for 3 weeks and has received 15 applicants with a third being strong candidates. Gaye Tolman will be setting up the official interviews. Magellan is still accepting applications at this time.
- The interview process will be a round table group style where family members, community members, along with Magellan staff will be involved with interviewing each candidate.
- Chris stated that Magellan does not have an Interim Chief within the Children's System. There is however, a "point" person for DBHS to contact for questions regarding the Children's System.
- Magellan is discussing the current structure of Children's PNO's with DBHS. Some topics regarding this issue include: who owns the medical records, who is doing the assessments, who is responsible for assessments, and who is responsible for overall case management.
- Magellan wants to make sure that children with high needs receive appropriate services but, Magellan strongly believes that children are resilient, meaning that they will get better and from that Magellan would concentrate on building the Children's System with a strengths based approach. In addition, children should not be categorized as high needs and the system that is created through a strength-based approach must be flexible and move with a child's needs.
- The board discussed the needs regarding financial aspects with children that do not fit the high needs parameters. Chris commented that the percentage of children categorized as high needs are constantly changing based on the expectation for children to get better but a child still may fluctuate back and forth from high needs to a lower level of need at any giving time.

*ACTION: The board will receive an update from Terri Kang regarding data of children in and out of high needs and number of services received.*

<b>NEW BUSINESS</b>
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The Board was presented with an update regarding the Prevention RFP from Gaye Tolman and Juan Aristizabal.

- Magellan Staff spent 5 months writing the new RFP with a nation wide search for grants and applications before it was sent out for review. There were 30 responses, 24 by reviewers; 11 of those have been funded and will be sent out by May 23, 2008. The RFP was reviewed by: the Magellan Prevention Team, DBHS, the Governor's Office – Division of Children, Youth, and Families, and local consultants..

- After looking at the responses to the RFP, Magellan had concerns around the level of detail presented by a large portion of the applicants, however determined those who met the criteria would move forward for receipt of their reward.
- Magellan will release a refined RFP on or before June 16<sup>th</sup> 2008 with applications due by August 2008 with awards at the end of August 2008 with implementations starting the second quarter of the 2008-2009 fiscal year.
- The new RFP will include defined geographic areas that Magellan will request from responders. Therefore, agencies will have an opportunity to reapply, there will be supports, and trainings for all agencies involved to understand the expectations that Magellan requires.

**PROPOSED NEW BUSINESS**

- The board would like to discuss the purposes, activities, and how to best utilize information from the 13 Sub-committee's. The board agreed to cover during the next Governance Board Development Session.
- The board requested a date for the update regarding the statistics from unduplicated recipients that utilize Peer Run programs. Gaye Tolman and Lynette Tolliver commented, at the next meeting considering the timeframe to obtain data.

**PUBLIC COMMENT**

- Jim Carron -- a consultant/volunteer with a background in transportation, was impressed with how Magellan and the PNO's work together in a systemic approach and thanked the board for the opportunity to volunteer with the PNO's. Chris Carson thanked Mr. Carron and stated we will be looking into more volunteer opportunities directly within the RBHA.
- Mark Lazare from Compass Mental Health Crisis Service Department (CMH) began contracting with the Magellan as of September 1, 2007 and CMH has found the new RBHA to be very transparent and cooperative. The crisis demand is on the rise and greater than the supply of services provided. CMH would appreciate if this issue of more access to services be added to the board agenda.

**NEXT MEETING**

The board will meet on the following dates: **Wednesday, May 28, 2008 for 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 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 11:45 pm.