

7A.3 CORPORATE ORGANIZATION AND EXPERIENCE

This section of the proposal shall include details of the Bidder's organization, its size and resources, management strategy, and corporate experience relevant to the Iowa Plan.

a) The Bidder shall provide the following information on all current publicly funded managed behavioral health care contracts: contract size: average monthly covered lives and annual revenues; contract start date and duration; general description of covered population and services (e.g., Medicaid, SAPT Block Grant, state-funded population for mental health and/or substance abuse services, state hospital, etc.); client name and mailing address, and a contact person and his or her telephone number and e-mail address

Letters of support or endorsement from any individual, organization, agency, interest group or other entity are not to be included in this section or in response to any part of this RFP.

Relevant Experience and Demonstrated Performance in the Public Mental Health System

Magellan Health Services, Inc., the parent company of Magellan Behavioral Care of Iowa, Inc. (Magellan of Iowa), is the nation's most experienced managed behavioral health care organization. Magellan Health Services has 35 years of experience in providing behavioral health care and employee assistance services to corporations, government agencies, and health plans. Through full-risk and administrative services only (ASO) contracts, we managed the behavioral services for approximately 41.5 million Americans as of December 31, 2008. Magellan Health Services has 5,200 full-time and part-time employees located in service centers throughout the United States

We take our responsibility as a steward of public funds very seriously. As a publicly traded company, our business practices and financial results are a matter of public record and a source of considerable pride. Magellan Health Services is classified as a large accelerated filer by the Securities and Exchange Commission (SEC). As such, Magellan is required to meet a higher level of standards for internal accounting and reporting controls and procedures than that which is required of smaller public companies and for non-public companies. In particular, the Sarbanes-Oxley Act of 2002 requires us to design, document, and test Magellan Health Services' system of internal accounting and reporting controls and procedures. Privately held companies are not held to these standards.

In spite of the recent economic downturn, and unlike many other health care companies, Magellan has continued to deliver solid performance and financial stability for our customers. In Fiscal Year (FY) 2008, Magellan reported revenues of \$2.1 billion in the behavioral health division. Further, the company had \$321.1 million unrestricted cash and investments as of December 31, 2008, and only \$28,000 of current and long-term debt. Our strong performance is a reflection of a consistent, prudent fiscal approach by Magellan's executive management team and Board of Directors.

Since the days of our first contracts in Iowa and Tennessee 14 years ago, Magellan Health Services has served the needs of Medicaid and other disadvantaged enrollees, whether through direct contracts with state agencies or subcontracts with large health plans. Through these agreements with health plans that have Medicaid eligible members, during 2008 we managed the behavioral health benefits of approximately 700,000 Medicaid eligible members in Indiana, Nevada, Georgia, and Texas, coordinating care with our medical partner in each of these programs. All of our contracts, whether at-risk or as an ASO, include managing services for access; utilization management; claims processing and payment; data collection and management information services; public information for consumers, stakeholders, and providers; consultation and collaboration with multiple state or county agencies; training for consumers, family members, and providers; consumer and provider satisfaction; outcomes measurement; and the development of new and innovative initiatives, many of which are highlighted in this proposal.

Through our public sector solutions business unit, entirely devoted to government clients such as the State of Iowa, we seek to improve the lives of those who depend on the government to finance their care, while also serving to meet the requirements of more accountable and efficient utilization of behavioral health. We currently manage 14 Medicaid and other public sector programs, providing services to 1.7 million adults and children through direct contracts with government agencies in Arizona, Florida, Iowa, Nebraska, Pennsylvania, and Tennessee.

We have provided access to medically necessary mental health services for Medicaid eligible and indigent populations including consumers with substance use and complex co-occurring needs. We are committed to the overall health and wellness of consumers and to the oversight, development, and implementation of creative programs that support personal

recovery and resiliency and to assist in every individual's achievement of personally defined outcomes. We structure our programs in such a way that quality and accountability are embedded in daily operations, open communication with the governmental customer is not only promoted but expected, and should obstacles arise they are quickly overcome. Our belief and commitment is that our government customers should encounter no surprises during the life of the contract.

While other competitors will indicate that they have experience with public sector populations, Magellan not only has the largest behavioral health market share in this sector, but we have provided thought leadership in the effort to transform systems that facilitate and promote recovery, resiliency, and cultural competence. We have developed and implemented innovations that have assisted persons of all ages and their families to live full productive lives in communities of their choosing. Innovations have included the development of first-in-the-industry self-directed care (SDC) pilot programs for persons with serious mental illness and families with children with autism and our Resiliency and Recovery e-learning center that offers free training modules on recovery and resiliency developed by national experts and involved consumers and families. We have supported the grassroots capability of the Iowa consumer network and required that each of our care management centers (CMC) has a cultural competency plan, and CMC leaders are held accountable for accomplishing the plan goals through the performance review process. We have developed proprietary consumer outcome measures such as the Consumer Health Inventory (CHI), which uses a recovery and resiliency orientation in measuring behavioral health outcomes and demonstrated improvement in consumer health and productivity. We have established national partnerships with the National Alliance for Mental Illness (NAMI), the Rehabilitation Association (USPRA), Depression Bipolar Support Alliance (DBSA), and the National Federation of Families for Children's Mental Health (FFCMH). We have developed predictive modeling applications to assure early identification and intervention for persons at-risk for inpatient and residential levels of care.

As a national company, we will continue to bring these resources, capabilities, and commitment to support the Iowa Plan.

An Inclusive Management Strategy Builds Infrastructure and Fosters Innovation. Since 1995, Magellan of Iowa has been an integral component of Iowa's behavioral health system. More importantly, we have been active and supportive members of the many local Iowa communities we serve. Magellan of Iowa staff members live and work in Iowa, send their children to school here, and are interwoven into the community. Our foundation of quality and our focus on serving people and improving their lives is why we are here. Iowa is our home and we care.

With the leadership and funding of the Iowa Department of Human Services (DHS) and the Iowa Department of Public Health (IDPH), we are proud to serve as administrator for the behavioral health needs of Iowans. With the skills, passion and caring of individuals who receive or deliver services, we have partners who every day have assisted the State of Iowa in the implementation of the Iowa Plan - a flagship public behavioral health system, based upon collaboration, commitment and innovation.

