



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of June 11, 2008

PRESENT:

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

Magellan Members of Governance Board:

Chris Carson M.D. – Board Chair
 Chief Executive Officer, Maricopa County RBHA
Andrew Mebane M.D.
 Chief Medical 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
Erin Somers
 Representative for Chief Community Relations Officer, Maricopa RBHA

Staff to Governance Board

Lynette Tolliver – Governance Board Administrator

ABSENT:

Charles Curie – Principal, The Curie Group, Consultant to the Board

IN SESSION: 10:00 a.m.

Board Minutes Submitted for May 14, 2008 Meeting:

A motion was submitted to the board to approve May 14, 2008 minutes. The board unanimously approved.

MAGELLAN UPDATES

Operational Update

Jim Stringham, Chief Operations Officer, Magellan of AZ, provided an update to the board:

- Eligibility
 - Encountering situations persist regarding eligibility due to incorrect, missing information, and incorrect title status. Magellan has implemented safety programs to assist in diminishing the amount of encounter errors.
 - Magellan is focusing on individuals who are Non-Title 19 or Non-SMI and will work with Providers to ensure proper categorical placement.
 - Currently, it could take up to 60 days from the initial screening, to process the application and have the eligible individual enrolled into the system; Magellan is meeting with DES in order to speed up the enrollment process.
- Data Demographics
 - Data Demographics progress is slow. Magellan and Providers are working on changing the approach, providing more resources to ensure a detailed walkthrough per individual.
 - DBHS states that there cannot be an ISP date prior to an intake date. The September 1, 2007 enrollment dates and enrollment dates before September 1, 2007 conflict with the ISP dates within the system. Magellan meets regularly with DBHS to work on possible edit resolutions regarding the ISP “dates” issue.
 - The numbers fluctuate around closing out individuals and adding on individuals that are receiving edits and rejections. Magellan is working closely with DBHS for resolution.
- Rosters
 - Aligning the rosters and making sure that all parties are involved continues with Clinical Liaisons and Provider Affiliations in order to ensure individuals are assigned to these parties. Magellan is evaluating

the best process to capture information, by cross-referencing, to align an individual with the best Provider for services needed.

- Roster issues are tied to Eligibility issues, Data Demographics, and “prior-to-September 1, 2007” intake issues, therefore Magellan Rosters can match the State’s roster, but could, on occasion, not match Provider Rosters.

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 ISP and September 1, 2007 conflicting dates 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.

PNO Transition

Karen Lennox provided an update to the board:

- PNO Transition Plan Update
 - DBHS has approved Magellan’s Network Transition Plan. Magellan will provide weekly updates to DBHS regarding the PNO Transition.
 - The transition target date is the end of June 2008. A transaction close is scheduled for June 27, 2008, which will be the last day of employment for Magellan Staff at the Garden Lakes and West McDowell clinics. The staff will become PNO or Southwest Network employees on June 28, 2008. Magellan’s IT Department will begin reconfiguring ClaimTrak for ownership of the PNO’s after hours on June 28, 2008. “Go live” will be on Monday, June 30, 2008.
 - Magellan will conduct check in calls with the PNO’s and clinics daily.
 - The Financial work group is meeting weekly with the PNO’s until negotiations are complete. The closing documents are being constructed. The Legal Contingent workgroup has also been meeting weekly with the PNO’s.
 - Magellan’s Quality Improvement Committee (QI Committee) will develop a Staff Satisfactory Survey to be sent out to transitioning clinics.

ACTION: The board will receive an update on the implementation of Magellan’s Network Transition Plan.

ACTION: The board will receive an update from Dan Wendt regarding the Staff Satisfactory Survey.

Clinical Update

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

- Rumor Control
 - There is not a hiring freeze, the ISP in ClaimTrak does work, and the Rehab Specialists are secure in their jobs.
 - Magellan is looking at best clinic efficient measures in order to roll out a smooth transition for the other clinics.
- Rehab Specialists
 - Rehab Coordinators have teamed up with Clinic staff members to evaluate what a reasonable Rehab Specialist resource for a site should be. Rehab Specialists have been challenged to do 70% of encounters with actual rehab services and 30% with Case Management services.
- ACT Team
 - Magellan has systematically changed the ACT Team overtime pay. A single process will be developed for ACT overtime and ACT after hours: ACT staff members working after hours will receive \$100 base pay. If staff works beyond the accumulated time equivalent to the \$100, then they have to calculate the overtime.
- ISP ClaimTrak
 - Magellan has added the ISP into ClaimTrak. The ISP in ClaimTrak is easy to navigate, but when printed out it takes on a new form. The Magellan IT department is working on the printing issue, however it is a legitimate ISP.
- The Villages Program
 - Magellan Rehab staff and Recovery and Resiliency staff have finished a 3-day The Villages Program training. An undetermined clinic site will use this program as a pilot. This will be discussed with PNO’s and Magellan Leadership before proceeding.

