



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

Governance Board Minutes of December 12, 2007

**PRESENT:**

<p><b><u>Community Members of Governance Board:</u></b></p> <p><b>Matt Kennedy</b> STAR - Adult Service Recipient Representative</p> <p><b>Sue Davis</b> Vice President, emerita, NAMI - Family Member Representative</p> <p><b>Nick Margiotta</b> Phoenix Police Department - Community Member Representative</p> <p><b>Luz Sarmina</b> CEO, Valle Del Sol - CEO Children Provider Representative</p> <p><b>Ted Williams</b> CEO, ABC Housing - CEO Adult Provider Representative</p> <p><b>Valerie Van Auker</b> Family Involvement Center - Family Member of Child Recipient Representative</p>	<p><b><u>Magellan Members of Governance Board:</u></b></p> <p><b>Anne McCabe</b> Representative of the Chief Executive Officer, Maricopa County RBHA</p> <p><b>Chris Carson</b> Representative of Chief Medical Officer, Maricopa County RBHA</p> <p><b>Andrea Smiley</b> Chief Community Relations Officer, Maricopa County RBHA</p> <p><b>Gaye Tolman</b> Chief Recovery and Resiliency Officer, Maricopa County RHBA</p> <p><b>Brenda Benage</b> Chief System Transformation Officer, Maricopa County RBHA</p> <p><b>Dan Wendt</b> Chief Quality Officer, Maricopa County RBHA</p>
<p><b><u>Consultant to Governing Board:</u></b> Charles Curic, Principal, The Curic Group, Consultant to the Board</p> <p><b><u>Staff to Governance Board</u></b> Lynette Tolliver – Governance Board Administrator</p>	

**ABSENT:** None

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

**Board Minutes Submitted for November 28, 2007 Meeting:**

The Board did not approve the minutes based on the need for additional edits. The Board requested to revisit at the January 9<sup>th</sup>, 2008 Governance Board Meeting.

**MAGELLAN UPDATES**

**RBHA Updates**

Miki Antonelli, Chief Operations Officer, Magellan of Arizona, discussed the success around intakes and encounter submissions. Miki also provided an overview of some of the challenges and how the collaborative work with MCAP and the internal/external workgroups are addressing concerns. There were a total of 1300 intakes in the system that was causing challenges. This resulted in Magellan forming an Urgent Care Workgroup to provide input on addressing the concerns. The numbers have been reduced to 14 based on the UC Workgroups input that still require attention. The workgroup partnered with DBHS, the ClaimTrak Team, and IT to meet to address concerns or any changes, and to address any other issues in a timely manner. The Board was updated regarding ClaimTrak error rates. There was an increase to 7000 in October; however the workgroup reduced the errors from 7000 to 2300 to date. This collaborative workgroup will work towards identifying other areas or opportunities for improvement, to include which clinic sites are experiencing more errors, and the partnership with MCAP will be supportive in addressing providers concerns around ClaimTrak. The Board was updated on the internal efforts that are being made to address block funding and consumer-run agencies. Miki commented, “We have a good work plan and are partnering in the community to continually address opportunity areas.” Chris Carson commented to the Board that issues at the Direct Service Clinics (DSC) are still being addressed and that Magellan Health Services has begun assessing the clinic encounter areas and overall they are fairing well. The main areas in the DSCs are the eligibility errors and they are currently being addressed, however Brenda Benage will be working with all involved to address this. Chris updated the Board regarding contract standards for encounters and

commented that 95% is the rate for providers regarding encounters, and clinics are also held to the same standards currently. Chris commented to the Board, “We understand this is a major issue that has been addressed previously, but as it stands currently, this is where we are at this time.”

