



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

Governance Board Minutes of June 25, 2008

**PRESENT:**

<p><b><u>Community Members of Governance Board:</u></b>  <b>Ted Williams – Board Chair</b>          CEO, ABC Housing - CEO Adult Provider Representative  <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><u>Magellan Members of Governance Board:</u></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 (By Teleconference)</b>          Representative for Chief Community Relations Officer, Maricopa RBHA</p>
<p><b><u>Staff to Governance Board</u></b>  <b>Lynette Tolliver – Governance Board Administrator</b></p>	
<p><b><u>ABSENT:</u></b>  <b>Charlie Curie – Principal, The Curie Group, Consultant to the Board</b></p>	

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

**Board Minutes Submitted for June 11, 2008 Meeting:**

A motion was submitted to the board to approve June 11, 2008 minutes. The board agreed that the minutes be tabled.

**MAGELLAN UPDATES**

**Operational Update**

Jim Stringham provided an update to the board:

- Timely Filing
  - Magellan continues timely filing with the current process. Magellan has closed out September claims, continues to monitor and work with Providers whose claims are beyond 180 days.
  - Timely filing has improved. The massive systematic issues are no longer a factor, leaving Magellan more time to work with individual Providers. The 180-day gap is getting smaller which increases the percentage of timely filing.
- Eligibility Project
  - Thirteen Magellan staff members have been working on benefit eligibility for individual consumers categorized as Non-Title 19. If a consumer is not in the appropriate category, Magellan staff will try to move them to the appropriate category by demographic submission or finding the cause for the demographic not running through.
  - Magellan is working on completing the outreach calls, spreadsheets, and the grids from Providers by Friday June 27, 2008. All data will be summarized to look at the percentage of incorrect submissions.
  - After the Eligibility Project is complete, Magellan will utilize the 13 staff members and added staff members to specifically work with Outreach Calls to Providers and follow-ups.
  - Magellan is recruiting an Eligibility Team that will sustain the logs once it is caught up. The job descriptions will be posted.

Chris Carson Provided the board with an update.

- Recoupment

- The state informed Magellan, in the beginning of June, that a 1 million dollar fund cut would affect the Non-Title 19 SMI funding for the month of June as a one time hit. The cause resulting from the Tobacco Tax decreased revenue. The Children's and Title 19 funds were not affected.
- From September to December of 07, there were Providers that did not encounter their blocked funds. This money needs to be recouped and will be sent for processing 50% in June and 50% in July. Magellan has looked at each Provider that had been inordinately hit. Magellan will offer Providers business assistance for those without reserved funds.

### **PNO Transition**

Chris Carson provided an update to the board:

- PNO Transition Plan Update
  - Magellan has met with both Adult PNO's, CHOICES and Southwest Network, and are close to finalizing a successful conclusion to both activities.
  - There should be transitions accruing on the weekend of July 11, 2008.

### **Clinical Update**

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

- Rumor Control
  - There are several Single Case Agreement agencies with non-network providers that the clinics utilize for specialty services that clinics currently do not provide.
  - Magellan has not pulled contracts from Single Case Agreements.
  - Magellan has undergone an evaluation to assess Single Case Agreements for clinical appropriateness for long-term services, and, administratively, why some Single Case Agreement practitioners are not working within the network system.
  - The board questioned if Magellan Clinics could find pro-active ways to prevent rumors getting started. At this point, Magellan is looking at possibilities of communicating plans quickly to defuse preventative rumors.
  - The board stated concerns regarding the appropriate wait time for a recipient's request for goal-oriented counseling.
- Performance Improvement Plan (PIP)
  - The PIP for June was sent to the state. Copies of all PIP's were sent to board members with May updates.
  - The PIP efforts have been improving. Magellan's Case Manager Coaches have begun to train, support, and mentor new and veteran Case Managers.
  - Magellan Clinics will conduct an internal audit starting in August 2008 to prepare for the October 2008 Court Monitor's audit.
- New Hire
  - Brandon Williams was hired as the new ACT Manager.
- Satisfaction Survey
  - The board had questions regarding the survey: Is the survey being looked at overall for all sites or individually per site for improvement? Magellan stated; it is used to look for improvement at specific sites. How is the survey being promoted. Magellan answered that it was advertised to the staff to promote the survey and that each site is responsible for its own promotion structure. The Board suggested that Magellan consider contracting with a consumer-run agency to conduct the satisfaction survey as do many accredited health care delivery agencies.

