

The Magellan

Getting Better All the TimeSM

THE REGIONAL BEHAVIORAL HEALTH AUTHORITY FOR MARICOPA COUNTY

Coming in 2008

Magellan Health Services of Arizona's newsletter

"The Magellan" or simply, "M"

Why did we choose to call it "M?" It was quite simple, really.

First, we wanted a name that would have **M**eaning and connection to our community—something that would represent our **M**ovement and commitment toward recovery and resiliency. **M**ost importantly, we want to provide you with stories, news and articles that will show you how **M**otivated we are to do it right.

We're all about Maricopa County....

*We're Magellan of Arizona
"Getting Better All the Time"SM*

Welcome to Magellan

We want to thank the behavioral health community and the state of Arizona for giving us a chance to serve the Valley of the Sun and its surrounding towns and cities. We are happy to be a part of Maricopa County. We look forward to being a good corporate citizen as well as running and serving the largest public sector contract in the United States. But we can't do it without you! With your support, ideas and involvement, we will all be able to transform this system together and make it the best provider of mental health care in the nation. And now, a little bit about who we are...

Magellan Health Services of Arizona, Inc. believes in delivering programs for Maricopa County based on our core values of:

- **Integrity**
- **Recovery and resiliency**
- **Cultural competence**
- **Innovation**
- **Accountability**

Magellan Health Services of Arizona has been a consistent and committed health care services provider in Arizona for more than 20 years. As the Regional Behavioral Health Authority (RBHA) for Maricopa County, we are proud and happy to help the children and adults of our community. Through a system of Provider Network Organizations (PNOs), we serve over 70,000 members in Maricopa County, with outreach to 500,000 individuals within our network of care. We provide a wide range of services from crisis assistance to housing programs to children's services and substance abuse treatment.

The Maricopa RBHA Ombudsperson can help with your concerns

Do you have concerns about your service options? Would you like to discuss your rights and responsibilities? Are you interested in becoming more involved as a committee member or outreach volunteer? The RBHA ombudsperson can provide you with answers or put you in touch with someone who can help.

The ombudsperson is a Magellan employee who serves as an important contact between Magellan and behavioral health service recipients and their families. This provides a neutral advocate for community members who have concerns about their services. The ombudsperson also provides confidential and informal information about available services and Magellan policies and programs.

The ombudsperson advocates for fair treatment for all service recipients and their families. To contact the Magellan ombudsperson call the Magellan Member Services number at 1-800-564-5465 or simply e-mail OmbudspersonAZ@MagellanHealth.com.

Magellan Health Services of Arizona's Local Leadership

To operate a behavioral health system as large and complex as ours requires experienced and dedicated leadership. Fortunately, Magellan Health Services of Arizona has that. Our Arizona leadership team includes:

- Anne McCabe, Senior Vice President, Public Sector Solutions Division & Interim CEO
- Chris Carson, Chief Medical Officer and incoming CEO
- Miki Antonelli, Chief Operations Officer
- Brenda Benage, Chief System Transformation Officer
- Stephen Dannenbaum, Chief Clinical Officer
- Phyllis Knox, Chief Compliance Officer
- Mary Robson, Ombudsperson
- Shannon Sieverling, Chief Financial Officer
- Gaye Tolman, Chief Recovery and Resiliency Officer
- Dan Wendt, Chief Quality Officer
- Carole Matyas, Chief of Clinic Operations
- Andrea Smiley, Chief Community Relations Officer
- Jill Rowland, Vice President of Direct Services

This leadership team looks forward to working for (and with) you to make the behavioral health system in Maricopa County the best in the nation.

We wish everyone a safe and happy holiday season! We look forward to seeing you in 2008 within the pages of *Arizona Together*.

Magellan Health Services of Arizona, Inc. is the Regional Behavioral Health Authority for Maricopa County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services and AHCCCS.

Children's system update

The Children's Provider Network Organizations (PNOs) are in the process of developing their First Responder Protocol. The intention of this protocol is to ensure that a system is in place where the Children's PNOs will be the first responders for enrolled children and families who are in crisis. The protocol is currently in development but it will require each PNO as well as their member Quality Service Provider (QSP) to provide the following service for their enrolled members:



- A **24 hour on-call** system that provides crisis intervention and resolution services when appropriate.
- Each on-call person shall have access to information such as the child's crisis plan, ISP and their safety plan and shall utilize the information to help address the child/family's immediate need.
- Upon enrollment with a Children's PNO/QSP each child/family/guardian will receive written material containing information on how to access services if they experience a crisis; how to contact their clinical liaison, therapist, prescriber and/or case manager after hours and on weekends; and what to do if they experience difficulty with their medication (run out, lose it, etc.)

For further information, please email:
Wendy Cholfin at WNCholfin@MagellanHealth.com

RBHA committee recruitment

Magellan of Arizona is committed to giving the community a true voice in how behavioral health services are developed and delivered in Maricopa County. In order to allow for the community's voice to be a part of the process, Magellan created 14 different committees dedicated to every area of service we provide.

Magellan wanted each committee to have representation from service recipients, family members, advocates, providers and interested community members. We carried out extensive community outreach and recruitment activities across Maricopa County to ensure we had a diverse application pool from which to select committee members. We are very excited about the response that we got! Magellan received 570 applications from 291 individuals (many of whom applied to several committees) to fill the 84 positions available.

In order to ensure a fair and unbiased selection process Magellan developed an application scoring tool to evaluate each application. Without looking at the applicant's

name, all applications were judged based on the answers provided.

We are happy to report that of the 570 applications received, each committee had enough applicants for each category to ensure a fair selection when using the scoring tool. The majority of the committees have four (4) Magellan staff, three (3) service recipients/family members, two (2) community stakeholders, and one or two Provider Network Organization (PNO), Crisis Response Network (CRN) or Quality Service Provider (QSP) representatives.

Magellan would like to thank everyone who took the time to complete and submit an application. The response that we received is a great sign of a dedicated and caring community and we are honored to be a part of it. Magellan will keep all applications on file in case of future openings on the committees.

Here when you need us Maricopa County Residents only

Contact Magellan at:

- Member Services: **1-800-564-5465**.
- If you are deaf or hard-of-hearing, call our TTY number at **1-800-424-9831**.
- Crisis Hotline: **1-800-631-1314**. To access TTY, call **1-800-327-9254**.
*Emergency and crisis lines are open 24 hours a day, 7 days a week.
Crisis transportation also available.*