

Chronic Pain Management

Magellan's Chronic Pain Management program is a member-facing care management and coaching program that provides support and resources to members with chronic pain, including those who may be at risk for opioid overuse and/or have comorbid behavioral health disorders. The goal of treatment is to reduce pain and improve function so people can resume day-to-day activities; it often can't be cured, but it can be managed. We strive to help members effectively address pain and its impact on their daily lives.

Members experience pain for a variety of reasons. Magellan's program typically focuses on pain resulting from the following diagnoses:

- Failed back syndrome
- Chronic back/neck pain or radiculopathy
- Chronic joint pain or osteoarthritis (knee, hip, shoulder)
- Chronic tendonitis or carpal tunnel syndrome
- Musculoskeletal (MSK) conditions
- Generalized pain syndromes (such as, neuralgia, fibromyalgia, and/or chronic fatigue syndrome)

Available at no cost to the member, this program provides an additional layer of support for existing physical and behavioral health services.

Our approach

- Proactively **identify** members via claims analysis, referrals from MSK authorizations* and referrals from other professionals.
- Through stratification, **target** high-need and high-value members. **Engage** with screenings and assessments to evaluate member needs.
- **Deliver** pain management plan with multi-modal support: care management, personal coaching, referrals, digital cognitive behavioral therapy and other support.
- **Collaborate and coordinate** with members, providers, and behavioral health and medical care teams (where appropriate).

This proven approach has lowered costs and enabled members to effectively manage chronic pain. In a six-month pilot study at a large commercial health plan:

- 78% of participants reported reduction of pain
- Average pain score was reduced by 40%
- 71% reported improvement in functional status
- Average impairment score was reduced by 18%
- 80% reported reduced feelings of depression
- 86% were satisfied with the program and would recommend it to others

Pain has staggering and dangerous effects

Over 100 million Americans experience chronic pain,¹ with nearly 40% experiencing the highest levels.² People experiencing these levels of pain are more likely than others to have poor overall health, utilize healthcare and apply for disability. Conservative estimates calculate the annual impact of chronic pain between \$560 and \$635 billion.³ Opiates, once thought of as a miracle cure for pain, have led to addiction, with significant impacts on individuals, families and communities.

Magellan is committed to leading change in how people think about and manage pain. Join us in that effort. For more information, please contact us at gensales@magellanhealth.com.

*With Magellan's MSK Management Solution

^{1,3} http://www.painmed.org/patientcenter/facts_on_pain.aspx#incidence, accessed March 29, 2018.

² Nahin RL. Estimates of pain prevalence and severity in adults: United States, 2012. *Journal of Pain*. 2015;16(8):769-780.