



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

Governance Board Minutes of December 10, 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>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 VanAuker</b>          Family Member of Child Recipient Representative  <b>Kathryn Ayotte</b>          Recovery Innovations of AZ, Adult Recipient Representative</p>	<p><b><u>Magellan Members of Governance Board:</u></b>  <b>Richard Clarke PhD. – Board Chair</b>          Chief Executive Officer, Maricopa County RBHA  <b>Jim Stringham</b>          Chief Operations Officer, Maricopa County RBHA  <b>Shawn Thiele</b>          Chief of Child and Youth Services 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 - Teleconference</b>          Chief Recovery and Resiliency Officer, Maricopa County RBHA</p>
<p><b><u>Board Consultant</u></b>  <b>Charles Curie - Principal, The Curie Group</b></p>	
<p><b><u>Staff to Governance Board</u></b>  <b>Lynette Tolliver – Governance Board Administrator</b></p>	
<p><b><u>ABSENT:</u></b>          N/A</p>	

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

**Board Minutes Submitted for November 12, 2008 Meeting:**

A motion was submitted to the Board to approve November 12, 2008 minutes. The Board unanimously passed the minutes.

**Board Announcements**

- Nick Margiotta announced that he had attended the National Conference with Magellan and served as one of the co-presenters on topics around the Maricopa System. Numerous people came after the presentation to discuss the uniqueness of the partnership Maricopa has between the DBHS, Magellan of Arizona -RBHA, Providers, and the Community.
- Nick Margiotta announced that the Veterans Administration (VA) have not come to full fruition through their own accord with the community and this statement serves as a correction to a previous statement given at a prior Board meeting.
- The Board announced that at the Adult Community Council meeting scheduled on January 7, 2009, staff from the Villages program will be hosting a presentation, and the Board is invited to attend the meeting.

**MAGELLAN UPDATES**

**Magellan of AZ Updates**

Richard Clarke provided an update to the Board:

- How Are We Doing? Forum
  - Magellan successfully hosted the fifth How Are We Doing Forum. Attendees included service recipients and family members, DBHS representatives, Magellan leaders, and Governance Board members. The forum was co-hosted by Richard Clarke and Kathryn Ayotte. Richard provided the Board an overview of the topics discussed to include Children’s System of Care, Community involvement in Communications, Customer Service, Crisis Response, Adult PNO Transitions with representatives from Southwest

- Children’s System of Care had areas discussed and questions regarding how the billing process works and how ClaimTrak operates. The audience also had questions on how Magellan with the Child Family Team (CFT) process is supporting specialty services. Magellan also received compliments on the growth that has taken place in Children’s services along with other improvements throughout the years.
- Customer Service focused on the move to develop more Benefit Specialists, considering the high turnover of Case Managers (CM’s), to locate and establish benefit services that can help recipients towards recovery.
- Members of the forum voiced their appreciation for the Crisis System and there was only one concern regarding the Warm Line and the difficulty in contacting someone for generalized support.
- There were concerns regarding how Magellan is addressing the high turnovers of CM’s in the last fifteen months.
- Discussions took place around access to Employment & Rehabilitation services and the communication strategies utilized to educate the community.
- Magellan received praise around the new open and friendly environment within the clinic lobbies.
- The next How Are We Doing? Forum will take place February 3, 2009 from 4pm-6pm at El Penasco Mexican Kitchen in Tempe, AZ.

*ACTION: The Board will receive the finalized report from the fifth How Are We Doing Forum.*

- Service Development Forum
  - The forum focused on the service needs in the East Valley. Attendees consisted of Recipients and Family Members, Representatives from the Police and Fire departments, Providers, Community Support agencies, Governmental Representatives, and various members of the Community.
  - They discussed ways to create greater access to services to include reduced travel time for recipients and the need to increase the Peer and Family Support service and Detox model urgent care facility in the East Valley. NAMI commented they would like to be a part of the development. The community was very excited about putting these services in place with a number of suggestions on how to involve the correct community partners in the planning process.
  - Additional question consisted of what would the capacity of the Detox facility look like? How much inpatient sites versus twenty-three outpatient sites? What is the timeline for completion? How do you increase engagement of recipients/families, community members and the hospitals within the design? Will there be additional forums to address East Valley services? How will Magellan and the Providers work together to actively engage the Police Department, Fire Department, and the Urgent Care system? How will Insurance companies work with all system partners to ensure a smooth transition?