Magellan of Iowa brings significant experience and expertise along with genuine Iowa values, focus, and commitment to our services—experience that none of our competitors can match. For more than a decade now, we have provided behavioral health coverage for adults, adolescents and children, and successfully and continually attained the standards of excellence set in the Iowa Plan. In partnership with our consumer, provider and State partners, we continue to make a difference in the lives of Iowans.

Our Management Strategy Is Simple: Local Expertise and Accountability, National Resources in Support. Iowa has set forth new priorities to advance behavioral health delivery to a more fully coordinated and integrated recovery- and resiliency-oriented system of care. To attain that vision, the State requires the assistance of a local partner with demonstrated performance; one that can build from a strong foundation and act as a thought leader and innovator of systems of care. Magellan of Iowa has demonstrated our ability to successfully partner with the State around innovation and excellence, and we look forward to continuing to provide the Iowa community with new and creative solutions to grow and develop the system and its resources through our local experience and national perspective. Magellan of Iowa has the needed breadth and depth of experience and demonstrated performance excellence to assist Iowa to fully realize the potential of its vision and priorities.

Magellan of Iowa cares passionately about behavioral health and the residents of Iowa. Our sole focus is on providing comprehensive services that meet the behavioral health care needs of Iowa Plan members and their families. Our management strategy includes involving the community in program design and development and it places the consumer firmly at the center of the decision making process. The management team brings years of experience serving the people of Iowa, and we base our utilization management decisions on sound clinical protocols. Magellan of Iowa Quality

Improvement Committees rely on data to develop best-in-class solutions to meet the ongoing needs of Iowans. Our accomplishments in Iowa build directly on the leadership, collaboration, and accessibility of the Iowa Departments of Human Services and Public Health (the Departments), which have consistently worked as partners with Magellan of Iowa, first to implement a clinically robust managed care program, and later to foster the recovery and resiliency focus that have contributed to the Iowa Plan's reputation as an innovative public sector behavioral health program.

The Magellan of Iowa management team consists of dedicated Iowans, each of whom has years of experience managing the Iowa Plan. They bring a level of expertise and understanding of the Iowa landscape that is unmatched in the behavioral health care industry. We are excited to be adding both a chief financial officer and a director of member services to the management team in anticipation of contract renewal. Magellan of Iowa senior management team members today include:

Joan Discher, Executive Director (General Manager)

Joan Discher has been managing the Iowa program for Magellan of Iowa since 1995. She is responsible for the mental health and substance abuse contract with the State of Iowa including all program contract activities, services development, and relationships with stakeholders. Under her leadership, the Iowa program has been recognized as an example of innovative mental health service development for the seriously and persistently mentally ill and the seriously emotionally disturbed populations in Iowa. Joan has a master's in social work degree from the University of Iowa. She is a current board member and past president of the Iowa Federation of Insurers and has served as president of the Iowa Managed Care Association. Joan has had more than 20 years experience in a variety of roles in child welfare ranging from direct practice to management to public policy advocacy.

Dr. Charles Wadle, Clinical Director (Medical Director)

Dr. Wadle is a board certified, Iowa licensed psychiatrist. In addition, he is American Society of Addiction Medicine (ASAM) certified, a diplomat of the American Board of Quality Assurance and Utilization Review Physicians, and a registered Iowa pharmacist. Dr. Wadle has 24 years of experience, including 14 years of experience as clinical director for Magellan. He has 20 years of experience in private practice serving all ages for mental health/substance abuse (MH/SA), as well as one year as staff psychiatrist for Broadlawns Hospital and three years as Director of North Central Iowa Mental Health Center. Dr. Wadle is a member of the Iowa Psychiatric Society.

Dennis Petersen, Chief Operating Officer

Dennis Petersen has been with Magellan of Iowa since 1998 and is currently the chief operating officer for the Iowa Plan. He is responsible for call center operations, information technology, customer service functions, and medical records administration. Dennis also provides oversight for all internal and external reporting functions including the development of ad hoc reports. He coordinates with Iowa senior staff and information systems, claims and telecommunications departments to facilitate care management center operations. Dennis earned his M.B.A. from Indiana University.

Steve Johnson, Director of Utilization Management

Steve Johnson is both a licensed independent social worker and a certified alcohol and drug counselor. Steve has been the director of utilization management for Magellan of Iowa for the past eight years. Prior to that, he spent six years as a Magellan care manager. His previous experience includes outreach to the homeless, staff development, and training at Broadlawns Hospital; and development and housing support coordinator for a clubhouse in St. Louis, Missouri. He also provided behavior planning and work coordination for adults with mental retardation as a residential technician at the Bethpage Mission in Des Moines. Steve earned his master's in social work from Saint Louis University.

Chris Sims, Director of Quality Improvement and Compliance

Chris Sims, a licensed master social worker, received her degree from the University of Iowa, School of Social Work. Chris has been the director of quality and compliance for more than one year. Prior to that role, she was manager of innovations for Magellan Health Services' Public Sector where she was responsible for coordinating and managing outcome initiatives, analyzing data, and conducting program evaluation, planning, coordination, monitoring, evaluation, and reporting on innovative projects. Her previous experience includes being a teacher, a research assistant for the University of Iowa, a legislative intern and working eight years in a child welfare agency, both in direct service and in management.

Gloria Scholl, Director of Network Management

Gloria Scholl, a licensed marriage and family therapist in both Iowa and California, has more than 10 years of service with Magellan. As director of network management, she is responsible for credentialing and contracting for providers for both

mental health and substance services. Gloria is also responsible for rate negotiation including site visits with Iowa Plan providers, coordination with the Quality Improvement team for provider outreach, training for providers on a variety of network issues, and implementation of State mandates impacting the provider network. She supervises the network coordinator, who is responsible for contracting and credentialing individuals and groups. Gloria has a master's degree in psychology from the California State University, Sacramento.

Joyce Claman, Manager of Appeals, Grievances, and Complaints

Joyce Claman has been with Magellan since 1998. As the manager of appeals, grievances, and complaints, she is responsible for processing all clinical and administrative appeals including preparation of clinical appeal files for review by the medical director or physician advisor. Joyce also logs all compliments that are received and reports this information quarterly. She also coordinates the State Fair Hearing process with the medical director, clinical director, and manager of clinical services and serves as a contact person to the administrative law judge.