*ACTION: The board will receive an update from Carole Matyas regarding Single Case Agreement evaluations.*

<b>OLD BUSINESS</b>
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#### **Children's System Update**

Chris Carson provided the board an update on the Children's Department Chief position.

- Magellan offered the Children's Department Chief position to Shawn Thiele, and she accepted. The position will start July 14, 2008.

*ACTION: The board will receive a resume from the accepted candidate.*

## **NEW BUSINESS**

Co-Chairs Ted Williams and Chris Carson and the Governance Board Administrator, Lynette Tolliver provided information regarding the 2008 –2009 Governance Board Selection Process.

- The three board seats are open for placement (Service Recipient – Adult Services, Family Member at Large, and Children’s Provider/CEO).
  - All terms are 2-year terms with the exception of these seats for 1 year to ensure the rotation of the board would always have tenured members. The three current seat holders will have the option to apply for the seats again as a one-time option considering the limited term per the Charter.
  - The current terms would normally end July 31, 2008, however, the board supported a 30-day extension for the three current members to allow time for thorough recruitment in the community.
  - The Nomination Committee will consist of three community representatives of the board and two Magellan representatives of the board.
  - Information on the application process will be sent out to Providers, Clinic Sites, NAMI, Family Involvement Center, Mental Health America-Arizona, and other family and recipient constituency organizations by June 30, 2008. There will be a press release on July 1, which will allow those interested about three weeks to respond. All applications will be reviewed and interviews will be conducted with top candidates. A final press release will be issued upon the selection listing the 2008 – 2009 board representatives.

## **PROPOSED NEW BUSINESS**

- The board would like to have an update regarding the Prevention RFP. Chris Carson updated the board accordingly:
  - Magellan has met with DBHS. The Prevention RFP is under review; there is another meeting regarding this issue 6/27/2008. Magellan will re-release the RFP on July 15<sup>th</sup> with a week’s response time for the applicants. The awards will be made as soon as possible, as early as August or possibly later. Non-awarded Providers will receive a 30 day notice.

## **PUBLIC COMMENT**

- Rose Bonapot – STAR, discussed concerns regarding food supply due to the Tobacco Tax Cuts. The board stated that this issue is being worked on.
- David Allen – Magellan West & STAR West, discussed concerns regarding Case Management and provisions for consumers. Availability of services is lacking; my needs are not being met. We would appreciate if our Recovery Specialists services from STAR West are not cut.
- Rita Scarabino – STAR West, discussed concerns regarding cuts from services, lack of funds. I feel that West Valley Magellan site Case Managers do not take our cases seriously.
- Suzanne Legander – STAR, several programs lost funding due to the Tobacco Tax. I received a letter stating that it would affect strictly the Block Grant Recipient for the SMI Non-Title 19. It is not cut equally when Block Grant Funded workers have done the service without payment, while fee for service people bill and are getting paid. There should be a study regarding the cost of services and the benefits of services for people that are receiving Peer Run Recovery services versus other costly services. If funding is short, we should look at keeping the funding the same for lower cost services or expanding the funding as these services are becoming greatly needed in the community.
- Karen Hoffman – STAR, discussed concerns supply of meals being cut and better training for Psychiatric Doctors.
- Kate Clay – STAR Central, questioned concerns regarding the cutbacks being temporary or permanent. The board stated that the legislature has not made a decision yet. They have until July 1<sup>st</sup> to decide.
- Gina Runningbull – STAR, Read to the board regarding compliments for services from STAR.
- Christina Barriga – STAR West, discussed concerns regarding the budget cuts affecting the supply of food and transportation.
- Clifford Thomas – STAR, stated that he would like to be able to settle on one site for services.
- Winston Bull – STAR Central, discussed concerns regarding unequal affects from funding cuts for Providers, agencies, general workers for the system, and consumers. The board stated that the effect of the budget cut is felt at all levels.