## **Operational Update**

Jim Stringham provided an overview of the updates for the Board:

- State Roster
  - The Governance Board drafted and sent a letter to DBHS requesting access to the State Roster to assist Providers in reducing duplicate enrollments by having the ability to check to see if individuals are currently enrolled with a different RBHA or other Provider, to establish T-19/T-21 eligibility and other appropriate eligibility issues.
  - The letter was submitted to DBHS. The Board received a response confirming that the State Roster will not be available to Providers to fully access. Providers will continue to use the Magellan version of the State Roster.
  - The Magellan version is available for Providers to use in two ways.
    1. Providers can access the State Roster through the Magellan website on an individual basis.
    2. Providers can use the 270/271 look-up report program. The 270 report is the eligibility and benefits request look-up, the 271 report is the response file.
  - The Board read over the response letter from DBHS and questioned if there was a matter of definition to consider regarding the “Organized System” statement. The Board further commented that providers participate in joint activities, as the letter comments. Magellan confirmed this as correct between the RBHA and Providers.

- The Board discussed pursuing the matter further in the future by asking for a second legal opinion to define “Organized System.” The Board also suggested discussing this with the other RBHA’s in Arizona.

*ACTION: The Board will receive an update from Richard Clarke at a future Board meeting regarding Magellan’s Legal Department definition of Organized Systems and Magellan’s next steps.*

- **Data Demographics**

- Magellan updated the Board by stating that there has been great progress on the issue systematically. Magellan is still working through a number of issues by undergoing a clean-up effort. Magellan met with DBHS the first week of December 2008 to discuss quantifying the buckets identified in missing demographics.
- The Board questioned the count of missing demographics from open crisis claims. Magellan stated that there are about 5,000 to 6,000 at this time. The Board further questioned why other crisis services across the country are closed after they have delivered services while the Maricopa RBHA’s crisis system is required to stay open. Magellan proposed to DBHS to treat crisis episodes as a segment and that the national model opens the individual as a crisis, then provides the service and closes the service when finished. Magellan in addition may refer the individual to an agency for services. If referred the agency would be able to do an intake and enrollment to support of ongoing services.
- Magellan requested to be included at the next DBHS Data Committee meeting and will draft a letter and provide supporting documentation from crisis providers on this process.

## **Children’s Update**

Shawn Thiele-Sacks provided an update to the Board.

- **Performance Review Process (PRP)**

- DBHS is currently reviewing the feedback from Magellan and Providers to modify enhancements to the process and plans to transition the PRP to Magellan in July 2009.
- DBHS has identified particular areas and requested Magellan to look at a collaborate review planning process. This process would need to cover the frequency of provider reviews, the number of reviews per provider, the process for recruitment, certification and training for the reviewers, the structure and quality of the provider feedback sessions, and the development of a performance improvement plan to support the outcome of the reviews.

*ACTION: The Board will receive an update from Shawn Thiele-Sacks regarding the December 18, 2008 Performance Review Process meeting.*

