



# Governance Board Minutes

## January 21, 2016

### Board Members Present:

- John Wendling, Co-Chair
- Pat Connell, Co-Chair
- Connie Barnes
- Jennifer Genzler
- Shannon Engler
- Alan Green
- Lisa Casullo
- Teresa Danforth
- Andrew Shapiro
- Janine Fromm
- Lisa Christensen
- Ken Timmerman
- Lori Hack

### Other Invitees:

- Adam Proctor
- Jamaree Maack

### Public Agenda

#### A. Approval of Minutes:

Alan moved to approve the minutes as written for October, and Shannon seconded the motion. The minutes were approved unanimously.

#### B. RFP decision

Following a detailed review of the Medicaid RFP, the Magellan board of directors made a decision not to bid on the Nebraska contract. Magellan used national consultants to look at the requirements related to physical health and determined that maintaining focus on providing specialty care is the direction of the company at this time.

Through the remainder of the current contract Magellan is committed to continuing to provide high quality services. There are already discussions with Medicaid about transition strategies with the new vendors and contract updates that may be required. Communication strategies will be developed to assist both members and providers.

A primary concern of the board was the retention of Magellan staff through the close of the contract. Magellan is aware of the concern and will work to mitigate difficulties caused by the loss of staff as much as possible. For individuals transferring to the new vendors, efforts will be made to create a mutually beneficial transition plan for the employee, Magellan, and the new vendor.

Members also asked if this would impact the Consumer and Family led evaluation process or reinvestment funds. Magellan confirmed that those are both contract requirements that will not change based on the decision not to pursue the new contract.

Magellan will continue to evaluate if there are other avenues that would allow the company to continue working in Nebraska.

### **C. Follow-up on recommendations from prior meeting:**

#### **Reinvestment Funds, 2013-2014**

Magellan contacted the FQHC providers in Nebraska to offer them the MARTTI systems. Four responded and will be provided with the equipment. The additional providers either declined the offer or did not respond to multiple calls from Magellan. Giving the product to fewer facilities allows additional funds to be available to pay utilization fees.

Andrew expects that the contracts with Language Access Network to be complete in the next week. The company will then go to each facility to set up the system.

#### **Reinvestment Funds, 2014-2015**

Adam and Andrew provided an update on the application process for community reinvestment funds.

The application and process was distributed to all providers and involved stakeholders, and to date four proposals have been received. Adam has received questions from several other entities and based on those conversations he does expect to receive several more proposals. The dollar amount is not available and will not be before the proposals are due, so individuals are being asked to approximately the amount of money they are requesting.

February 1 was set as the original due date, but it is possible that it will be extended to February 15. This decision will be made soon and a notification will be sent if the deadline is changed.

#### **Open board seat**

The board determined that there would be no benefit to filling a board seat at this time. Efforts to recruit a physical health representative will be discontinued.

It was identified that there are board members whose term is schedule to end in July of 2016. A motion was made to retain all current board members to the end of the contract and this was approved unanimously.

**D. Quality Performance Report**

Lisa shared the QPR and identified one area that is slightly out of compliance with contract requirements. The encounter data is slightly low, and the technology departments at Magellan and Medicaid continue to work together to fix any errors that cause information to not transfer correctly and deficiencies to occur in this area.

Prior to the meeting Pat asked about telehealth data and Lisa noted the telehealth information identified in the report. Pat asked about member satisfaction with the service and Teresa reported that there is an optional satisfaction survey included in Breakthrough. The number of surveys completed has decreased as the modality becomes more common for members, so the number of surveys completed is currently not enough to consider the responses valid. There have been no reports of any markedly negative experiences, but the full member surveys do report a general distrust of telehealth technology. There have been some reports of synchronization concerns and delays due to internet speed and the company is currently beta testing an app so that cell coverage can be use.

**E. Value based contracting**

Shannon requested an update on the value based contracting with providers. Magellan will honor the contracts that are already in place, but will not have the resources necessary to pursue additional contracts. Additionally, the time it would take would put implementation near the end of the contract.

If the Nebraska legislature approves a provider rate increase for 2016-2017, that percentage will be passed on the providers as a straight percentage increase.

**F. Open discussion**

Shannon reported that one provider identified that she was having difficult with claims for dual eligible members and ask if changes had been made for those members. Those changes were not made and there are many possible reasons that claims may not pay. The provider should contact Magellan for assistance identifying the problems and resolving the claims.

**Next Meeting:**

February 18, 2016, 2:00 – 4:00

**Co-Chair Signature**

\_\_\_\_\_ **Date** \_\_\_\_\_

**Co-Chair Signature**

\_\_\_\_\_ **Date** \_\_\_\_\_