Magellan's National Public Sector Team

The success of the Iowa Plan to date is due in large part to the team of dedicated Iowans described immediately above, who manage the program on a day-to-day basis, and who provide face-to-face support to the Departments and support to local stakeholders. Magellan's management strategy empowers the Iowa team with the accountability to continue to deliver excellent results and positive outcomes for Iowa consumers and their family members. Our strategy also provides the Iowa team with the consultation and oversight of our national public sector leaders, who provide technical assistance regarding program deliverables, insights regarding Magellan best practices from other programs that might benefit Iowa Plan membership, and ongoing oversight of program enhancements and innovations. The Iowa senior leadership team is fortunate to be able to draw upon the talent and expertise of the following national public sector experts, who serve as a longstanding and ongoing resource to the Iowa Plan:

Anne McCabe, M.S.W., Senior Vice President, Public Sector Solutions

As Magellan's Senior Vice President of Public Sector Solutions, Anne McCabe is responsible for strategic planning, business development, and account management activities related to the company's public sector behavioral health carve-programs. She oversees initiatives that serve Medicaid recipients, families involved in the child welfare system, and uninsured individuals through contracts with state and local governments in five states.

In a career that spans more than 30 years in health care, Anne has served in many public sector roles, from direct service provider, to state administrator, to health care executive. As her role has changed, her professional focus has remained firmly on the needs of individuals and family members served through publicly funded programs including Medicaid and Medicare.

Earlier in her career, Anne served in the commissioner's office of the New York State Office of Mental Health, holding positions as director of managed care and as chief of staff operations and governmental relations. Anne holds a master's degree in social welfare administration from the State University of New York, Albany and a bachelor's degree in psychology from Rutgers University.

Deb Happ, Ph.D., Vice President, Public Sector Operations

As Magellan's Vice President for Public Sector Operations, Deb Happ is responsible for the ongoing operations of Magellan's care management centers serving Medicaid recipients and other persons served through the public behavioral health system. Deb has more than 30 years of experience in public mental health. Before joining Magellan, Deb was executive director of a community mental health center in Minneapolis, Minnesota, for 10 years. Prior to that, Deb oversaw inpatient services for children and adolescents in both private and public hospital systems.

Deb has been with Magellan for more than a decade. Before assuming her current role, Deb was general manager of Magellan's Care Management Center in Dallas, which served both commercial and Medicaid populations. Prior to that, she was Magellan's Vice President of Clinical Services for Public Sector Solutions. Deb received her bachelor's degree from Michigan State University and has a doctorate in psychology from Ohio State University. She is a licensed psychologist.

Anthony M. Kotin, M.D., Chief Medical Officer

As Magellan's Chief Medical Officer, Tony Kotin is responsible for the overall clinical direction and vision for the company. Tony and his team develop and oversee the implementation of medical management policies and procedures across all behavioral health lines of business, including public sector. They also evaluate current health care trends to

assess future market needs and assist Magellan in partnering with our customers to deliver best-in-class health care solutions to members and their families.

Prior to joining Magellan, Tony served as the national strategy leader for the health and group practice at Mercer Human Resource Consulting and also served as national chief medical officer for Prudential Healthcare, Inc. His background includes serving as the national practice leader for clinical operations and analysis in the integrated health care consulting practice of Towers Perrin. A board certified internist, Tony holds a medical degree from Rush Medical College in Chicago and a bachelor's degree from the University of Illinois.

Rick Kamins, Ph.D., Chief Clinical Officer, Public Sector Solutions

As Magellan's Chief Clinical Officer of Public Sector Solutions, Rick Kamins provides the clinical leadership, guidance, and oversight for all of Magellan's public sector programs. In addition, he has chief oversight responsibility regarding the development and review of Magellan's Behavioral Health Medical Necessity Criteria. Rick has played a lead role in designing Magellan's clinical delivery systems and has been an active force in expanding evidence-based practices, enhancing provider training, incorporating resiliency and recovery principles, advancing outcome measurements, and employing peer specialists.

As a licensed psychologist, he has more than 20 years of experience in managed care working in public sector, commercial and self-insured programs in addition to providing mental health and substance abuse services to individuals and families at a county community mental health center. His areas of expertise include clinical risk assessment and treatment planning, recovery and resiliency-based services, program development, outcome management, and behavioral health system integration.

Jennifer Tripp, Vice President, Public Sector Program Innovation, Public Sector Solutions

As Magellan's Vice President for Public Sector Program Innovation, Jennifer Tripp is responsible for creating and overseeing a program innovation process that assesses, develops, and pilots innovative programs in public sector care management centers, with a focus on outcomes, cultural competency, recovery, resiliency, and technological transformation. Prior to assuming this position, Jennifer worked for the Massachusetts Behavioral Health Partnership as the director of recovery and resiliency, and previously was the director of external relations.

Jennifer has more than 10 years of experience developing collaborative partnerships between managed behavioral health organizations, consumers, family members, and advocates to promote innovative and cutting-edge programs. In 2000, she received the Distinguished Service Award from the Commissioner of the Massachusetts Department of Mental Health for building a nurturing and empowering support system for individuals with mental illnesses and their families.

Jennifer received her bachelor's degree in public policy from Duke University and a master's of science degree in health policy and administration from the Harvard School of Public Health. She is a member of NAMI and USPRA.

Malena Albo, National Director of Cultural Competency

Malena Albo is Magellan's National Director of Cultural Competency. In this position, she provides leadership and technical assistance to our public sector programs on operationalizing cultural competence throughout our organization. Her role includes ensuring that Magellan's programs, policies, and practices are linguistically appropriate, culturally competent, and meet the needs of our diverse member populations. In addition, Malena provides guidance, resources and training for Magellan staff, network staff, and community stakeholders on these topics.

She led the state's work with the Native American Tribes in Arizona during welfare reform as the assistant director, Division of Aging and Community Services and Intergovernmental Programs for the Arizona Department of Economic Security. She was recognized as Administrator of the Year by the state in 1999. Additionally she has worked for United Way and the Cesar E. Chavez Foundation.

Patricia A. Hunt, Director, Child and Family Resiliency Services, Public Sector Solutions

Pat Hunt is Magellan's Director of Child and Family Resiliency Services. Her responsibilities include promoting meaningful involvement of families of children and youth, advancing family support and education, and highlighting the lived experiences of children, youth, and their families to ensure that both policy and practice align with and support resiliency and recovery.

Prior to joining the Magellan team, Pat held a seven-year senior leadership position with the National Federation of Families for Children's Mental Health where she served as director of the office of policy.

