

Peer support and recovery and resiliency services

Lived experience that's making a difference



Magellan is working to meet the growing need for mental health and substance use conditions and suicide prevention through its recovery and resiliency services including evidence-based peer support, that complement traditional clinical services and improve overall wellbeing outcomes for members.

Magellan was among the first companies in the managed care field to recognize the pivotal and growing role of peer support specialists (PSS). PSS are people in recovery from mental health or substance use conditions, or parents/caregivers of children who have received services from child-serving systems.

Magellan is committed to transforming healthcare by expanding access to peer support and recovery and resiliency services while improving the healthcare system's capacity to provide recovery-oriented and trauma-responsive care.

Through our evidence-based model of care, built around a compassionate, individualized approach, we provide members access to the invaluable lived experience of PSS, helping them improve their overall health and wellbeing, achieve life-changing recovery from a mental health or substance use condition, and build resiliency.

Magellan's innovative approach to peer support

Our model of care features a dedicated, internal workforce of PSS who live in the same communities as our members and provide face-to-face support and connection to local resources.

We increase access to peer support services for members through our provider networks and partnerships with community-based, peer-run organizations across the country. These organizations serve adults, youth, and families. We also share our expertise through technical assistance, and education to grow peer support services and advance recovery and resiliency principles.

Whole health and wellbeing focus

Magellan PSS are supporting each member they serve through a holistic-, social determinants of health-focus, rooted in the Eight Dimensions of Wellness model. Our PSS help members:

- Establish and achieve self-determined whole health goals that promote wellbeing and recovery, and ultimately transform lives
- Provide a structured approach to wellness planning to restore and maintain wellbeing
- Connect with community-based services, supports and resources, addressing social determinants of health, such as housing, education, and financial stability

Improving health, improving lives

44%

reduction in psychiatric inpatient utilization after engagement with a peer run respite

98%

of members reported working with a PSS helped them feel hopeful about their life

38%

increase in 7-day follow-up after psychiatric hospitalization for members receiving peer support services

40%

increase in 30-day follow-up after hospitalization for members receiving peer support

External (provider network) stats

✓ The addition of a PSS to care coordination was associated with a decrease in all-cause inpatient admission and emergency room visits

✓ Involvement with peer support increased independent living activities and participation in the community

✓ Members engaged in peer support reported an improvement in their quality of life

Internal (RSN) stats



Empowering youth through peer support

The award-winning **Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE)** (MagellanHealthcare.com/MYLIFE) initiative provides recovery and resiliency-building opportunities for youth and young adults who have experience with child serving systems to create positive change for themselves and others in their communities. Founded in 2008, MY LIFE events have inspired thousands of youths and adults alike.

Visit MagellanHealthcare.com/PeerSupport to learn more.