



Governance Board Minutes

July 21, 2016

Board Members Present:

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

Other Invitees:

- Jamaree Maack

Public Agenda

A. Approval of Minutes:

Pat moved to approve the minutes as written for April and June, and Andrew seconded the motion. Shannon chose to abstain as he was not present in June. The minutes were otherwise approved unanimously.

B. Follow-up on recommendations from prior meeting:

Reinvestment Funds, 2014-2015

Magellan has provided all claims information to the actuaries with Medicaid so that they can determine the exact amount of the reinvestment dollars. Magellan originally told applicants that the money was likely to be distributed prior to July 1, so when this was not possible a letter was sent explaining the delay. A copy of the letter was made available to the board for review.

Magellan understands the difficulty it is causing applicant to wait for a response. Medicaid is asked weekly for an update, but until they have completed the process there is nothing else that can be done to move the project forward.

C. Quality Performance Report

Lisa provided the most recent QPR. All areas of measurement continue to meet and exceed contract requirements.

Lisa drew attention to the 2016 satisfaction survey results for both providers and members. Results of the surveys were:

- Provider: 90% satisfaction
- Facility: 87.5% satisfaction
- Adult member: 90% satisfaction
- Minor member: 93% satisfaction

Results were received very recently, so Magellan is still in the process of evaluating the responses in detail. They will be reviewed in subcommittees to determine if there are interventions that can be put in place to improve services. Areas of lower scores on the provider surveys were around consistency of clinical review and rational of clinical decisions. Lower member scores were related to understanding the grievance system. These are they areas that typically reflect the lowest satisfaction and are always an area of focus for Magellan.

In previous months there were concerns with the accuracy of encounter data due to difficulties with the MMIS system. These have been resolved and encounter acceptance rates have returned to expected standards. This data is monitored continuously.

D. Contract transition

Board members requested a discussion of the transition process and contract de-implementation.

Magellan and Medicaid are working on contract amendments that will extend Magellan's involvement through 12/31/16. There are small details that need to be settled before those are final. Magellan has encouraged Medicaid to consider contingency plans for the possibility implementation cannot move forward on 1/1/17. There is no indication that there will be a delay in Nebraska, but this frequently happens in other state and at times causes serious difficulties for member and providers. Shannon expressed particular concern for small providers who will not be able sustain their practice if there is delay in payment for any reason. Pat expressed additional concern for the members who will experience disruption in the transition, and the rest of the board fully agreed with both of these concerns.

Magellan has lost about 25% of the total staff, but has been able to adjust roles and continue to meet all contract requirements and provide quality services.

The provider community reports serious concern with using three different processes for the different companies. There was a provider webinar, but it filled quickly and no one on the board was able to join or has heard feedback on the helpfulness of the training. NABHO offered a full day managed care training that participating providers reported was very helpful. In the training it was recommended that individual providers consider ways to form partnerships.

Next Meeting:

August 18, 2016, 2:00 – 4:00

Co-Chair Signature

_____ **Date** _____

Co-Chair Signature

_____ **Date** _____