

# Governance Board Minutes

## July 31, 2013

### Attendees:

Charlie Curie, Sue Mimick, Connie Barnes, Pat Connell, Shannon Engler, Kathleen Mallatt, Corey Brockway, Alan Green, Lori Hack, Lisa Christensen, Travis Parker, Andrew Shapiro, Scott Donald, Janine Fromm

### Magellan Orientation and Overview:

Sue presented an overview of Magellan. The new at-risk contract structure begins on September 1<sup>st</sup>. There was a question about staffing changes for the new contract. Several new staff positions have been filled. Magellan has added a COO, a claims resolutions specialist, claims processing staff, peer specialists, and a Systems Transformation Director. Magellan is still filling some open positions to prepare for the new contract.

There was discussion regarding how physical health providers will learn about initiatives such as Recovery Care Management (RCM) and the PCP assistance line. Magellan is open to suggestions to increase this communication. Kathy suggested that some fall training events for physicians might be an opportunity to reach out. Scott suggested that we could invite physical health providers to town hall events.

Lisa summarized upcoming quality initiatives including consumer and family-led satisfaction teams and satisfaction surveys. Scott summarized network initiatives, including expanded data monitoring and a telehealth initiative. The telehealth vendor will be Breakthrough and there will be a gradual rollout. Magellan hopes to receive Board feedback on selecting providers for this initiative. The target is to be working with some members by November.

There was a question about possible redundancy with some services offered by the Regions. At this time, we do not know how changes such as the Affordable Care Act will affect the regional structure.

### **Charter & Non-Disclosure Agreements:**

Lori introduced the Board non-disclosure agreement. The document describes information that external members will keep confidential. Magellan employees have similar restrictions as a term of their employment. To help members know what information is confidential, the Board will hold separate open sessions followed by closed sessions of each meeting, as needed.

### **Board Responsibilities:**

Charlie addressed the Board. It is still rare to have a shared Governance structure, where Magellan will work with community representatives to make key decisions. He asked board members to think about who the customer is. In this case, the customer is the state, but the needs of Medicaid consumers also drive our decisions. The Board is the central decision-maker. At other Magellan sites, Board decisions have led to critical policy decisions. Day-to-day decisions stay with Magellan management. Governance is not management. The Board will focus on policy and overall direction. Board members should refer to the Charter if they have questions.

The Governance Board does not review Magellan financial data. Board members do not have fiduciary responsibilities. However, the Board will make recommendations regarding the reinvestment Fund, and will know the amount that is available. Another limitation is that a Board member may not act as a spokesperson on behalf of Magellan. Individuals who have grievances should be referred directly to Magellan for assistance and resolution.

Charlie will remain available to Board members as a resource, and will support the Board during initial implementation.

### **Reccomendations/Actions:**

- Return signed non-disclosure agreements to Lori

### **Carry-Over Items:**

- The Board will review the charter at the next meeting
- Seelection of Co-Chair
- Selection of 1, 2, and 3 year terms
- Identification of process & timeline for open seat
- Formation of Quality Improvement Committee