#### **Operational Update**

Dr. Robert Williamson, MD, Medical Director at the Urgent Psychiatric Care (UPC) Center, updated the Board on his work at the Urgent Care Clinics (UCCs) over the last 3 weeks and discussed how he assessed ways to increase the quality of care for consumers. The areas identified were primarily procedural. Dr Carson discussed how Dr. Williamson was brought in to assess the effectiveness of the current setup around safety for consumers and staff at the UCCs. Dr. Williamson discussed a more effective “Point of Access” for emergency personnel (fire, ambulance, etc) in the UCC sites and discussed the interim process that has been implemented as a temporary fix, however when reconstruction takes place, there will be more suitable entryways for emergency personal. Dr. Williamson discussed the change regarding transfers to the UCCUPC. They will be handled in the Secured Unit for safety. This will result in the recipient signing a voluntary consent to be allowed in the secured area for services. This will result in an increase of consumers in the secured area, however Magellan will insure more supports are provided to handle the estimated 30-consumer increase. At this present time the UPC is equipped to support 24 consumers. The Board was advised the changes are already in process. Dr. Williamson discussed with the Board the changes in the facility regarding acceptance of patients and stated, “I recommend we commit to help or adopt an open door policy regardless of eligibility to attempt to stabilize emergency situations.” Dr. Williamson advised the Board that the staff at the UCC’s responded favorably to this new process overall. The other areas of focus included increased outreach to the other providers in the community to include the Residential Treatment Centers (RTCs), Community Bridges, and the Division of Behavioral Health. Dr. Williamson commented to the Board, “Our goal is to determine the next level of care and proceed to get individuals to the appropriate level.” The Board discussed timeframe of services from initial assessment at the UCC and addressed screening for Title XIX Eligibility. Chris Carson commented, “The plan is to move in that direction with a goal to add three Eligibility Specialists to the sites to help address eligibility concerns.” Nick Margiotta commented, “I noticed a change in how I was treated on a recent visit. Thank you for your work, and I am glad you are still here providing the assessment of needs.” The Board discussed the response for open care issues, concerns about level of training, consent documents being handled in a secured area, and concerns about how these procedures are implemented. Dr. Williamson and Chris assured the Board these areas will be watched with caution through the implementation. The Board discussed language supports being accessible to recipients at the sites and was advised there currently are staff on site who are bilingual (Spanish) and there is access to the interpretation line that can translate in any language. and the interpretation line can send staff for face to face translations when needed. Chris asked for the Board’s input on having all the players (UCC, DSC, Community Bridges, etc.) involved in providing input on the Continuum of Care Plan for Maricopa County. The Board agreed to support a collaborative taskforce to address concerns. Nick Margiotta moved, and Brenda Benage seconded the motion to support building a collaborative taskforce. The board agreed unanimously.

#### **PNO Transition Update**

Chris Carson advised the Board that Magellan of Arizona has not received feedback from ADHS on the work plan, but Magellan is currently having successful planning meetings with providers and clinics and will implement ideas upon approval of the Plan. Chris commented he believes that changing the word clinics to case management sites would be more appropriate.

#### **Anonymous Letter About Magellan**

Referencing a November 30 “To whom it may concern” letter received by Magellan, Chris addressed the Magellan Health Services goal of doing business in a different way, and discussed Magellan’s commitment to transparency with consumers, families, providers, and the community. The letter received was not signed (anonymous), however Magellan, based on transparency, decided to address the areas listed in this letter at this Board meeting. Chris commented, “We wanted to bring it before the Governance Board for discussion. The letter appears to have credible, inside knowledge, however it consists of a lot of inaccurate information.” One by one Chris discussed the statements in the letter, reporting that they were either half-truths or had already been identified and corrected by Magellan. Sue Davis applauded Magellan for bringing this letter to the Board and for discussing the points mentioned at a Board Meeting.

## OLD BUSINESS

### SMI – Information Appeals

Dr Dannenbaum and Dr. Beaman provided a report specifically on SMI Evaluations to address the concerns that were raised in the November 28, 2007 Governance Board Meeting. Dr. Dannenbaum updated the Board on outreach efforts in the community to address and educate on how to obtain eligibility for services. The Board asked if the report provided today reflects an increase in evaluations, and Dr. Dannenbaum replied, "A slight increase was noted." The Board asked about the number of denials and a common reason noted being "insufficient information" and how that is being addressed. Dr. Dannenbaum replied, "We exhaust many avenues beyond the recipient to gather information (family members, etc.) before conclusions are made." The Board asked if SMI evaluations are done during incarceration, and Dr. Dannenbaum and Dr. Beaman replied, "Yes," and commented, "The data in the report includes all populations."

