



Magellan of Virginia Governance Board

January 10, 2017

11013 West Broad Street, James River Conference Room, Glen Allen, VA 23060

Present:

Community Governance Board Members:

Laura Totty, Board Co-Chair, CSB Executive
Bill Elwood, Private Community Provider Executive
Kimberly Imanian, Parent of Child/Youth Receiving Services
Joseph Hudson, Adult Service Recipient
Alethea Lambert, Advocate for Substance Abuse Services
Bonnie Neighbour, Advocate for Mental Health Services Representative

Magellan Governance Board Members:

Bill Phipps, Board Co-Chair, VP, General Manager
Varun Choudhary MD, Medical Director
Tammy Miller, QI Director
Cornel Hubbard, Customer Service Director
Stacie Fisher RN, Healthplan Care Coordination Liaison
Allison Jackson PhD, Director-System of Care
Danyelle Smilovich, Provider Network Director

Absent:

Robert Fortini, Health Plan or Community Health Center Representative

Guests/Presenters:

Danette Brady, Clinical Director, Magellan

Magellan Governance Board Staff:

Cheryl DeHaven, Community Member Liaison
Paula Gomolla, Supervisor, Administrative Services
Candy Sonck, Administrative Assistant

BOARD WELCOME AND INTRODUCTIONS

Laura Totty called the meeting to order. The Board members and guest presenter introduced themselves.

UPDATE ON IACCT IMPLEMENTATION

Danette Brady, Magellan's Clinical Director provided an update on the IACCT (Independent Assessment Certification and Coordination Team) to the Board. She stated that December 2016 was a busy month preparing for internal readiness for the delayed launch. Bill Phipps shared that the launch is delayed due to the Regulations not being signed yet. Additional meetings may occur this week and next week, to progress with final decisions on the Regulations. Magellan's provider network credentialing is fully covered in all localities (with 3 CPMTs, 4 CSA's, 20 CSBs and remaining covered by private providers). The Clinical and Training teams completed a multitude of trainings internally and externally with the 2017 provider training schedule being currently developed.

Danette Brady reminded the Board that Providers can find the new Residential Process Changes tab on the left

side of the MagellanofVirginia.com website: <http://www.magellanofvirginia.com/for-providers-va/psychiatric-residential-treatment-facility-changes.aspx>. Persons interested in learning more about the process are encouraged to start by reviewing the Informational Guides (Your Guide to the IACCT, Physician Engagement Guide, and Guardian's Guide to the IACCT). This Residential Process Change website is the place where members, providers and stakeholders can locate training recordings, forms and informational guides regarding the new program. Additional information will be posted as received.

MEMBER ENGAGEMENT WORKGROUP

Alethea Lambert and Cheryl DeHaven shared a workgroup update with the Board. To date, the Program has struggled to connect and maintain consistent stakeholder representation from members, family members and advocates on these committees. The voice of the member is highly regarded by the behavioral health administrator as demonstrated throughout the Quality Program Description. Member input creates the foundation that allows for administrators of the VA Care Management Center to manage and improve quality healthcare outcomes for persons receiving care through the provider network.

In response to these challenges, the Governance Board chartered the Member Engagement Workgroup (MEW) to review and provide input on processes related to recruiting and sustaining consistent membership on Magellan's Quality Improvement Committees and Governance Board. The report summarized priority recommendations for consideration by the Governance Board to strengthen member engagement opportunities. The Board discussed the workgroup recommendations and provided feedback. This will be an ongoing effort assigned to the CFSAG committee. Bill Phipps asked that Alethea Lambert and Cheryl DeHaven present this information at the next Quality Improvement Committee meeting so these valuable strategies can be shared with the Sub-committees.

BOARD SEAT VACANCIES

Bill asked the Board to address the upcoming Board vacancies; this will be the final meeting for both Kimberly Imanian, representing Parent of Child/Youth Receiving Services as well as Bill Elwood, representing Private Community Provider Executive seat. Kimberly Imanian has joined the Magellan team as a Family Support Coordinator. Kimberly will be encouraging a few of her peers to apply for the open Board seat. Bill Elwood's seat will be appointed by the Private Provider Association. Please direct all candidates to the MagellanofVirginia.com website for information and application materials.

ARTS INITIATIVE UPDATE

Bill Phipps provided this update to the Board, sharing that this initiative is still moving toward implementation on April 1, 2017 with the agency receiving CMS approval for the waiver request. Magellan is working with DMAS around implementation activities, authorization requirements and ensuring Network sufficiency for addiction providers across the Commonwealth.

QUALITY IMPROVEMENT UPDATE

Tammy Miller provided an executive summary for Grievances, Reconsiderations, Quality of Care Concerns and Treatment Record Review and QIA activities to the Board with supporting data for November 2016.

Tammy Miller shared that the monthly Quality Improvement report will be shared with the Board on a monthly basis via email for those months the Board does not meet.

NEXT MEETING & FUTURE AGENDA ITEMS

The next meeting of the Governance Board will be on Tuesday, April 11, 2017 at Magellan Healthcare, 11013

West Broad St. Glen Allen VA 23060, James River Room.

The Board identified the following agenda items for future sessions:

1. IACCT Update (standing item) – Danette Brady
2. Managed Care Programs and how Magellan fits into the process – Bill Phipps
3. Passport to Care Update – Cheryl DeHaven
4. General Assembly and Regulatory Updates – Dr. Allison Jackson

Please email Paula Gomolla (psgomolla@magellanhealth.com) with any other agenda items that are identified before the April session.

COMMUNITY INPUT

Bill Phipps opened the Board meeting for public/community input. No public comments were shared.

ADJOURN

Bill Phipps formally adjourned the meeting.

/pg