Pat has provided technical assistance in more than 35 states regarding policy issues that affect children's behavioral health. She directed a federally funded rural substance abuse prevention project and was the executive director of a statewide family-run organization for children's mental health. Pat was a member of the steering committee for Georgetown University's Communities Can Leadership Academy and has served as faculty for several policy academies and training institutes. She was instrumental in helping Maine achieve landmark legislation for children and youth with behavioral health challenges and was appointed by Maine's senate president to serve on a legislative committee charged with its oversight. Pat is a past nominee for both the Robert Wood Johnson and Lewis Hine Awards for Service to Children and Youth.

Thomas Lane, CRPS, National Director, Consumer and Recovery Services

As Magellan's National Director of Consumer and Recovery Services, Tom Lane provides leadership and guidance in promoting the concepts of resilience and recovery throughout Magellan's systems of care. Tom also oversees our efforts in consumer-led services and consumer advocacy and provides technical assistance and training to Magellan staff.

Prior to joining Magellan, Tom was vice president of Recovery Supports and Forensic Services for New Horizons of the Treasure Coast, a community mental health center in Florida. Tom was director for NAMI's National Office of Consumer Affairs and the first project director for the Support, Technical Assistance and Resource (STAR) Center, funded by a grant from the Center for Mental Health Services (CMHS). He was also director of the Forest Park Drop In Center at South Florida State Hospital. Tom was a consultant for the National Association of State Mental Health Program Directors (NASMPHD), Office of Technical Assistance, and a founding faculty member of the association's National Executive Training Institute to Reduce and Eliminate Seclusion and Restraint.

Tom has been active in the consumer movement at all levels, working across the country to develop peer-run projects and to promote self-help and peer support as essential to recovery. He is a nationally recognized expert on issues related to the intersection of the mental health and criminal justice systems, and has provided training and consultation for the FBI, Council of State Governments, Police Executive Research Forum, and numerous state and local law enforcement agencies and court systems.

Matt Miller, Vice President, Network, Public Sector Solutions

As Magellan's Vice President of the Public Sector Provider Network Leadership Team, Matt Miller is responsible for the oversight and direction of the provider network department for Magellan's Public Sector Solutions. In this role, Matt leads network development and provider relations activities for new business development opportunities, implements new programs, and manages network activities in Magellan's existing public sector programs nationwide.

Matt has extensive experience working with public sector programs and stakeholders to develop effective systems of care. His background includes serving as network director of Magellan's HealthChoices programs in Pennsylvania. There, his role included developing network strategy, provider reimbursement methodologies, monitoring and reporting mechanisms, and implementing a meaningful provider relations-based approach that ensured provider input into the system. Matt also led efforts in Pennsylvania to develop new programs and services for the HealthChoices program while serving as service systems development manager.

Steven Winderbaum, L.C.S.W., Vice President of Quality Improvement, Public Sector Solutions

As Magellan's Vice President of Quality Improvement for Public Sector, Steve Winderbaum oversees and coordinates all quality improvement initiatives and activities for Magellan's public sector customers.

Steve has a demonstrated commitment to the understanding that true quality improvement and systems change occurs only when programs and interventions are identified with consumer and customer input, and developed through the use of sound data findings. A Six Sigma Green Belt, Steve has successfully led the use of the DMAIC (Define-Measure-Analyze-Improve-Control) quality process in order to achieve these principles. Further, Steve realizes the importance of illustrating progress to both the consumer and the customer through the reporting of clear, meaningful outcomes. To this end, Steve successfully oversees the collection, analysis, and reporting of outcomes and their subsequent use in program intervention and treatment plan development. Steve also has extensive experience with regulatory compliance and all relevant accreditation standards including URAC and the National Committee for Quality Assurance (NCQA).

Steve received his bachelor's degree in sociology from the City University of New York and a master's degree in social work from New York University. He completed post-graduate training in the treatment and counseling of children and adolescents and received a Six Sigma Green Belt from Clemson University's Center for Excellence in Quality. He is a

licensed clinical social worker and currently serves on the board of directors for the Mental Health Association of Horry County, South Carolina.

Vince Smith, PMP, Lead IT Project Manager

Vince Smith has been a member of the Magellan team since 1996 and is a certified Project Management Professional. Vince plays a critical role in our new business development and implementation activities and is responsible for coordinating the development of unique information technology (IT) and claims and reporting needs related to new Magellan Public Sector business opportunities.

Vince consistently draws on the expertise of Magellan's extensive IT team, which includes more than 500 individuals to support the needs of new customers, and has been involved in the development and implementation of public sector programs in Florida, Arizona and Tennessee, and more than 70 commercial health plan and employer customers. He personally meets with providers to fully understand their IT needs and ensures that the claims process runs smoothly from day one of start up.

As requested, Table 7A.3.a.1 provides an overview of our current public sector contracts including information about the populations served and scopes of work.