Comment [SFD1]: Next ¶ moved to Cultural discussion

### Definition of Minimum Network Standards

Brenda Benage advised the Board that ADHS has a committee formed that is working on the definitions as well and once completed and received by Magellan; she will present it to the Board at a future meeting.

## NEW BUSINESS

### Cultural Competency Plan

Monica De La Cerda, Director of Cultural Competency, Magellan of Arizona provided a copy as well as a brief overview of the Plan. Monica commented to the Board that as of yesterday the plan was approved by ADHS with no edits noted. The Board was given an overview of the make up of the internal and external Cultural Competency Committee. Monica provided an overview of the success of the Cultural Competence Community Forum that was developed to address the Latino youth needs. Retention of youth in services is a different area that can be addressed at a future Board Meeting. The Board agreed there is still work around more in-depth tracking mechanisms for data and Chris commented, "Magellan will be looking at ways to improve." Monica discussed *The Magellan of Arizona Newsletter* and the cultural competence aspects that are included. Monica advised the Board that AZ Together will be a partner in distribution considering their expansive community base. It will also be provided in English and Spanish. Andrea Smiley advised the Board that they are on the distribution list, but the newsletter will also be on the Magellan of Arizona website. [The Board was educated on the need to provide more supports in areas that serve people of color. Therefore Magellan felt that funding should be added to the Plan. There will be overall financial cuts across providers but generally small cuts. Providers should be receiving a call from their Provider Liaisons to discuss the results based on the January 2008 contracts. Actual contracts will be received before January 1, 2008 to cover the remaining fiscal year. The Board unanimously agreed to have Monica De La Cerda to present on retention of consumers in minority populations.

Comment [SFD2]: ¶ moved from SMI to Cultural discussion

## PROPOSED NEW BUSINESS

Valerie asked that the Board agenda be expanded to include the children's part of the system. There has been a real emphasis on the adult transition process, which is important, but we cannot ignore the issues facing the children's portion of the system. There is real concern in the community about the "transition" and the challenges they are facing. Valerie asked that the Children's System have a place on the agenda for each subsequent meeting to address the issues of concern. The Board proposed the areas listed:

- Children's System Overview
- Annual UM/QM Plan - January 9<sup>th</sup> 2008 Board Meeting.
- Introduction of New Chief Medical Officer for Magellan of Arizona - Andrew Mebane

## PUBLIC COMMENT

### Sandy Fitzpatrick, STAR, Director of the Fun Bunch

Q - I was at an overflow shelter and noticed an increase of evaluators. What was the process that led to this? A - Magellan recently hired additional evaluators, and we are also working with subcontractors to support additional needs. Q - Where are we with flex funds, are they all gone? A - No, Flex funds are being utilized for Eviction Prevention and Utilities Assistance. Q - Are evaluations taking place in the criminal justice system? A - Yes, per the discussion earlier, there are partnerships with the Arizona Department of Corrections and Maricopa County Correctional Health. I was at the community forum a few weeks ago, and I would like to comment there needs to be more advertising efforts to get the word out in the community.

Susanne Legander, STAR

Q - My comment is based on the computer system for submitting our encounters. None of the procedures are working. You have to go to the website, and you are limited to only six lines to enter data. How does Magellan plan to address this?  
A - You should be a part of the workgroup that is addressing this area. Miki Antonelli, Chief Operations Officer, Magellan of Arizona, will be providing additional updates on the workgroup's progress. Q - It would be helpful to get a total summary of submissions, how can this information be provided? A – Chris Carson reiterated the importance of having her participate in the taskforce to insure her perspective and knowledge is weighed in on the development.

**Frank – Community Bridges**

There are community action networks that can access flex funds. Recipients can access through their Case Managers.

<b>NEXT MEETING</b>
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The Board will meet on the following dates:

- Wednesday, January 9<sup>th</sup>, 2008
- Wednesday, January 23<sup>rd</sup>, 2008

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