

Opioids are everywhere. So is Magellan.

Opioids enter people's lives in myriad ways, sometimes necessarily for chronic pain and post-surgery needs, and without negative impact. Sometimes dependence or addiction can result. Lack of education about these medications or inappropriate prescribing can lead to overuse and abuse. Some may self-medicate with opioids to numb the pain of mental illness. The results can be harmful to the individuals, their families and their communities.

No matter where or how someone encounters opioids, Magellan Health has a solution. Our multi-pronged approach combines clinical, pharmaceutical and technological expertise to identify potential or current opioid users and meet them where they are.

Before opiates are prescribed

-  **Emotional wellness tools** for common health conditions, from chronic pain to depression, help members better manage their conditions and improve their quality of life.
-  **Behavioral Health telehealth** increases access to our large network of qualified behavioral health and substance use providers, enabling confidential and convenient treatment.
-  **Musculoskeletal and physical medicine benefits management** helps identify the lowest level of intervention for a specific issue or procedure, minimizing or postponing treatment that could result in pain or surgery.

When opioids are prescribed

- **Opioid New Start** teaches members who have been prescribed opiates for the first time about opiates and their risks and helps them use them appropriately.
- **Case management** is used to proactively engage members in treatment, reduce the likelihood of long-term therapy and prevent opiate dependence and addiction.
- **Comprehensive prior authorization criteria for long- and short-acting opioids** ensure appropriate diagnosis, trial of non-opiate alternatives and evidence-based monitoring, reducing the risk of abuse, misuse, dependence and addiction.
- **Drug disposal assistance** directs members to safe disposal facilities in their area.
- **Clinical edits and dosing limits** require review and authorization of opiate prescriptions based on number of claims, morphine milligram equivalent dose and duration of treatment.
- **Opioid risk profiling and predictive analytics** help identify members and providers with increased risk factors, such as doctor/pharmacy shopping or overprescribing.
- **Toll-free hotline** is available 24/7 for members who need help understanding their opiate prescription or feel like they have a problem. Our behavioral health experts support, educate, encourage and direct members to local and national resources as needed.

When opioids become a problem

- **High-performance network** of addictionologists and OBOT-certified and MAT providers delivers high-quality, evidence-based treatment via face-to-face, telehealth and in-home services.
- **Office-based opioid treatment and medication-assisted treatment** increase access to care and enable members to fight addiction in a comfortable outpatient environment, avoiding hospitalization or institutionalization.
- **Case management** programs include specialized opioid addiction pathways to give members individualized treatment plans.
- **Peer support programs** provide coaching, encouragement and connection with community resources from our certified peer support specialists and MY LIFE teen program for those on the road to recovery.

Magellan offers many ways to address the opioid problem no matter where an individual may be in the cycle of use, dependence or addiction. For more information, contact us at mhcinfo@magellanhealth.com and visit www.magellanhealthresources.com/opioids.

Magellan's multi-pronged approach