- Joe Blaha – STAR, stated that there is a need for food.
- Giovanni Legenos – RSS at STAR Central, discussed concerns regarding lack of contact from Magellan when hospitalized or released. My needs are not being met. My case is not being addressed in time. I am given insufficient information regarding my medications. There is a need for more care. Lack of communication between my PCP and my Magellan Staff workers. I have asked for individual counseling for a long time and still have not received this service. There is a lack of information and help for insurances.
- Sandi Fitzpatrick – STAR discussed concerns regarding the accuracy of the Satisfaction Survey, is it a whitewash, incorrectly stating the percentage of job satisfaction? Is the Tobacco Tax Cut to blame or has Magellan forgot to put in a proposal for funds to cover services: Crisis, Evaluations, Court Orders, Jail, Urgent Care, and Grievances & Appeals. Where is the money coming from for those services? I was upset to read on the Magellan web site that: “We the consumers are not the customers to Magellan, the state is. Magellan is not dealing with a commodity; you are dealing with peoples lives. I have been waiting 8 months to receive counseling services.”
- Candice Archambault – RSS at STAR, discussed concerns regarding cutbacks and more money being spent due to possible closures of agencies that provide needed services, as well as Transportation costs increasing.
- Katherine Spatafora -- STAR, discussed concerns regarding transportation. I’m multiply handicapped and can not receive a bus pass. I rely on Magellan Case Management for transportation. If I don’t receive the transportation, I can’t go to STAR, or eat breakfast, even lunches sometimes. We need all these services, some of us live on a tight budget and rely on these services. There is a lack of Case Management involvement.
- Cynthia Stuck-Guffey – STAR, discussed concerns regarding meals being cut and transportation frustrations.
- Paul Smith – STAR East, complimented STAR for the services they provide.
- Brian Estes – RSS at STAR East and Board Member of Directors for Similar Self, discussed services provided through STAR and that keeping STAR sites is key for all, and most find all possible ways to keep them running.
- Steve Miskal – CHEERS, discussed concerns regarding funding cuts. We provide services well beyond what we are funded for and there has been a 33% increase in occurrences. The Surgeon General’s Report states that Peer run and Peer support programs are an intricate service for an individual’s recovery and are called for an expansion for those programs. Research shows that there is a decrease of crisis episodes and hospitalizations, but improvement in socialization for individuals participating in Peer support/Peer run programs. It would be an investment in humanity and savings to Magellan if funds were increased for such services.
- Jeff Jorde--from Southwest Behavioral Health (SBH) stated concerns: 1. if Magellan has taken their proportionate cut in the Tobacco Tax revenue. Chris Carson responded that the fund reduction has been reduced through all Providers based on what money each Provider has. 2. Mr. Jorde continued that he had received a letter regarding the cut back and another letter stating that there is a recoupment due to under-encountered services below the revenues SBH had received. The state rolls up all encounters: Title-19, General Mental Health, Title-19 Substance Abuse, and Title 19 SMI into one category. Do the encounters match the revenues or not? SBH was informed that Magellan has broken encounters down into several categories. SBH over all has increased encounter revenue in all but one category. The letter requests payback for that one category even though SBH was in excess overall. This methodology can create substantial losses over time for Providers, being that we cannot combine increased and decreased revenues as a whole between categories. Provider do not get paid when we over produce, but we will be sanctioned when we under produce in some categories. This could affect services for consumers due to Providers not wanting to pay recoupment.
- The board stated that food concerns should be rectified given the level of resources in the community. Magellan will be working with the leadership at STAR to address concerns listed, in particular on how to fill in the gaps affected by the budget cuts and supplement these efforts with better collaboration within the community.

<b>NEXT MEETING</b>
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The board will meet on the following dates: **Wednesday, July 9, 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.