



Magellan of Arizona Regional Behavioral Health Administration
Governance Board Minutes of September 5, 2007

Attendance:

Absent: None

Community Members of Governance Board:

- Open. - Adult Service Recipient Representative
- Sue Davis, Vice President (emerita) NAMI - Family Member Representative
- Nick Margiotta, Phoenix Police Department - Community Member Representative (teleconference)
- Luz Sarmina, CEO Valle Del Sol - CEO Children Provider Representative
- Ted Williams, CEO ABC Housing - CEO Adult Provider Representative
- Valerie Van Auken - Family Member of Child Recipient Representative

Magellan Members of Governance Board:

- Russ Petrella - Representative of the Chief Executive Officer, Maricopa County RBHA
- Chris Carson - Chief Medical Officer, Maricopa County RBHA
- Erin Somers - Representative of the Chief Community Relations 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

Consultant to Governing Board:

Charles Curie, Principle, The Curie Group, Consultant to the Board

Staff to Governance Board

Lynette Tolliver – Governance Board Administrator

In Session 10:12am

Russ Petrella, President of Magellan Behavioral Health opened the meeting by providing an overview of the agenda items.

Board Minutes Submitted for August 8th and August 22nd, 2007:

The board reviewed corrected minutes from the August 8th, 2007, as well as minutes from the August 22nd board meeting. The board approved both unanimously by a motion of acceptance.

OPERATIONAL UPDATES

Magellan Official Transition September 1st 2007

Deb Happ, Vice President of Operations, Magellan Health Services informed the board that the transition went very well. A seamless transition was the goal for Magellan of Arizona, and the goal was achieved. The Crisis Line transition went smoothly as well, and in addition to the crisis staff, IT Support and Clinicians were on hand over the weekend to address any concerns that could arise. September 4th was the first full business day. Transition Ambassadors were also at the clinics to demonstrate a welcoming atmosphere and provide additional information resources. Russ Petrella stated there were teams of staff who went out to the clinics to do an overview of readiness levels. By 3pm Monday afternoon all the clinics were operational with IT staff remaining at the clinics as of September 4th for support regarding any potential login or ID usage issues.. Efforts are still being made to troubleshoot for potential workflow issues or concerns that could arise, in order to address concerns immediately. Ted Williams commented “at the UPC they were overall impressed with the service of the IT team” based on a visit that he made over the weekend.

Pharmacy Update

Chris Carson provided an update to the board that over all everything is going smooth, with a few issues but resolution was obtained. The Clozaril supply was available to meet the need, however based on successfully meeting the need; it required an immediate re-order for future supplies. The pre-order equipped Magellan to provide immediate supports to recipients. The next shipment is expected to arrive this Thursday, September 6 which will meet the need overall. A question was asked about the appeal process and exceptions. Chris advised the board that the state policy is being adhered to, and that the policy will be listed for review on the website. He will follow up after the meeting with the individuals and the concerns.

Magellan - ADHS Contract

Russ Petrella updated the board to advise the contract was signed on September 1, 2007 at a few minutes past midnight.

PNO/Provider Contract Update

Brenda Benage provided an update to the board that 97 contracts were sent out and 81 were received back signed which composed of about 84% completed. Overall the process is going well, and we are working with those providers to address any concerns or changes if needed. Russ Petrella reiterated that Magellan welcomes all providers to address any individual concerns they may have by calling Magellan directly. Brenda advised the board that there is the Network Management Department that can address issues or concerns.

PRC – West Update

Brenda Benage updated the board by stating that Magellan did assume temporary ownership over the Physicians at the PRC-West based on the discussion from the August 22nd board meeting and overall the transition went well. Sue Davis commented that she was pleased with the transition overall. Russ Petrella thanked the board for their knowledge and support and guidance on many areas in this transition to ensure Magellan Health Services was equipped to execute the transition.

NEW BUSINESS

Update on Cultural Competence Efforts

Malena Albo, National Director for Cultural Competency, Magellan Health Services provided an overview of the recent efforts that have taken place to address the needs for Magellan Health Services of Arizona. Monica de la Cerda recently joined Magellan as the Cultural Competency Director for the RBHA, as well as Maria Reyes as the Cultural Competency Specialist. Malena ensured the board that all information in this transition was in alignment with our national standards and policies. Cultural Competency was infused throughout the proposal overall, and since the award, Magellan has conducted two community forums in Spanish in collaboration with the People of Color Network. Efforts are and will continually be made to focus on outreach to minority populations to insure appropriate dissemination of information. The Magellan website is posted in Spanish as well as English, and there are two additional forums scheduled to take place targeted to people of color. Russ stated the new website is operational “www.MagellanofAZ.com”. Malena discussed the navigational features of the website and how user friendly it was, as well as acknowledged the Marketing & Communications & IT teams for their development of the site. Sue Davis commented that she was on the site September 2nd and was impressed.

