



## Magellan of Virginia Governance Board

April 18, 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  
**Joseph Getch**, Private Community Provider Executive  
**Joseph Hudson**, Adult Service Recipient  
**Alethea Lambert**, Advocate for Substance Abuse Services  
**Bonnie Neighbour**, Advocate for Mental Health Services Representative  
**Robert Fortini**, Health Plan or Community Health Center Representative

***Magellan Governance Board Members:***

**Allison Jackson PhD**, Board Co-Chair, VP, General Manager  
**Tammy Miller**, QI Director  
**Cornel Hubbard**, Customer Service Director  
**Sheree Johnson**, Healthplan Care Coordination Liaison

**Absent:**

**Open Position**, Parent of Child/Youth Receiving Services  
**Open Position**, Director-System of Care  
**Danyelle Smilovich**, Provider Network Director  
**Varun Choudhary MD**, Medical Director

**Guests/Presenters:**

**Oketa Winn**, DMAS

**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 introduced themselves. Both Joseph Getch and Sheree Johnson were welcomed to the Board as new members.

### NEW BOARD MEMBER POSITIONS

Allison shared that while reaching out and spending time with the localities in meet and greets, she has received feedback that they would like to work closer with Magellan. One request received was in regards to the Board's willingness to add a municipal (local government representative) board member. Allison also suggested that the Board invite the Clinical Director to join the Governance Board. Discussion was held regarding this request. Allison noted the Charter would be revised to reflect this change in Board structure. Allison motioned to make this change and all Board members were in favor. Danette Brady, Magellan's Clinical Director will begin to attend all Board functions. The Municipal Board representative opening will be communicated externally and applications will be reviewed by the Board when received.

## **PASSPORT TO CARE UPDATE**

Cheryl DeHaven shared that there is a format update to the Passport of Care. The original booklets are very expensive to produce. The new format will be easier to print/duplicate and the members and providers can easily share this throughout the community. This helps with keeping tracking of their benefits, contact information and who to call with questions, and basic information. This includes a list of MCO's to connect with and includes space for the member to track who they choose to support them on their road to recovery. An overall health section is new, based on a workgroup that determined that the members should be proactive with their physical health care in conjunction with their mental health care. Information about recovery plans, advanced directives and crisis plan section, SafeLink phones and community resource information is included on the last page. Board members suggested the medication section have a side effect journal (supplemental page) that can be shared with their provider when needed. Feedback from users would be helpful to refine this tool, with an education campaign/outreach helpful to get this in the hands of our members. Feedback from Providers would be helpful once the member connects with them while utilizing the Passport to Care. Additionally, adding a section for the member's personal pathway to recovery was suggested. This topic will be added to the next Board meeting for further Board review/discussion.

## **GENERAL ASSEMBLY AND REGULATORY UPDATES**

Allison shared the following updates;

Addiction Recovery Treatment Services (ARTS) went live on April 1 to increase access to treatment for members, and determine level of care needed, with very good feedback from DMAS and stakeholders. VCU will be evaluating the program. In this program, Peer Support services will begin to be covered effective July 1. The ARTS flyer created by DMAS was shared with the Board. Six health plans are working together on this program in a common engagement of members living with this condition. Robert Fortini shared experience with obstacles that exist for providers working with commercial patients (89% of patients) that do not have Medicaid coverage (11% of patients).

Independent Assessment Certification Coordination Team (IACCT) – Go live on July 1. Magellan will become the single point of entry for accessing residential services if they are Medicaid funded, with a dedicated team at Magellan to serve these members within 130 localities across Virginia. A Care Manager and Family Support Coordinator will be assigned to the member throughout their treatment.

Residential Changes – Building Bridges Initiative (BBI) will come out in May to support the family engagement requirements. More information will continue to roll out for this program. The team is going to all localities for meet and greets and one on ones to communicate the changes and stay focused on working together to make this better for children and families.

## **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 February 2017. Quality team will report ARTS data separately, as GAP is on future QI reports. The Corrective Action Plan (CAP) process has been approved by DMAS to go into effect second quarter. Tammy will offer an update at the next Board meeting. The monthly Quality Improvement reports continue to be distributed electronically to the Board on a monthly basis for those months the Board does not meet.

## **NEXT MEETING & FUTURE AGENDA ITEMS**

The next meeting of the Governance Board will be on Tuesday, July 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 and Peer Recovery Services Update (standing item) – Danette Brady
2. Passport to Care Follow up – Cheryl DeHaven
3. Corrective Action Plan (CAP) Process – Tammy Miller
4. Continuum of Care Update – Dr. Allison Jackson

#### **PROGRAM UPDATES**

The Continuum of Care report is currently with DMAS for review. An update will be provided to the Board at the next Board meeting.

Magellan is excited to collaborate with the Virginia Hospital Association (VHAA). Dr. Jackson and Dr. Choudhary will be offering a learning series specifically for hospital systems. A steering committee of five members will meet for a full day in May to focus on understanding adverse childhood experiences and public health populations. A web series will be offered for preventative health care approaches, population analytics, early intervention and hot spot analysis. A final workshop is planned for September for strategic planning to help move this forward in their system.

Magellan is offering pre-planning support to the Virginia Healthcare Foundation. For their 25<sup>th</sup> anniversary, VHF will be making trauma informed care their focus this year, which should go across the state of Virginia and to health clinics. They are also focusing on behavioral health integration and should be announcing their plans soon.

The Youth Commission has collaborated with VCU to provide a Family Impact Symposium in May to focus on policy change around trauma informed care and resilience. More information will come from VCU with 'save the dates' already communicated.

A replacement for both Robert Fortini's and Alethea Lambert's board seat needs to be identified as their board tenure is expiring as of June 2017. Their attendance at the July 11 board meeting may be necessary.

#### **COMMUNITY INPUT**

Dr. Jackson opened the Board meeting for public/community input. No public comments were shared.

#### **ADJOURN**

Dr. Jackson formally adjourned the meeting.

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