PRESENT:

Community Members of Governance Board:

Joan Guillory-Williams – Board Co-Chair,
The Extra Mile Region IV, Adult Service Recipient
H. T. "Ted" Cox,
Juvenile Court/Shreveport, Community Member at Large
Judy Disotell,
NAMI, Parent of Child/Youth Receiving Services
Kimberlyne Rountree,
Primary Care Solutions, Inc., Adult and Child/Youth Service Provider
Lisa Schilling,
South Central Louisiana Human Services Authority, LGE
Rick Wheat,
Louisiana United Methodist Children and Family Services, Child/Youth Provider

Magellan Members of Governance Board:

Dr. Craig Coenson, Board Chair,
Chief Executive Officer, Magellan of Louisiana
Neal Cohen,
Chief Operating Officer, Magellan of Louisiana
Dr. Sreelatha Pulakhandam,
Acting Chief Medical Officer, Magellan of Louisiana
Kathleen Coenson,
VP of System Transformation, Magellan of Louisiana
Dr. Seth Kunen,
Quality Management Administrator, Magellan of Louisiana

Staff to Governance Board

Lisa Faust,
Communications Director, Magellan of Louisiana
Jill Dyason,
Governance Board Lead, System Development Manager, Magellan of Louisiana
Deborah Hernandez,
Executive Assistant II, Magellan of Louisiana

ABSENT:

Network Development Administrator, Magellan of Louisiana

IN SESSION:

This meeting was called to order at 11:00 am
Board minutes submitted for May 23, 2012
Lisa Schilling moved that minutes be approved as presented.
Neal Cohen seconded the motion. Joan Guillory-Williams asked that they accept a friendly amendment changing the word “revolt” to “revoke” on page 3. They both agreed to accept.
The Board unanimously approved the Minutes as amended.

Board Announcements

- Russell Miller, Network Development Administrator, Magellan of Louisiana has stepped down from this position. This position is now open and Magellan of Louisiana is currently looking for candidates. Mr. Miller was also a Magellan Member of the Governance Board which is now currently open as well.
- Ted Cox, Caddo Juvenile Court Administrator and Governance Board Member, gave a self introduction due to his absence at the May 23 Board Meeting.
100 Day Status Report - Craig Coenson, M.D., Chief Executive Officer, Magellan of LA provided information on progress/accomplishments that Magellan of Louisiana has made during the initial 100 days of implementation.

- Creating infrastructure by breaking down the silos (OJJ, DCFS, DOE, etc.) and collecting data that will enable us to drive system transformation.
- Able to generate reports identifying members/providers that drive utilization, re-admission, and services so we are now able to use this information to begin shaping our decisions and outreach.
- Through captured data we now generate utilization spreadsheets on the hospitals and providers readmit rates, length of stay (LOS), along with other areas of interest for review. We now can identify the top 15 high utilizers throughout the State.
- We have answered over 33,000 telephone calls averaging 6 seconds on pick up per call and only 1% abandonment rate.
- We have paid $36M in claims with 350,000 claims with denial rate of 12%.
- We have over 4000 providers using the electronic medical record (EMR).
- Geo-access reports are reviewed weekly for network availability.
- From our data we are reporting that the average length of stay (ALOS) in the MHERE’s is trending downwards.
- Magellan is currently managing 264,530 adults that are Medicaid eligible at risk members and 737,915 children/youths that are Medicaid eligible non at risk members.
- Through June 14, we have received 353,179 claims from providers and have paid 306,578 of them. This leaves 3,400 which are still pending and 44,008 as denials. The denial rate is 12.4%, but it is important to note that not all denials are clinical. A good many denials are administrative due to coding errors, duplicate claims, etc.
- Regarding the budget, a recent press release indicated that the Louisiana Behavioral Health Partnership was reduced by 3.7%. Magellan has meetings with DHH/OBH this week for further details on how this will affect Magellan.
- Magellan has been able to expand the behavioral health network. Based on what Medicaid has reimbursed for before and through Magellan and the partnership we have brought in three “in lieu of” agreements into our network. They are mental health professionals, residential treatment hospitals and we are now working on crisis beds.
- Some of the challenges in developing a network delivery system have been providers struggling or unprepared for new service arrays and rate structures, new licensing rules, and certain provider types not fully considered in preparation of new service arrays and rate structures.
- As Magellan’s network grows there will be more opportunities to work in a managed care environment in the State by having a business partner helping to make it successful both clinically and financially.
- Magellan’s goals to achieve quality outcomes are to gain contractual guarantees, stabilize all areas of operations, achieve successful implementation of clinical advisor, have successful communication with DHH/OJJ/DCFS/DOE, Providers/Medicaid/Members/and Key Stakeholders while improving efficiency and effectiveness of the behavioral health program and driving member-centricity and satisfaction.
- Our focus remains on our quality of support to the Governance Board, community and Magellan members and providers and our numerous committees.
- Magellan tracks performance guarantees required by our contract. The performance areas include claims administration, telephone responsiveness, clinical satisfaction and account management.
- Managing utilization, Magellan collects data and tracks adult and child IP, acute facility admissions, discharge plans, readmissions, claim charges, etc.
Transforming the System – Kathleen Coenson, VP of System Transformation, Magellan of Louisiana provided the following update to the Board:

