

# Governance Board Minutes

## August 15, 2013

### Members:

Sue Mimick (co-chair), Pat Connell (co-chair), Connie Barnes, Kathleen Mallatt, Corey Brockway, Alan Green, Lisa Christensen, Travis Parker, Andrew Shapiro, Teresa Danforth, Janine Fromm, Lisa Casullo

### Other Attendees:

Charlie Curie, Lori Hack

### Absent:

Shannon Engler

### A. Approval of Minutes:

Alan moved to approve the minutes. Pat seconded the motion. Motion passed unanimously.

### B. Public Meeting Agenda:

#### 1. Charter Review

One question regarding the charter was whether it would be public information. It was agreed that the charter would be a public document. Charlie clarified that the charter, minutes, and agenda are all public documents.

Another question was whether board members have liability insurance through Magellan. Charlie stated that board members are not functioning as a Board of Directors with fiduciary responsibilities. Their role is vision and policy. Liability insurance would not be typical given these responsibilities, but this will be a follow-up item to be clarified.

Discussion was held on how the Governance Board and Magellan Behavioral Health of Nebraska, Inc. relate to Magellan Health Services. Magellan Behavioral Health of Nebraska does not have its own Board of Directors. It is a wholly owned subsidiary of Magellan Health Services. Sue stated that the minutes and actions of the Governance Board could be monitored by Magellan Health Services, but the intent was to follow recommendations from the Board. Additionally the other

Magellan of Nebraska committees report to the Governance Board. For example an issue that comes up in the Compliance Committee would come before the Governance Board. Lisa Christensen clarified that the usual process would be for committees to report to the Quality Improvement Committee (QIC) which then reports to the Governance Board. Each committee will complete a reporting template for the QIC which will be submitted to the Governance Board. The Compliance Committee has the option to bypass the QIC and report directly to the Governance Board if indicated.

Alan moved that we adopt the Board Charter. Travis seconded the motion. Motion passed unanimously.

## **2. Governance Board Decision Items**

### **a. Selection of Co-Chair**

The Board members have selected Pat Connell as the Governance Board co-chair. Jim Stringham, Senior Vice President of Magellan Health services, Public Sector Solutions has approved Sue Mimick and Pat Connell as co-chairs.

### **b. Selection of 1, 2, and 3 Year Terms**

Board members have been assigned to the following terms:

1 year: Pat Connell, Corey Brockway

2 year: Connie Barnes, Alan Green

3 year: Kathleen Mallatt, Shannon Engler

### **c. Non-Disclosure Agreements**

Pat shared proposed edits to the Non-Disclosure Agreement. Magellan employees who serve on the Governance Board do not sign the Board Non-Disclosure. They are bound to similar non-disclosure terms under their employment agreements. These proposed edits will be taken to Magellan Legal for review and further action.

### **d. Identification of Process for Open Seat**

The Board currently has a vacant seat for a family member/guardian of a child/adolescent service recipient. There has been very limited interest in this seat. The Selection Committee felt that this seat must be filled by someone parenting a current youth service recipient, as opposed to the parent of a grown child. Corey pointed out that a parent currently navigating services might lack some of the experiences of someone who has already been through this process. Kathy pointed out that the system continues to change and that recent experience is important. Another point is that we don't want to repeat the mistakes of the past, so experience of the past can be informative.

The Board identified that the next steps would be to share information about the open seat at the next NABHO meeting. Lori will provide applications to all current Board members so that they can be distributed. Lori will also provide applications to those identified by the Selection Committee. Sue clarified that a stipend could be available for the family member/consumer members of the Board.

## **3. Principles of Care**

Sue reviewed the Principals of Care with the Governance Board.

## **4. Quality Improvement Committee**

Lisa Christensen provided background regarding the Quality Improvement Committee. The RFP originally required the QIC to have over 20 members. There was concern that this would be too large for an effective committee. The Division of Medicaid and Long-Term Care (MLTC) has approved deferring to the Governance Board for requirements as to QIC membership. Magellan is

currently recruiting external members for the QIC, Clinical Advisory Committee, Regional Network Credentialing Committee, Provider Advisory Committee, and the Collaborating for Kids Committee. An on-going concern is receiving applications from consumers/family members, as opposed to providers. The Board discussed the ideal number of members for an effective committee. It was agreed that the number of consumer/family member representatives should be equal to the number of provider members. The QIC will begin meeting in September, however external members will join the committee in October.

The Board reached consensus that the QIC would consist of 15 members, including 5 Magellan members, 5 providers, and 5 consumer/family representative members. At least one of the provider members will have experience with physical health. This could be a primary care provider, someone representing a physical health MCO, or an individual from a medical association.

The Board discussed recruitment for the QIC and additional committees. Alan recommended that a committee be developed to reflect the needs and concerns of adult consumers. One consideration in choosing committee members is ensuring diverse geographic representation, including rural involvement. The Board decided to distribute the information about committee membership opportunities as broadly as possible. Lori will develop and distribute an application for the open Board seat and the various committees.

#### **5. Public Comment**

There was no public comment.

#### **C. Telehealth Services:**

Andrew shared information about Magellan's telehealth vendor Breakthrough. Magellan plans to make this software available to 40 providers at no cost. The vendor will reach out to identified providers and provide technical support. The goal is to be using this technology with members by November. One hope is that the program will expand in the future. Data from the initial 40 providers will help inform further expansion. It has not yet been decided how to select the initial 40 providers.

Pat raised several points for discussion. Sometimes there is an assumption that this technology is further along than it actually is. Rural areas can have challenges related to limited bandwidth. There will continue to be questions moving forward and hopefully the experience of the initial 40 providers can provide some insight.

An initial step will be for Magellan to distribute a telehealth survey to providers. The survey will evaluate interest in providing telehealth services and using this software, as well as the ability and capacity to provide telehealth services. Next steps will be determined once the results of the survey are available. Magellan anticipates sharing telehealth survey results at the next Governance Board Meeting.

#### **D. Next Meeting:**

The next meeting will be held on September 19<sup>th</sup>, 2013 at 2:00-4:00 pm.

#### **Recommendations/Actions:**

- Distribute applications for open Board seat and committees

**Follow-up Items:**

- Liability Insurance Question
- Non-Disclosure Agreements
- Open Seat
- Adult Stakeholder/Consumer Committee
- Telehealth Survey Results