



Magellan of Arizona Regional Behavioral Health Administration

Governance Board Minutes of September 19, 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

Luz Sarmina, CEO Valle Del Sol - CEO Children Provider Representative (teleconference)

Ted Williams, CEO ABC Housing - CEO Adult Provider Representative

Valerie Van Auken - Family Member of Child Recipient Representative

Magellan Members of Governance Board:

Anne McCabe - Representative of the Chief Executive Officer, Maricopa County RBHA

Chris Carson – Representative of 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 10:10am

Ted Williams Co- Chair of the Governance Board opened the meeting by advising Chris Carson will be providing the overview of the agenda items and leading the Core Updates. Russ Petrella, President of Magellan Behavioral Health commented that Anne McCabe will be assuming his previous role on the Governance Board as the Interim CEO, until Chris Carson currently CMO assumes the CEO role.

Board Minutes Submitted for September 5, 2007:

The board approved the September 5th, 2007 minutes unanimously by a motion of acceptance.

MAGELLAN UPDATES

Chris Carson addressed the concerns discussed by the board in the September 5th meeting regarding becoming an FYI board. Chris advised the board that Magellan desires to keep open dialog and receive

feedback throughout this process. He proposed to the board the option of having a 15 – 20 minute open dialog session from the audience to expand the level of community input. This process would be for receiving input only and based on a pre-signup format. The board unanimously agreed to the process and felt that it would increase community involvement. Chris also discussed the process to bring requests for new agenda items to the board. New items would be discussed to clarify the request in order for the board to understand the request submitted This would allow an opportunity to address the area more precisely in future board meetings. The board agreed to the newly proposed process. Erin Somers, Representative of the Chief Community Relations Officer updated the board regarding the Chief Community Relations Officer position by stating a selection has been made and the board will be kept abreast regarding the details.

CORE BUSINESS

Non –Title Overview

Shannon Sieverling, Chief Financial Officer for Magellan of Arizona provided an overview of funding sources and services for non titled populations. Shannon also addressed areas around the breakdown of how Title 19 funding is received from ADHS. The board was advised that Title 19 is based on the capitated per member per month ratio and the Non Title funds consist of an allocated flat amount from ADHS monthly. Discussions took place on service determination factors if a person is receiving services under non –titled funding, yet may be eligible for Title 19 based on SMI eligibility guidelines. Chris Carson provided an overview of the funding process for federal public sector SMI as broken down in 3 categories: Federal Program, State Monies, and State Block Grant Funding. Chris discussed how a recipient could cross into multiple categories. The board began to discuss the history of Benefit Specialists being located at the RBHA and in some instances at provider sites and how they were able to assist in insuring the most appropriate funding source was being utilized for individuals. The board agreed to keep this as an area of focus to address the need in future meetings. Charles Curie advised the board that there have been significant changes in public health financing in the last 15 years and the goal of this board is to move towards something different and new by seeking other viable solutions. Ted Williams commented that the RBHA should not subsidize ADHS and the Providers should not subsidize the RBHA and this information should be addressed before the legislature. The consensus was this was an area that should be addressed separately from the Governance Board goals and objectives. Sue Davis advised the board to gain more insight on the “Freedom to Work Eligibility Criteria” as one of many possible solutions for recipients and provided an overview of the initiative.

Service Delivery Transition Workgroup Update

Brenda Benage, Chief System Transformation Officer – and Chair for the Service Delivery Transition Workgroup advised the board the first meeting will take place today at noon and advised the board of the selected group members. The group members selected by the Governance Board are:

Marlene Dwinnell	Ann Rider
Mike Franczak	Ron Smith
Mary Jo Whitfield	Perry Hauth
Deborah Gross	

The charge of the workgroup was communicated and how they will act it in accordance to the governance board expectations. Brenda commented there will be a draft document distributed to the workgroup members that will cover the charge for the committee. Key values/goals for the committee to address are: focusing on recovery and resiliency, open access to culturally relevant services, , sound fiscal oversight, and communication processes. As the committee proceeds, it will reach out to experts in the community on an ad hoc basis. The goal is to have 3 clinics transitioned within the timeframes in the RFP. Sue Davis commented that she hopes the committee considers Arnold vs Sarn in the development and transition of the case management process. Brenda commented that Magellan will be working closely with the ADHS to cover all standing mandates in the development.

