



Magellan of Arizona Regional Behavioral Health Administration

Governance Board Minutes of November 14, 2007

ATTENDANCE:

Absent:

Dan Wendt - Chief Quality Officer, Maricopa County RBHA
Charles Curie, Principle, The Curie Group, Consultant to the Board

Community Members of Governance Board:

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 (teleconference)
Ted Williams, CEO, ABC Housing - CEO Adult Provider Representative
Valerie Van Auker, Family Involvement Center - 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
Andrea Smiley - 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

Board Minutes Submitted for October 17, 2007 Meeting:

Minutes were submitted to the Board for review. The Board approved the minutes unanimously.

Ted Williams opened the meeting by introducing Matt Kennedy as the Adult Recipient Representative for the Governance Board. Ted also provided an overview of the Governance Board Retreat as a way for the Board to come together and insure everyone is on the same page. Ted also discussed the Board's decision to continue with Board Development Meetings in order to assist all board members to feel comfortable in their

roles. This decision was supported by all Board Members unanimously. The Board agreed to have the formal Governance Board Meetings twice monthly in addition to the Board Development Meetings.

MAGELLAN UPDATES

Service Delivery Transition Update

Brenda Benage began the discussion by distributing handouts to the Board of the Annual Network Development and Management Plan with supporting documents (Minimum Network Requirements and the cover letter sent to ADHS on November 1, 2007). Brenda emphasized a strong focus on Cultural Relevance in continued development. The Board was given an opportunity to review and provide input in order to meet the December 1st deadline from ADHS to submit a final plan. The Board requested future receipt of all documentation prior to being submitted to ADHS and that letters are signed by the responsible Magellan Representative prior to being sent to ADHS. The Board inquired about the "Capacity for Beds" under the Network Development and Management Plan and it was agreed that Stephanie Knox, Housing Manager for Magellan of Arizona would come to the next board meeting to provide an update on the housing number breakdown. The Service Delivery Transition Committee submitted a Readiness Review Tool to the Governance Board for review and Brenda requested that any input or feedback come directly to her. Brenda emphasized the Service Delivery Transition Committee will look to the Board to determine how the Adult PNO's will roll out and direction on the Case Manager role. Brenda also advised that the Service Delivery Transition Committee was unable to come to a consensus regarding ClaimTrak or another system being utilized across the board for billing and will need Board guidance.

Clinical Update

Carole Matyas, Chief Clinical Officer for Magellan of Arizona provided an overview of her role and the twenty three clinic sites. Carole discussed with the Board the mandate to have a report to ADHS by December 1, 2007, how this process will move forward and that the Board will provide guidance on the development of the plan. The board requested the opportunity to periodically evaluate the process in the transition plan. Chris Carson discussed the need to have a successful handoff and that the Adult PNO's will have a clear scope of work. The Board discussed the complexity of number of clinics to spin-off, which clinics to spin-off first, and how to support the Case Management role with the focus of a successful transition. The Board also discussed the financial planning and the RFP mandates in this process. Carole provided a brief overview of Recruitment and Retention of Staff. The Board suggested a Community Forum to obtain community perspective. All agreed that the chosen clinics for the Phase One rollout should be selected based on the best performance, not perfection. The Board discussed ClaimTrak again and discussed the Pro's and Con's of delaying the transition of billing systems. The Board agreed to delay the transition of billing systems with the understanding that some Providers have made investments into other systems and that an alternative could be considered later. The Board agreed the training and transition of a new billing system at this time would be a major strain on a system that is in transition in so many other areas. All agreed this transition should be kept as simple as possible. Sue Davis moved: Magellan will devise a Plan and deliver it to ADHS by December 1, 2007. The Plan will include the following components:

- Magellan will identify two Direct Care Clinics based upon clinical and financial viability and transition them to two willing Provider Network Organization (PNO) partners.
- This transition process will be a pilot project to be monitored, evaluated, and adjusted as necessary to ensure positive outcomes for recipients of care and staff and to serve as models for future clinic transitions.
- The PNO partners who willingly accept the clinics will use ClaimTrak initially to assure continuity of data exchange.

Luz Sarmina seconded the motion and the Board voted unanimously to accept the motion. Brenda agreed to discuss PNO, IT concerns with the Service Delivery Transition Committee for input and will report discussion to the Board at the next Governance Board Meeting.

FOLLOWUP ITEMS

Operational Update

Miki Antonelli, Chief Operations Officer for Magellan of Arizona provided a copy of the RBHA Organizational Chart. Miki updated the Board that two vacancies are close to being filled (Chief Medical Officer and Chief Administrative Officer). Miki discussed the progress that has taken place in collaborative work efforts with MCAP regarding Claims and the Referral Process. The Board was updated on the Administrative Review that is taking place at Magellan of Arizona by ADHS. Areas of focus consist of Readiness, Documentation, and Interview. The Board was updated on MCRN and the efforts that are still taking place to improve call efficiency and key measures of effectiveness. Miki advised the Board that MCRN has begun to visit similar providers to gain additional input, insight, and development procedures. MCRN is required to have a report submitted to ADHS by December 1, 2007 and Magellan will look to this Board, as well as work closely with MCAP in the development.

NEW BUSINESS

CMDP – Out of Home Placements

Sue Davis requested more information on CMDP and Out of Home Placements. The Board agreed that Magellan would provide a report to address concerns regarding ratios, funding, and performance.

New Business for Next Meeting

1. Discussion on 3% decrease in Children’s funding to support “Meet Me Where I Am” initiative.
 - a. Non Titled Monies – How They Are Allocated?
2. SMI Evaluation Systems (Discussion area for the December 12th or January 9th Meeting).
3. Cultural Competency – Scope of Work (Discussion area for the December 12th or January 9th Meeting).

PUBLIC COMMENT SESSION

The audience was provided an opportunity to provide input to the Board directly. In some instances the Board was able to address the question or comment directly, and in other instances the individuals were connected with a point of contact within Magellan of Arizona to address. Below are the questions and comments posed by the audience:

1. Provider Representative asked; Will Service Recipient’s have the choice to switch PNO’s if the feel the need?
 - a. The response was Magellan of Arizona supports continued choice by recipients.
2. Service Recipient asked; if I was unable to access needed services by the previous RBHA, how can I access through Magellan of Arizona?
 - a. Person was connected with Carole Matyas to discuss in more detail after the meeting.
3. Provider representative commented there are currently no tracking in ClaimTrak for specific data(ISP Date, Appointments, etc.) to support Case Managers in doing their job. Concerned that one clinic per PNO would be a burden to that clinic operationally as well as financially and would recommend

beginning transitioned with two clinics per number of PNO's. Discussed willingness to provide additional input on process and planning regarding the transition.

4. Concerns raised by a provider representative on utilizing ClaimTrak considering there are better products with better results on the market and commented on concerns on this current billing systems ability to support the transitional goals.
5. Provider representative commented that too many changes at one time could have an effect on consumers based on transitioning at this time. Supports ClaimTrak staying in place until initial transition is completed.
6. Community Representative from Scottsdale Police Department commented that she is very excited to hear that Magellan of Arizona will be appointing a Clinical Director at the UPC for 6 months.

NEXT MEETINGS

The Board will meet on the following dates:

- Wednesday, November 28, 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 12:25pm