Table 7A.3.a.1 Overview of Public Sector Contracts

| Program and Contact Information | Average Monthly Covered Lives Annual Revenue Contract Start Date and Duration Population Types | Scope of Work |
|---|--|---|
| <p>Iowa Department of Human Services and Iowa Department of Public Health for Substance Abuse (SA)</p> <p>Iowa Department of Human Services Address: Iowa Medicaid Enterprise 100 Army Post Road Des Moines, IA 50315</p> <p>Contact: Dennis Janssen, Bureau Chief of Managed Care and Clinical Services Telephone Number: 515-725-1136 E-mail Address: djansse@dhs.state.ia.us</p> <p>Iowa Department of Public Health Address: Lucas State Office Building 321 E. 12 St., Des Moines, IA 50319</p> <p>Contact: Kathy Stone, Director Division of Behavioral Health Telephone Number: 515-281-8021 E-mail Address: kstone@idph.state.ia.us</p> | <p>Average Monthly Medicaid Covered Lives (last 6 months of 2008): 306,000</p> <p>Annual Revenue: \$ 110.9 million</p> <p>Annual Minimum Clients for DPH: 19,154</p> <p>Annual DPH Revenue: \$25.6 million</p> <p>Contract Start Date and Duration: Current contract is July 1, 2004, through December 31, 2009. The initial mental health contract began on March 1, 1995 The initial substance abuse contract began on September 1, 1995.</p> <p>Title XIX (Medicaid), and SAMHSA block grant</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of MH/SA services for Medicaid.</p> <p>For the DPH SA Block Grant funds, Magellan is an ASO and contracts with providers to provide a continuum of services through a competitive RFP process</p> |
| <p>Maricopa County Managed Behavioral Health Care (Regional Behavioral Health Authority-RBHA)</p> <p>Address: Arizona Department of Health Services Division of Behavioral Health Services 150 N. 18th Avenue, 2nd Fl. Phoenix, AZ 85007</p> <p>Contact: Dr. Laura Nelson, Acting Deputy Director Telephone Number: 602-364-1947 E-mail Address: NELSONLA@azdhs.gov</p> | <p>Average Monthly Covered Lives: 590,000</p> <p>Annual Revenue: \$665 million</p> <p>Contract Start Date and Duration: Current contract is September 1, 2007 through June 30, 2010 with 2 additional option years available through August 2012</p> <p>Title XIX and XXI, SMI without Medicaid; Non-Title XIX and non-Title XXI without SMI but eligible for BH services; DDD except DDD Title XIX and XXI Native Americans enrolled with a Tribal Contractor</p> | <p>Mental health and substance abuse services to Medicaid and non-Medicaid eligible adults and children. Includes pharmacy management of psychotropic meds, transportation services, residential services, etc.</p> |
| <p>Florida Agency for Health Care Administration/ Area 2 Prepaid Mental Health Plan</p> <p>Address: Agency for Health Care Administration 2727 Mahan Drive, Mail Stop #20</p> | <p>Average Monthly Covered Lives: 38,600</p> <p>Annual Revenue: \$13.5 million</p> <p>Contract Start Date and Duration: October</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of mental health services.</p> |

| Program and Contact Information | Average Monthly Covered Lives Annual Revenue Contract Start Date and Duration Population Types | Scope of Work |
|---|---|--|
| <p>Tallahassee, Florida 32308</p> <p>Contact: Kaleema Muhammad, MSW Prepaid Mental Health Plan Coordinator Telephone Number: 850-414-6613 E-mail Address: muhammak@ahca.myflorida.com</p> | <p>1, 2006 through September 30, 2009 3 years</p> <p>Title XIX, TANF, SSI without Medicare, Adoption Subsidy, Sobra Eligible Children</p> | |
| <p>Florida Agency for Health Care Administration/ Area 4 Prepaid Mental Health Plan</p> <p>Address: Agency for Health Care Administration 2727 Mahan Drive, Mail Stop #20 Tallahassee, Florida 32308</p> <p>Contact: Kaleema Muhammad, MSW Prepaid Mental Health Plan Coordinator Telephone Number: 850-414-6613 E-mail Address: muhammak@ahca.myflorida.com</p> | <p>Average Monthly Covered Lives: 23,300</p> <p>Annual Revenue: \$7.6 million</p> <p>Contract Start Date and Duration: January 1, 2007 to September 30, 2009 2 years</p> <p>Title XIX, TANF, SSI without Medicare, Adoption Subsidy, Sobra Eligible Children</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of mental health services.</p> |
| <p>Florida Agency for Health Care Administration/ Area 9 Prepaid Mental Health Plan</p> <p>Address: Agency for Health Care Administration 2727 Mahan Drive, Mail Stop #20 Tallahassee, Florida 32308</p> <p>Contact: Kaleema Muhammad, MSW Prepaid Mental Health Plan Coordinator Telephone Number: 850-414-6613 E-mail Address: muhammak@ahca.myflorida.com</p> | <p>Average Monthly Covered Lives: 57,000</p> <p>Annual Revenue: \$16.4 million</p> <p>Contract Start Date and Duration: March 1, 2007 to August 31, 2009 2 years</p> <p>Title XIX, TANF, SSI without Medicare, Adoption Subsidy, Sobra Eligible Children</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of mental health services.</p> |
| <p>Florida Agency for Health Care Administration Area 11 Prepaid Mental Health Plan</p> <p>Address: Agency for Health Care Administration 2727 Mahan Drive, Mail Stop #20 Tallahassee, Florida 32308</p> <p>Contact: Kaleema Muhammad, MSW Prepaid Mental Health Plan Coordinator Telephone Number: 850-414-6613 E-mail Address: muhammak@ahca.myflorida.com</p> | <p>Average Monthly Covered Lives: 58,200</p> <p>Annual Revenue: \$33.0 million</p> <p>Contract Start Date and Duration: July 1, 2006 to June 30, 2009 3 years</p> <p>Title XIX, TANF, SSI without Medicare, Adoption Subsidy, Sobra Eligible Children</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of mental health services.</p> |
| <p>Florida Agency for Health Care Administration/ Child Welfare Prepaid Mental Health Plan</p> <p>Address: Agency for Health Care Administration 2727 Mahan Drive, Mail Stop #20 Tallahassee, Florida 32308</p> <p>Contact: Kaleema Muhammad, MSW Prepaid Mental Health Plan Coordinator Telephone Number: 850-414-6613 E-mail Address: muhammak@ahca.myflorida.com</p> | <p>Average Monthly Covered Lives: 17,800</p> <p>Annual Revenue: \$48.7 million</p> <p>Contract Start Date and Duration: February 1, 2007 to December 31, 2009 2 years</p> <p>Children and adolescents in the DCF Florida Safe Families Network system and Medicaid eligible.</p> | <p>Magellan, general partner of the CBC Partnership, authorizes, manages, and pays claims for a full continuum of mental health services. (This program is targeted to children who have been removed from their homes and are involved in multiple service systems)</p> |
| <p>Comprehensive Administrative Service Organization (ASO) with Nebraska DHHS Divisions: Medicaid and Long-Term Care, Children and Family Services, Behavioral Health.</p> <p>Address: DHHS Operations 301 Centennial Mall South, Box 95026, Lincoln, NE 68509</p> <p>Contact: Vivianne M. Chaumont, Director Division of</p> | <p>Average Monthly Covered Lives: An approximate total of 258,000 Medicaid and Non-Medicaid identified, eligible adults and children are covered under these programs: Medicaid = 202,900 NBHS = 50,000 CFS = 7,000 Multiple eligibilities exist within/across populations</p> | <p>Magellan (ASO) provides comprehensive administrative services that coordinate the mental health, substance abuse treatment, gambling additions and child welfare and juvenile serves for the identified populations within the three NE Divisions.</p> |