Readiness Review Process for Children's PNO's

Brenda Benage provided the board with documentation that updated on the progress of the Children's PNO Timeline and Implementation process. The documents consisted of "Children's Readiness Review Document and Children's PNO Executive Summary".

FOLLOWUP ITEMS

Crisis Recovery Network Presentation

Suzanne Rabideau, CEO for the Maricopa Crisis Recovery Network (MCRN) provided an update to the governance board that their organization goals were met for September 1st 2007 with the phones being fully operational and the mobile teams in place. Suzanne provided a history of MCRN and its formation in February 2007 as a provider sponsored organization, in collaboration with a group of providers that historically provided these services individually. The structure consists of 4 board members currently, with a desire to grow and duplicate the structure of this governance board. Suzanne provided a document titled "Maricopa Crisis Recovery Network – Implementation Overview" for review. Suzanne advised the board that the majority of the staff from the previous RBHA crisis staff were hired with the exception of a few that had accepted other opportunities. There are still procedures being discussed to address additional hiring, training, community involvement, and process issues that may arise. Valerie Van Auker provided feedback to Suzanne regarding concerns over hold times that have come to her attention in the community. Suzanne addressed this as an area that is currently being reviewed as a top priority and a meeting is taking place this week to address. Brenda Benage advised the board that Magellan will continually work with MCRN to provide assistance in addressing any concerns. Suzanne was recognized by the MCRN board of directors with a certificate for her hard work and determination in building the Network.

In addition, Brenda Benage provided a handout of "The Maricopa Crisis Response Readiness Review Document. Sue Davis reminded the Board that the Crisis Recovery Network is responsible for providing crisis services to all people residing in or traveling through Maricopa County and not just too enrolled recipients of care. It is her opinion that this contract responsibility is an unfunded mandate.

Staffing Ratio's In Children's PNO's

Ted Williams turned the floor over to Luz Sarmina. Luz advised the board that all the Intensive Case Managers (ICM's) have moved to the PNO levels and there are still a number of positions to fill based on some individuals desire not to move, but to assume other roles with their current provider. There were concerns regarding the 1-15 ratio based on the projected number of positions to be filled. Luz commented "People do not come to our system for Case Management, they come for treatment" and the PNO 's have concerns regarding oversized staff. Brenda Benage stated that weekly meetings are taking place with the PNO's to address these concerns and one area of focus is how to generate data to support the ratio concerns. The board questioned their ability to address the retention of ICM's. Ted Williams commented this historically has been a level of concern and during a transition it could heighten, however once we begin to stabilize, the board can review in more detail the continuity of care concerns in the future. The board agreed unanimously that it's too early to begin to evaluate this area.

Governance Board Seat Vacancy

Gaye Tolman and Sue Davis updated the board on receiving 6 applicants for the Adult Recipient seat. A tentative target date of October 8th 2007 was set to begin the selection process, however the goal is to insure that the Nomination Committee has the most qualified candidate pool to select from.

Organizational Charts and Key Contacts

Lynette Tolliver, Governance Board Administrator updated the board that she is working with our internal Communications and Organizational Leads to insure that we have the most current information. Considering there are some key positions that have recently been filled, the updates are incomplete. The board was

assured they will have the Key Contacts if not before, by the October meeting, and the Organizational Charts as well.

Rx America Website – Notice Requirements

Chris Carson advised the board this area has since been resolved and is addressed on the Magellan of AZ website.

PROPOSED NEW BUSINESS

Child and Family Team

Ted Williams commented that in lieu of time we should address in the October meeting.

Translation Services – Rate Adjustment Review

Luz Sarmina commented that the ADHS requirements regarding translation of language verbally and written requires an advanced skill level and additional time requirements. Therefore; a rate increase should be implemented to address this area. Brenda Benage commented that the Network Department will take this item for review. The Provider Liaisons are a central point of contact for providers if there are issues/concerns.

Formulary Exceptions in Policy and Process

Sue Davis commented the update on Rx America addressed the need in this area as well.

NEXT MEETINGS

The Board will meet on the following dates:

- Wednesday, October 17, 2007
- Wednesday, November 14, 2007
- Wednesday, December 12, 2007

All meetings will take place at Magellan Health Services 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room from 10am – 1pm. Meeting Adjourned at 12:05pm