- The QI tool that has been developed to support the Performance Improvement plan is in alignment with the DBHS tool.

- New Hires

- Magellan has hired QI Specialists to assist clinics with overtime monitoring and internal site audits.

ACTION: The board will receive a copy of the Rehabilitation Plan.

OLD BUSINESS

Magellan Update

Chris Carson M.D. provided the board with an update.

- Prevention RFP Process Update

- Magellan has decided to reissue the RFP. The previous 11 providers that have been awarded will still receive their funds. The remaining Providers will have a second opportunity to re-apply for RFP funds; awards will be granted some time in August.
- With the fiscal year ending, Magellan will hand out Bridge Funding to re-applying Providers starting July 1, 2008. It is possible that some Providers will not receive funds and will be notified accordingly

- Tobacco Tax.

- Magellan was informed that the Tobacco Tax revenues were down causing an unforeseen \$1 million budget cut for Maricopa County, directly affecting Non-SMI funding for the month of June 2008.
- The board expressed concerns that this could lead to or cause fund recoupments and that cuts should be spread equally among Providers with Magellan absorbing some, if not all, of the hit.
- Magellan is looking into revising contractual agreements with DBHS.

- End of Fiscal Year

- Magellan's entire financial department is meeting to discuss all matters concerning: Sufficient Children's rates, the \$1 million budget cut, and all other financial concerns.

Peer Run Program/Community Utilization Update

Gaye Tolman provided the board with an update.

- Board members received a written report.

- The report informed the board of monthly services for individual recipients through consumer run agencies.
- The board requested more detail regarding the referral flow and who is receiving services. This would assist in helping to understand the maximum availability of services provided regarding overtime and the data-validation audit issues.

ACTION: The board will receive a report from Gaye Tolman on Community Utilization with referral flow and service recipient data.

ACT Plan Update

Alicia Cowdrey provided an update to the board.

- Performance and strategy improvements:

- Alicia Cowdrey and Dr. Ghani oversee the activities of 19 ACT teams. From a 6-month time span, there have been much strengths, weaknesses, barriers, solutions, and improvement strategies have been indicated. Magellan is using a step-by-step approach due to the verity of issues to address.
- There has been an increase in the number of recipients from 1,100 to 1,500. The main reason being that Magellan has full-time doctors in the ACT Teams.
- Trainings and monthly meetings keep the ACT teams momentum for growth possible. There is a large focus on inpatient individuals utilizing the Crisis services along with weekly coordination with inpatient facilities.

ACTION: The board will receive a copy of the Fidelity Tool.

Children's System Update

Chris Carson provided the board with an update on the Children's Department Chief interview and decision-making process regarding hiring.

- Magellan has interviewed 3 good candidates. There will be a second round of interviews.
- Magellan will seek opportunities to have community input in the interview process.

- The Board expressed concern that the process was taking so long.

ACTION: The board will receive an update regarding the Children's Department Chief interviews and a hiring decision.

NEW BUSINESS

Brenda Benage presented the Adult System of Care Plan and Gaye Tolman presented the Children's System of Care Plan to the Board.

- Magellan will need to ensure that the plan is sent to DBHS by June 16, 2008. The board will need to provide any feedback or revision directly to Brenda and Gaye by 12 noon on June 12, 2008. The board administrator advised the board that the document was sent this morning by e-mail to the Board to assist in revisions. The Board expressed concern at receiving documents like the System of Care for Adults and Children with the expectation to review and make comments in 24 hours. The Board needs to receive documents with sufficient time allowed to provide meaningful input when carrying out their role as responsible decision-makers.
 - DBHS has changed the Adult System of Care Plan, approaching it in a way similar to the Children's System initiatives so as to improve the information flow. A template from DBHS was received by Magellan with goals and objectives of the plan. Magellan has added 3 more goals for Maricopa County:
 - UPC detox expansion.
 - Incorporation of the mental health "Villages" model.
 - Gather and analyze preferred language data elements.

PROPOSED NEW BUSINESS

- The board requested a Magellan financial report.

PUBLIC COMMENT

- Sandi Fitzpatrick - from STAR /The Fun Bunch stated that ClaimTrak is "read only," medical staff have to hand write all documents, and scheduling problems are still happening.
- Jeff Jorde -from Southwest Behavioral Health asked the board about the scoring system for RFP's and if the new process will be fully transparent for Providers competing for funding.

NEXT MEETING

The board will meet on the following dates: **Wednesday, June 25, 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 12:00 pm.