| Program and Contact Information | Average Monthly Covered Lives Annual Revenue Contract Start Date and Duration Population Types | Scope of Work |
|--|--|--|
| <p>Medicaid and Long-Term Care Telephone Number: 402-471-4535 E-mail Address: vivianne.chaumont@dhhs.ne.gov</p> | <p>Annual Revenue: \$6.3 million</p> <p>Contract Start Date and Duration: Initial contract March 1, 1995 through December, 1998. Second contract January 1, 1999 to June 20, 2004. Third contract July 1, 2004 to 2008. Current contract term is July 1, 2008 through June 30, 2010 14 years with renewals and competitive awards.</p> <p>Each division pays Magellan but all services are provided under one contract with the State of Nebraska.</p> | |
| <p>Pennsylvania Behavioral Health Human Services–Bucks County</p> <p>Address: 600 Louis Drive, Suite 102-A Warminster, PA 18974</p> <p>Contact: Bernard McBride, Project Director Telephone Number: 215-773-9313, ext 420 E-mail Address: bjmcbride@co.bucks.pa.us</p> | <p>Average Monthly Covered Lives: 38,300</p> <p>Annual Revenue: \$59.4 million</p> <p>Contract Start Date and Duration: Current contract term is January 1, 2007, through December 31, 2009. The initial contract began on January 1, 2000.</p> <p>Title XIX, State-only, General Assistance</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of mental health & substance abuse (MH/SA) services.</p> |
| <p>HealthChoices, Pennsylvania Department of Human Services, Office of Behavioral Health–Delaware County</p> <p>Address: 20 South 69th Street Upper Darby, PA 19082</p> <p>Contact: Jonna DiStefano, Administrator Telephone Number: 610-713-2375 E-mail Address: DiStefanoJ@co.delaware.pa.us</p> | <p>Average Monthly Covered Lives: 62,900</p> <p>Annual Revenue: \$87.1 million</p> <p>Contract Start Date and Duration: Current contract term is January 1, 2007, through December 31, 2009. The initial contract began on February 1, 1997.</p> <p>Title XIX, State-only, General Assistance</p> | <p>Magellan authorizes, manages and pays claims for a full continuum of MH/SA services.</p> |
| <p>HealthChoices, Pennsylvania Behavioral Health Services–Lehigh County</p> <p>Address: 17 South 7th Street Allentown, PA 18101</p> <p>Contact: Allison Frantz, HealthChoices Administrator Telephone Number: 610-782-3520 E-mail Address: AllisonFrantz@lehighcounty.org</p> | <p>Average Monthly Covered Lives: 47,700</p> <p>Annual Revenue: \$59.8 million</p> <p>Contract Start Date and Duration: Current contract term is October 1, 2006—June 30, 2009. The initial contract began on October 1, 2001.</p> <p>Title XIX, State-only, General Assistance</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of MH/SA services.</p> |
| <p>HealthChoices, Pennsylvania–Montgomery County Behavioral Health</p> <p>Address: 1430 DeKalb Street Norristown, PA 19404</p> <p>Contact: LeeAnn Moyer, Project Director Telephone Number: 610-292-4575 E-mail Address: lmoyer@mail.montcopa.org</p> | <p>Average Monthly Covered Lives: 47,600</p> <p>Annual Revenue: \$74.3 million</p> <p>Contract Start Date and Duration: Current contract term is one year and began January 1, 2009. The initial contract began on January 1, 2000.</p> <p>Title XIX, State-only, General Assistance</p> | <p>Magellan authorizes, manages, and pays claims for a full continuum of MH/SA services.</p> |
| <p>HealthChoices, Pennsylvania Behavioral Health–Northampton County</p> <p>Address: 520 E. Broad Street</p> | <p>Average Monthly Covered Lives: 28,300</p> <p>Annual Revenue: \$35.0 million</p> | <p>Magellan authorizes, manages & pays claims for full continuum of MH/SA services.</p> |

| Program and Contact Information | Average Monthly Covered Lives Annual Revenue Contract Start Date and Duration Population Types | Scope of Work |
|---|--|---|
| <p>Bethlehem, PA 18018</p> <p>Contact: Larry Schaedel, Coordinator, MH/MR Telephone Number: 610-997-5858 E-mail Address: LSchaede@northamptoncounty.org</p> | <p>Contract Start Date and Duration: Current contract term is October 1, 2006—June 30, 2009. The initial contract began on October 1, 2001.</p> <p>Title XIX, State-only, General Assistance</p> | |
| <p>TennCare, Tennessee Department of Mental Health and Developmental Disabilities</p> <p>Address: Office of Managed Care 425 Fifth Avenue North Nashville, TN 37243</p> <p>Contact: Candace L. Gilligan R.N., M.S.N, Director Telephone Number: 615-253-5291 E-mail Address: candace.gilligan@state.tn.us</p> | <p>Average Monthly Covered Lives: 71,500</p> <p>Annual Revenue: \$48.3 million</p> <p>Contract Start Date and Duration: Original contract for entire State awarded in 1996. Transition to 3 regional contracts (East, Middle & West) July 1, 2004. Middle contract terminated March 1, 2007. West contract terminated November 1, 2008. East contract terminated January 1, 2009 as state moved to a carve-in model.</p> <p>TennCare Select contract remains Statewide through June 30, 2009</p> <p>Title XIX, TANF (Families First), SSI, State only, judicial members</p> | <p>Magellan authorizes, manages & pays claims for full continuum of (MH/SA) services.</p> |

7A.3.1 Organizational Information

a) Attach lists and organizational charts showing any and all owners, voting and non-voting members of the Board of Directors, officers and executive management staff, including CEO, COO, CFO, Medical Director, UM Director, QM/QI/OA Director and MIS Director or equivalent functional personnel. Also provide the curriculum vitae for the aforementioned executive management staff. If the Bidder is a wholly or partly owned subsidiary or partnership, describe the legal, financial, organizational and operational arrangements and relationships between the Bidder and its parent(s) and any other related organizations; include an organizational chart. If the Bidder has subsidiaries, describe the legal, financial, organizational and operational arrangements and relationships between the Bidder and its subsidiaries; include an organizational chart. Attachments should be clearly marked and shall not be counted within the allowed page limit.