- Magellan has implemented a coordinated system of care specifically directed to implementing CSoC regions. Magellan tracks each region by the number of members referred to CSoC and where the members are enrolled. We have found areas of enrollment that have several services that have been built to address the needs within their community and several unique areas (Jefferson Parish) that need attention. Forums will take place over the next two weeks to reiterate the implementation of the CSoC program.
- Meetings (three to four a week) with DCFS and OJJ on the children’s system priorities regarding transitioning and developing protocols around responsibilities are being held and attended. This has been a challenge, but moving forward is a priority.
- CSoC is conducting a series of mini forums throughout Louisiana to update and educate on changes. Lisa Faust will send out the list of upcoming forums and flyer to the Board Members for their reference.
- Outside of CSoC, system transformation is looking at a proposal to work with the State and other agencies for permanent supportive housing, recovery and resiliency advisory committee meetings and addressing race/equity issues to understand cultural differences in our education. Through the MY LIFE program, Magellan has a Youth Empowerment Director to make connections throughout communities and regions to empower the youth and their healthcare. We also are meeting with family groups to support and educate. Magellan is launching a whole health initiative among peer specialists and beginning to plan for the peer support Warmline.

Quality Assurance Plan – Seth Kunen, Quality Management Administrator, Magellan of Louisiana provided the following update to the Board:

- Quality Management is a significant part of the Magellan Behavioral Health contract and program.
- Our Quality Management Program ensures that members receive quality evidence-based behavioral health care through the evaluation of access, tracking performance guarantees and the measuring of quantities outcomes.
- In Magellan’s charter we are charged to oversee the quality of care provided to the system in Louisiana and the processes we use. Magellan’s specific goals are to improve access to care, promote early identification and intervention of behavioral health needs, review quality of provider network and promote client centered care.
- The CMC Committee structure starts with the QIC committee (also called the QAIP committee) which is composed of 28 members and is responsive to the needs of the citizens of Louisiana. Members are composed of managers of departments and community representatives. QIC Committee minutes will be forwarded to the Governance Board to reference.
- The QM organizational structure begins with Joann Albright, PhD who is the Senior VP of QM; Steve Winderbaum, VP of QM; Seth Kunen, PhD, BR QM Administrator and three (3) Administrators who are:
  - Eric Brown – Administrator for Quality of Care and Auditing
    - The Quality Improvement Team, managed by Eric Brown, has two (2) clinical reviewers in Shreveport and five (5) clinical reviewers in Baton Rouge. This team trains employees, reviews and updates clinical guidelines and conducts chart reviews (60% of time) as well as works on special projects (40% of time).
    - Conducts clinical treatment record reviews for Inpatient, Outpatient, WAA’s, and FSO’s.
    - Performance Improvement Projects include not only clinical, but administrative as well. The projects include access to care, access to CSoC, defining departmental deficiencies, evaluating member services phone answer rate, and the compilation and review of member satisfaction surveys.
- **Galen Schum** – Reporting Analyst
  - Has one team member working with him.
  - They concentrate on Enterprise Reporting from Integrated Project (IP) and in the future will focus on Clinical Advisor (CA) reporting as well.
  - Tracks performance indicators required by contract.

- **Mary Jones** – Administrator of Complaints, Grievances and Appeals
  - She has four team members.
  - Receives all retros and appeals to review and approve.

### NEW BUSINESS

- Magellan has two (2) My Life events coming up, one (1) in Baton Rouge and one (1) in Shreveport. The Shreveport event will be held Tuesday, June 26 and the Baton Rouge event will be held Thursday, June 28. Marvin Alexander, Youth Support Coordinator for Magellan will be presenting the My Life program at a future Board meeting. Jill Dyason distributed event flyers to all of the Governance Board Members so that they could share in their local communities across the state.

- Craig Coenson asked for Governance Board representation at Community/Stakeholder Events. He suggested possibly one Board Member each month attend several events to help communicate with constituents and stakeholders within their regions. The Board asked for regional event notices to be shared so that they can update their calendars.

### PUBLIC COMMENT

- None

### NEXT MEETING

The next meeting of the Governance Board will be on Wednesday, July 18, 2012 from 11:00 am to 1:00 pm at SSA Consultants, 9331 Bluebonnet Blvd., Baton Rouge, LA.

The meeting was adjourned at 1:00 pm.