Role of Governance Board in Clinical and Financial Decisions

The excerpt of the Governance Charter that pertains to the limitations of the Board was distributed to all board members for review. Russ also reviewed it with the board to ensure that there is a clear understanding of the governance board responsibilities and limitations and asked if there were any concerns or questions. Russ responded to board members that this document was put in place by Magellan’s legal department to insure Magellan’s financial interest is protected as a corporation and Anne McCabe commented this document also protects individual board members. Luz Sarmina commented she does not believe the governance board would bear any responsibility, but at the same time the governance board is providing oversight for areas outlined in the charter. Charles Curie, Consultant to the Governance Board commented this is a major move into a new frontier and because of the transparency this addresses any issues that could come to the floor from a risk standpoint for all involved. Luz asked if IT was an administrative issue. Russ commented the cost for IT is administrative, however the policy area can be addressed by this board. Luz commented she was fine with the response at this point, but would like to reserve the right to address in future board meetings. Russ commented that that would be fine.

Community Reinvestment

Gaye Tolman updated the board that actual movement in this particular area will not take place until at the earliest fall of 2008. Magellan has hired staff for this role; however the focus is in the initial stages of information gathering of best practices from other Magellan Service Centers. Russ commented at this time any real movement is very premature, and when items arise in the future for funding discussions they will be brought before this board for consideration.

Clinical and Financial Decision Bylaws

A copy of the Magellan Proposal to ADHS – Section H was provided to the board for review and discussion. Russ Petrella asked if there were any questions. Sue Davis asked about Step 1 under Section H and questioned have we finished this yet, and is this an area that we should address? Russ commented that clinical transition and non-title 19 concerns overall should be addressed by the board and should be on the agenda for the September 19 Board Meeting.

A question was asked if a person walks in to receive services in to a community agency without being pre-qualified how they are being handled. The board responded unanimously that some sites

have eligibility enrollment staff on site or an appointment can be set to address intake concerns. Luz Sarmina advised the board that Valle del Sol begins the assessment process for individuals who present with General Mental Health symptoms and if the individuals have the potential to have a serious mental illness they are referred to the RBHA.

Future follow up items:

Organizational Charts and Key Contacts

- Luz Sarmina requested an organizational chart, as well as a list of key contacts and phone numbers in Magellan. Russ Petrella commented that we are still updating the organizational charts and they will be available once all key roles are staffed accordingly. Lynette Tolliver, Governance Board Administrator agreed to provide the requested items as soon as they are available to the board by e-mail.

Magellan Health Services – ADHS Proposal (Section H)

- Sue questioned when does the governing body approve the network of providers as outlined in Step 1 under Section H. Russ commented we need to look at this and address how will the Board provide the structure and oversight for this responsibility.
- Ted commented there are areas in section H. that we need to have more input on moving forward. Russ commented to the board that we need to spend time reviewing the responsibilities and develop a plan to address the identified areas of responsibility.

Staffing Ratio's in Children's PNO

- How are we addressing the ratios in the children's system regarding caseloads? People don't come to our system for case management, they come for treatment – how do we change that. Russ asked the board the history of flexibility regarding the Jason K lawsuit and ADHS/DBHS mandates. Ted Williams stated that he would take this back to MCAP to provide some assistance in this area, based on a tentative meeting with ADHS to address this very issue.

Urgent Care Process

- Network of Qualified Providers – Do we have enough coverage county-wide, and is there balance in the PNO's and UPC's. Where are we today? The ADHS/BHS guideline website was a suggested location to look at for qualified providers and readiness (readiness review tool was utilized and Brenda offered to bring a summary of results) Brenda commented that all Providers meet the qualifications.
 - Brenda will provide information on GEO access for the Oct 17th Meeting.
 - The board requested a copy of the tool in addition to the executive summary (children's and adult if possible)
- How the Crisis Response Network is doing - MCRN can come in and provide an overview on process/procedure overall for the September 19th meeting. Brenda agreed to arrange.

Russ commented that he wants this board to be totally involved in the process, as well as be active in adding input to agenda items for the board meeting and commented most of the items from today's board meeting came directly from the board members that are not Magellan staff.

Proposed Meeting Schedule & Agenda

The board agreed that starting in October meetings would be monthly.

The Board will meet on the following dates:

- Wednesday, September 19, 2007
- Wednesday, October 17, 2007

All meetings will take place at Magellan Health Services 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room. The board adjourned at 11:20am (Executive Session began at 11:30am thru 12:15pm).