Owners, Board of Directors, and Officers

Magellan Behavioral Care of Iowa, Inc. (Magellan of Iowa) is a wholly owned subsidiary of Merit Behavioral Care Corporation (MBC). MBC is a wholly owned subsidiary of Magellan Behavioral Health, Inc. (MBH), which is a wholly owned subsidiary of Magellan Health Services, Inc. (Magellan) Please see Attachment E for an organizational chart that shows the relationship between Magellan of Iowa and its parent corporations

As required by the Iowa Division of Insurance and the Iowa Administrative Rules that govern Limited Service Organizations, Magellan Behavioral Care of Iowa, Inc. (Magellan of Iowa) has a Board of Directors that includes a combination of Magellan corporate and executive staff, Magellan of Iowa executive staff, and consumer members. Members of the Magellan of Iowa Board of Directors include:

- Anne McCabe, Senior Vice President and Chief Operating Officer, Public Sector Solutions
- Andy Cummings, Senior Vice President
- Jonathan Rubin, Chief Financial Officer
- Joan Discher, Magellan of Iowa Executive Director (General Manager)
- Angela Desmidt-Kimber (Consumer Member)
- Pamela Houdek (Consumer Member)

Officers of Magellan of Iowa include Magellan corporate staff and Magellan of Iowa executive staff. Officers of Magellan of Iowa include:

- President – Anne McCabe
- Chief Operating Officer/General Manager – Joan Discher
- Chief Financial Officer – William Grimm
- Senior Vice President and Secretary – Andrew Cummings
- Vice President – Dennis Lazaroff
- Treasurer – Brian Frey
- Medical, UM, and QM Director – Dr. Charles Wadle

As required by the RFP, Attachment F also lists officers and members of the Magellan Behavioral Care of Iowa, Inc. (Magellan of Iowa) Board of Directors.

Selected Senior Staff of the Parent Company (Executive Management) and Executive Management Staff of Magellan of Iowa

Attachment G provides a chart that shows the executive management staff of Magellan Health Services and Magellan Behavioral Health (MBH), including the equivalent of CEO, COO, CFO, Medical Director, UM Director, QI Director, and MIS Director. Attachment H provides a chart that shows the organizational structure and executive management staff of the Magellan of Iowa Care Management Center, which is already in place. The chart shows the equivalent of CEO, COO including oversight of MIS, CFO, Medical Director, UM Director, QI Director, and Manager of Appeals, Grievances, and Complaints.

Curriculum Vitae

Provided in Attachment I are curriculum vitae for selected senior staff of the parent company (executive management) and the executive staff of Magellan of Iowa including:

Selected Senior Staff of the Parent Company (Executive Management)

- Rene Lerer, Chairman and CEO
- Danna Mezin, Chief of Service Operations
- Anne McCabe, Senior Vice President and COO, Public Sector Solutions
- Jonathan Rubin, CFO
- Anthony Kotin, Medical Director
- Deborah Heggie, Utilization Management Director
- Joann Albright, Senior Vice President, Quality Improvement (QM/QI/QA Director)
- Gary Anderson, Chief Information Officer (MIS Director)

Executive Staff of MBC of Iowa

- Joan Discher, Executive Director (General Manager)
- Dennis Petersen, COO and Privacy Officer (Operations Director)
- Dr. Charles Wadle, Clinical Director (Medical Director)
- Steve Johnson, Director of Utilization Management (Clinical Director)
- Chris Sims, Director of Quality Improvement (Director Quality Assurance/Performance Improvement/Compliance Officer)
- Gloria Scholl, Director of Network Management (Area Contract Manager)
- Joyce Claman, Manager of Appeals, Grievances, and Complaints

Legal, Financial, Organizational, and Operational Relationships

Magellan Behavioral Care of Iowa, Inc. (Magellan of Iowa) is a wholly owned subsidiary of Merit Behavioral Care Corporation (MBC). MBC is a wholly owned subsidiary of Magellan Behavioral Health, Inc. (MBH), which is a wholly owned subsidiary of Magellan Health Services, Inc. (Magellan). Please see Attachment E for an organizational chart that

shows the relationship between Magellan of Iowa and its parent corporations. See Attachment J for a list of all Magellan affiliates.

Magellan Behavioral Health, Inc. (MBH) has a dual role in the Iowa Plan. It is both the parent and a subcontractor of Magellan of Iowa. As a subcontractor, MBH will provide certain administrative services to Magellan of Iowa. These services will be identical to the services that MBH currently provides for the program and will include: 1) assistance with provider contracting, 2) claims processing, 3) management information system services, 4) distribution of enrollee communication materials, 5) legal services, and 6) cash management services. (All such cash management services shall meet Iowa Insurance Division requirements that the assets of Magellan of Iowa at all times be in the name of and under the direction and control of Magellan of Iowa.)

MBH is the leading behavioral health company in the United States and has substantial experience managing Medicaid and other public programs throughout the country. MBH will provide services from its offices at 6950 Columbia Gateway Drive, Columbia, Maryland 21046, and from its Care Management Center at 14100 Magellan Plaza in Maryland Heights, Missouri 63043.

Subsidiaries of Magellan of Iowa

Magellan of Iowa does not have any subsidiaries.

7A.3.2 Disclosure of Financial or Related Party Interest

a) The Bidder (and if the bid involves a partnership or another type of joint venture, all Bidders) must disclose any, and all, legal, financial, contractual or related party interests which the Bidder(s) shares with any Iowa provider or group of Iowa providers. This interest must be disclosed for the entire corporate structure of which the Bidder(s) may be a part. This disclosure must include, but is not limited to, partnerships, joint venture agreements, affiliations and/or strategic alliances.

Magellan of Iowa currently has a subcontract with Substance Abuse Management, Inc. (SAMI), under which SAMI provides substance abuse, provider network services, and Block Grant monitoring for the Iowa program. Magellan of Iowa intends to continue this relationship under the new contract

Magellan Behavioral Health, Inc., an affiliate of Magellan of Iowa, has a contract with Blank Children's Hospital pursuant to which Kevin Took, M.D., provides physician advisor services to Magellan Behavioral Health and its affiliates, including Magellan of Iowa. These physician advisor responsibilities include: 1) to consult with Magellan care management staff on children and adolescent cases, 2) to participate as needed in joint treatment planning conferences for children and adolescents, 3) to consult with providers regarding treatment plans and pharmaceuticals, and 4) to consult with DHS and juvenile justice workers who have questions regarding diagnoses, medications, and treatment plans. As a matter of standard Magellan of Iowa policy, no authorization decisions for Iowa Health—Des Moines (the parent company of Blank Children's Hospital, Iowa Lutheran Hospital, and Iowa Methodist Hospital) are completed by Dr. Took. Our organizational structure and processes ensure that Dr. Took does not receive any authorization requests for Iowa Health - Des Moines (the parent company of Blank Children's Hospital, Iowa Lutheran Hospital, and Iowa Methodist Hospital.)

b) Should the Bidder or any partners have any legal, financial, contractual or related party interests with an Iowa provider or group of Iowa providers to be reimbursed through the Iowa Plan, the Bidder must demonstrate both (1) an organizational structure and (2) policies and procedures which would prevent the opportunity for, or an actual practice which allows, a situation in which the Contractor gains any financial benefit from any policy or practice related to network recruitment, referral, reimbursement, service authorization, monitoring and oversight, or any other practice which might bring financial gain.