- **Transition to Adulthood**

- Magellan and the provider community have worked on a pilot project for children aged sixteen and a half to twenty-one years old. The Department of Behavioral Health Services has finalized a Transition to Adulthood Protocol (TAP), which is in-line with the pilot project.
- The TAP allows the transition process to start at seventeen versus seventeen and a half, adding 6 months to begin the process. It also starts the identification process of youths at sixteen and a half giving six months preparation time to determine SMI eligibility.
- Magellan has already moved forward by ensuring dual licensure for Garden Lakes and the West Camelback clinic to provide services for both Children and Adults.
- The Board discussed concerns in the community where family members of transitioned youth they were involved in the beginning with there children’s treatment, however, during the transition to adult services they were no longer engaged because there youth was emancipated. The Board inquired what Magellan was doing to overcome that barrier through provider education. Shawn stated that Magellan is utilizing the Rusty Clark model that fits well with the Child and Family Team type of practice and are currently looking at the restructure of the subcommittees to moving to two-core family and youth committees that will focus on more collaborative discussion and outcomes.
- The Board asked if the pilot has an evaluation component. How would you know if it were a successful pilot and what would be the cost?
- Magellan stated that the cost is not available at this time, however; there is an evaluation component and Magellan is currently collecting data and expect to have the results by mid December 2008.

- The Board asked about children in Juvenile Detention who are turning eighteen and if this process will be incorporated once the pilot is approved. Magellan stated this would be utilized unilaterally for all recipients in this age range.

*ACTION: The Board will receive an update from Shawn Thiele-Sacks regarding the collected data from the Pilot.*

### **Clinical Update**

Carole Matyas and Karen Lennox provided an update to the Board in several areas:

- Clinic Transitions
  - Two clinics will be transitioning on December 13, 2008; Park North and Townley clinics will be going to the CHOICES Network. This will be CHOICES third and fourth clinic to be transitioned.
  - Townley Clinic had a minor challenge sharing building space with Long's Pharmacy; however, this situation was resolved quickly.
  - In January 2009, Magellan will transfer the Tempe and Thomas Road clinics to CHOICES. Magellan will transfer South Central and Arcadia clinics February 2009.
  - Magellan received a letter from DBHS requesting information regarding splitting two large clinics. Magellan has developed two new clinics. The new clinics are running on schedule. Magellan is preparing the list of consumers and staff that will be transitioning over to the new sites. Positions needed for the sites have been posted. Applications are already coming in and the interviewing process will start shortly.
  - Consumers and staff members participated in naming the two new clinic sites. East Mesa's site has been titled: Gateway Clinic and the Cave Creek site have been titled Saguaro Clinic.
  - The Gateway Clinic will go live the end of February 2009 and Saguaro Clinic will go live the end of March 2009.
  - The Board asked if Magellan expected an increase in the Latino population considering the location of the new sites and do the sites have enough staff for the cultural and possible linguistic competency needed? Magellan stated that it is possible that the Latino population could transfer or start receiving services at the new sites. Magellan further stated that they would have an ethnicity breakdown of each of these clinics in order to confirm the need per site.

*ACTION: The Board will receive a report from Carole Matyas listing the sites diversity/linguistic breakdown of staff.*

- Friendly Phones
  - The Board complimented Magellan on how the phone service has improved with friendly service and prompt answering and callbacks at the sites.
  - Magellan has started a Telephone workgroup with participation from staff, recipient, family/peer mentors, and management that is working on writing a protocol that focuses on a welcoming environment through the phone system.
- UPC Security Updates
  - The security upgrades have not happened yet. Magellan stated that they are currently looking at the funding and scheduled projects within the year for the whole system.
  - The Board commented that funding for security was approved 6 months ago and that the security and flow process needs to be completed as soon as possible. The Board asked if this would be completed on or before June 30, 2009. Magellan stated that it is being worked on and will be completed as soon as possible. Richard Clarke requested Nick Margiotta to accompany him and Carole Matyas on a site tour and to point out the security situations that need to be addressed.
- PNO Magellan DCC Operations Meetings
  - Magellan and the PNO's have been meeting weekly to discuss issues and concerns within a triad clinic structure. The meetings allow Magellan and the PNO's to work in a collaborate setting during the transitional phase and after.

<b>OLD BUSINESS</b>
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None

<b>NEW BUSINESS</b>
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None

**PROPOSED NEW BUSINESS**

None

**PUBLIC COMMENT**

None

**NEXT MEETING**

The Board will meet on the following date: **Wednesday, January 21, 2009 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.