

# Virtual Care Solution

Evidence-based, state-of-the-art tools\*

Magellan's Virtual Care Solution is a suite of digital tools and resources addressing the most prevalent behavioral health conditions—insomnia, depression, obsessive-compulsive disorder, anxiety and substance use—as well as physical problems such as chronic pain. Our individualized programs help identify these conditions, direct access to appropriate interventions, and reduce escalation using proven, proprietary methods.

**SmartScreener:** This digital application gives primary care and other providers a quick and easy way to identify members' behavioral health risks before they result in an ED visit or admission. SmartScreener provides medication-free, evidence-based recommendations for next steps that range from member education to digital cognitive behavioral therapy (DCBT) and care management.

**DCBT:** Our DCBT software delivers therapy through confidential interactive sessions. Members complete sessions at their own pace anywhere, at any time, using a computer, tablet or smart phone, without the long wait times or cost associated with traditional appointments.

## Why choose Magellan?

Our Virtual Care Solution components have up to 20 years of development, research and utilization behind them. The programs have been shown to:

- Decrease the need for face-to-face therapy or prescription medication up to 66%<sup>1</sup>
- Reduce direct costs per individual up to 45%<sup>2</sup>

**Online personalized health action plans:** Members can screen themselves through our On To Better Health platform and get customized recommendations for online activities to help them achieve wellness.

**Live chat:** Members can chat with a master-level clinician in scheduled one-on-one sessions to discuss issues, define goals and monitor progress.

**Telehealth:** Members have the flexibility to meet with mental health and substance use providers in a secure, virtual environment—whenever and wherever it's convenient for them.

75% of individuals  
prefer a non-medication care option for  
treating a behavioral health condition.<sup>3</sup>

Virtual Care Solution helps put members on the path to better health and can positively impact overall healthcare costs.

For more information, contact us at [gensales@magellanhealth.com](mailto:gensales@magellanhealth.com).

1. Vincent, N., & Walsh, K. (2013). *Stepped Care for Insomnia: An Evaluation of Implementation in Routine Practice*. *American Academy of Sleep Medicine*. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3578678/>
2. Marks, I. M., Kenwright, M., McDonough, M., Whittaker, M., & Mataix-Cols, D. (2004). *Saving clinicians' time by delegating routine aspects of therapy to a computer: a randomized controlled trial in phobia/panic disorder*. *Psychological Medicine*, 34, 1, 9-17.
3. McHugh, R., Whitton, S., Peckham, A., Welge J., & Otto, M. (2013). *Patient preference for psychological vs pharmacologic treatment of psychiatric disorders: a meta-analytic review*. *The Journal of Clinical Psychiatry*, 74 (6), 595-602 PMID: 23842011

\*SmartScreener and most DCBT programs are available in Spanish.