Magellan of Iowa pays SAMI and Blank Children's Hospital on a fee-for-services basis at negotiated rates commensurate with the value of the services provided. These compensation arrangements contain no profit sharing or fee splitting arrangements and thus none of the fees paid to SAMI or Blank Children's Hospital under these subcontracts and none of the reimbursement paid to SAMI or its parent company or to Blank Children's Hospital for behavioral health services provided on behalf of Iowa Plan Members have a potential of flowing back to Magellan of Iowa or any of its affiliates. As a matter of standard Magellan of Iowa policy, no authorization decisions for Iowa Health - Des Moines (the parent company of Blank Children's Hospital, Iowa Lutheran Hospital, and Iowa Methodist Hospital) are completed by Dr. Took. Our organizational structure and processes ensure that Dr. Took does not receive any authorization requests for Iowa Health - Des Moines (the parent company of Blank Children's Hospital, Iowa Lutheran Hospital, and Iowa Methodist Hospital.)

The Bidder may attach articles of incorporation, bylaws, partnership agreements, articles of organization, and any operating agreement if the Bidder believes such information would substantiate the mechanism(s) by which it proposes to prevent any preferential treatment to those entities with which it shares a financial or related party interest. The attachment should be clearly marked and shall not be counted within the allowed page limit.

Situations that might indicate an attempt to assure financial gain include, but are not limited to:

- a change of the distribution of referrals or reimbursement among providers within a level of care;
- referral by the Contractor to only those providers with whom the Contractor shares an organizational relationship;
- preferential financial arrangements by the Contractor with those providers with whom the Contractor shares an organizational relationship;
- different requirements for credentialing, privileging, profiling or other network management strategies for those providers with whom the Contractor shares an organizational relationship;
- distribution of community reinvestment moneys in a way which gives preference to providers with whom the Contractor shares an organizational relationship, and
- substantiated complaints by Eligible Persons of limitations on their access to participating providers of their choice within an approved level of care.

Copies of the contracts with SAMI and Blank Children's Hospital are available upon request.

7A.3.3 Disclosure of Legal Actions

a) The Bidder must disclose all relevant information related to the following questions or must make a statement that there is no applicable information. If the current corporate configuration is related to mergers, the information requested should be provided for all components of the merged entities:

- During the last five years, has the Bidder or any subcontractor identified in this proposal had a contract for services terminated for convenience, non-performance, non-allocation of funds, or any other reason for which termination occurred before completion of all obligations under the initial contract provisions? If so, provide full details related to the termination.
- During the last five years, has the Bidder been subject to default or received notice of default or failure to perform on a contract? If so, provide full details related to the default including the other party's name, address, and telephone number.
- During the last five years, describe any damages, penalties, disincentives assessed or payments withheld, or anything of value traded or given up by the Bidder under any of its existing or past contracts as it relates to services performed that are similar to the services contemplated by the RFP and the resulting Contract. Indicate the reason for and the estimated cost of that incident to the Bidder.
- During the last five years, list and summarize pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the Bidder to perform the services contemplated in this RFP.
- During the last five years, have any irregularities been discovered in any of the accounts maintained by the Bidder on behalf of others? If so, describe the circumstances of irregularities or variances and disposition of resolving the irregularities or variances.
- The Bidder shall also state whether it or any owners, officers, primary partners, staff providing services or any owners, officers, primary partners, or staff providing services of any subcontractor who may be involved with providing the services contemplated in this RFP, have ever had a founded child or dependent adult abuse report, or been convicted of a felony.

Failure to disclose these matters may result in rejection of the Bid Proposal or in termination of any subsequent contract. This is a continuing disclosure requirement. Any such matter commencing after submission of a Bid Proposal, and with respect to the successful Bidder after the execution of a contract shall be disclosed in a timely manner in a written statement to the Departments. For purposes of this subsection, timely means within thirty days from the date of conviction, regardless of appeal rights.

During the last five years, neither Magellan of Iowa (or any of its affiliates), nor to the knowledge of Magellan of Iowa and any subcontractor of Magellan of Iowa, has had a contract for services terminated for convenience, non-performance, non-allocation of funds, or any other reason for which termination occurs before completion of all obligations under the contract.

During the last five years, neither Magellan of Iowa nor any of its affiliates have received a notice of default or failure to perform.

Table 7A3.3.1 lists any damages, penalties, disincentives assessed, payments for performance incentives withheld, or anything of valued traded or given up by Magellan of Iowa and its behavioral health affiliates during the past five years. Because our contracts begin and end at different points during the year, due to different calendar years, we have converted our response to a standard metric, the calendar year. This table represents information received by Magellan through January 2, 2009. The bidding entity for this procurement is Magellan Behavioral Care of Iowa, Inc. However, in an effort to be transparent and responsive, we have reported below information on each of our public sector contracts. In those cases where we did not receive an incentive payment, this reflects the portion not received and in no case did we fail to collect a significant portion of the available incentive. It is important to note that in no circumstance did these actions affect the ability of Magellan to perform the services required by its contract with our client.

| Contract Description | 2007 | 2008 | 2009 | 2010 | 2011 |
|----------------------|------------|------------|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

During the last five years, there have been no pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of Magellan of Iowa to perform the services contemplated in this RFP.

During the past five years, no irregularities have been discovered in any of the accounts maintained by Magellan of Iowa or any of its affiliates.

None of the officers, directors, owners, primary partners, or staff members of Magellan of Iowa (or any of its affiliates), or to the knowledge of Magellan of Iowa any subcontractor of Magellan of Iowa, has been the subject of a founded child or dependent adult abuse report or been convicted of a felony.