

Spotlight On... Magellan Health Services of Arizona



Who We Are

Magellan Health Services of Arizona (Magellan) has been a consistent and committed health care services provider in Arizona for more than 20 years and in 2007 was selected as the Regional Behavioral Health Authority (RBHA) for Maricopa County. In this role, Magellan manages the publicly-funded behavioral health care delivery system in the state – the largest public sector contract of its kind in the country. Magellan’s approach to managing behavioral health care is firmly grounded in values of recovery and resiliency, collaboration built on mutual trust, integrity and transparency, accountability and embracing diversity.

Our Commitment

Magellan is committed to building a community-driven model of behavioral health care in Maricopa County. Many initiatives have been put in place to fulfill this commitment, including the establishment of a 12-member Maricopa governance board, comprised of six Magellan and six community members who work together to ensure accountability for superior outcomes.

Our community engagement also includes several of advisory committees and community councils, which meet regularly to help guide our network of care. Participants, family members and advocates are all active members of our committees. Committees range from professional provider review and customer service to evidence-based practices and child and adolescent groups.

What We Do

Magellan currently operates 12 direct care clinics throughout Maricopa County and one urgent psychiatric care center in downtown Phoenix. Magellan also oversees a comprehensive system of provider network organizations and qualified service providers who deliver a variety of behavioral health services to qualifying residents in Maricopa County.

In 2008, Magellan began managing two **adult** provider network organizations (PNOs), which provide comprehensive, individualized and well-coordinated covered behavioral health services to adults in Maricopa County. By October 2009, all Magellan’s direct care clinics will join PNOs.

Magellan oversees three **children’s** PNOs, which provide family-centered, strength-based, needs-driven individualized treatment to children in Maricopa County. The participants in this program are under the age of 18. Upon reaching the age of 18, participants are then transitioned to the adult system.

Available behavioral health services for **adults** include:

Treatment services	Inpatient services
Rehabilitation services	Medical services
Residential services	Behavioral health day programs
Crisis intervention services	Support services
Pharmacy services	Case management

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 Arizona Health Care Cost Containment System (AHCCCS).

Available behavioral health services for **children** include:

Case management	Counseling
Psychiatric services, including evaluation and medication	Support and rehabilitation services
Crisis intervention	Home care training
Specialty treatment, such as for substance abuse	Residential treatment
Inpatient hospitalization	

Who We Serve

Magellan serves more than 80,000 members in Maricopa County with an outreach to 500,000 individuals in our network of care.

Why We Do It

We support the individuals we serve in understanding and improving their health through the development of strengths, supports and skills. We empower our providers in supporting the recovery, resiliency, welfare and productivity of the individuals in their care by utilizing a model based on self-determination, service recipient and family involvement, community connection and vocational opportunity.

Our Vision

All behavioral health services are delivered in accordance with the Arizona Department of Health Services/Division of Behavioral Health Services cornerstone concepts, including simple access to care, family involvement, collaboration, continual improvement and cultural competency. At the heart of our innovative cultural competency program lies our belief that all behavioral health care recipients must receive effective treatment in a manner that is respectful of individual preferences, needs and values. Members and their families' needs guide all practices in the program. Moreover, Magellan is committed to supporting staff and providers in delivering culturally-competent care in an effective, understandable and respectful manner, compatible with members' preferred language and cultural beliefs.

Our Behavioral Health Providers

Magellan provides direct care through the operation of 12 comprehensive direct care clinics and one urgent psychiatric care center. In 2008, Magellan of Arizona began overseeing the operation of two PNOs for adults, Southwest Network Inc. and CHOICES Network Inc. There are currently three PNOs for children –Southwest Network Inc., Quality Care Network Inc. and People of Color Network Inc. Through these PNOs, Magellan maintains a comprehensive directory of more than 100 providers and clinics throughout Maricopa County that provide participants with a choice of providers, which vary by gender, specialty (type of treatment provided), language and location.

Our Leadership

Magellan Health Services of Arizona is part of the public sector division of Magellan Health Services. With more than 20 years of experience in managing public sector behavioral health care services, Magellan understands the unique challenges of working in a public health care system. To be successful requires specialized resources, leadership and expertise. Our Arizona RBHA leadership team includes:

- Richard Clarke, Ph.D., *Chief Executive Officer*
- Brenda Benage, *Chief System Transformation Officer*
- Jeff Boldizar, *Deputy Chief Executive Officer*
- David Covington, *Chief of Adult Services*
- Chris Carson, M.D., *Chief of Clinical and Medical Services*
- Jill Dennis, *Senior Director of Human Resources*
- Stephen Dannenbaum, Ph.D., *Chief Clinical Officer*
- Phyllis Knox, *Chief Compliance Officer*
- Sarah Maloney, *Chief Administrative Officer*
- Carole Matyas, *Chief of Clinic Operations*
- Andrew Mebane, M.D., *Chief Medical Officer*
- Mary Robson, *Ombudsperson*
- Ann Shannon, *Chief Community Relations Officer*
- Shannon Sieverling, *Chief Financial Officer*
- James Stringham, *Chief Operations Officer*
- Shawn Thiele-Sacks, *Chief Children's Services*
- Gaye Tolman, *Chief Recovery and Resiliency Officer*
- Dan Wendt, *Chief Quality Officer*

Media Contact

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For More Information

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