

# Public Sector Business

Leading humanity to healthy, vibrant lives

**Magellan Healthcare (Magellan) has a unique vision of better and more affordable healthcare for adults, children and their families.**

With decades of behavioral health (BH) experience in creating high-quality outcomes, we have a deep understanding of the complex needs of special populations and how to garner the best health outcomes for those we serve. Magellan's consultative approach is guided by partnership, collaboration and transparency that leads to long-tenured contracts and continuous expansion of services and supports for our members.

## Magellan's approach to behavioral health

- Deliver positive outcomes for the members and communities served through whole health, recovery-oriented, community-based care
- Focus on prevention, early identification and intervention while creating effective engagement solutions
- Expand telehealth options and increase access to innovative and personalized care through the use of technology
- Provide best-in-class clinical expertise
- Actively participate in care coordination together with physical health providers
- Deliver a top-quality provider network focused on value-based contracting and innovative programs to enhance the system of care
- Ensure members have access to the right treatment at the right time



"Magellan has demonstrated strong leadership, commitment, and performance in delivering excellent results of County contractual requirements in the management of the HealthChoices program. They have consistently delivered on financial targets, ensured a robust compliance program with provider accountability, and have demonstrated clinical and quality excellence in the development of innovative clinical programming and outcomes."

- Current Magellan Behavioral Health of Pennsylvania Medicaid Customer



# Communities we serve

## Magellan Behavioral Health of Pennsylvania



- Manage HealthChoices members in Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton counties
- Coordinate inpatient and outpatient care for mental health and substance use services
- Specialty Behavioral Health Managed Care Organization (BHMCO)

[www.MagellanofPA.com](http://www.MagellanofPA.com)

## Magellan of Virginia



Work in partnership with the Department of Medical Assistance Services (DMAS) to manage behavioral health specialty management services for Medicaid members. Services include:

- Utilization management and care coordination
- Inpatient and outpatient services

[www.MagellanofVirginia.com](http://www.MagellanofVirginia.com)

## Magellan of Louisiana



- Manage Coordinated System of Care (CSoC) in partnership with the Louisiana Department of Health
- Provide intensive care coordination and services to children and youth with complex behavioral or emotional needs

[www.MagellanofLouisiana.com](http://www.MagellanofLouisiana.com)

## Magellan of New Mexico



- Manage behavioral health services for Medicaid members in the Presbyterian Health Plan (PHP)
- Care coordination for Medicare and commercial members across the state

For more information, email Magellan at [PublicSectorSolutions@MagellanHealth.com](mailto:PublicSectorSolutions@MagellanHealth.com)

## Magellan of Florida



- Conduct evaluations for children referred for inpatient psychiatric residential treatment to the Florida Qualified Evaluator Network (QEN)
- Provide care coordination services and determine the most appropriate placement for the child

[www.MagellanofFlorida.com](http://www.MagellanofFlorida.com)

## Magellan of Wyoming



- Manage High Fidelity Wraparound Program in partnership with the Wyoming Department of Health
- Coordinate care and service delivery for children and youth with complex behavioral health conditions in their homes, schools and community

[www.MagellanofWyoming.com](http://www.MagellanofWyoming.com)

# Key principles = successful results

Our company culture is focused on partnership, collaboration and transparency. Magellan team members promote innovative thinking to create transformative results, and our service delivery is consistently guided by the following key principles.

**Value-based performance (VBP) models** are proactively being implemented across our provider networks. In Pennsylvania, approximately 30% of our providers are utilizing a VBP model as of August, 2020.

We take the important lessons we've learned in delivering services in rural communities to create **strong cross-system collaboration**, including with human services entities to address social determinants of health.

Our teams **routinely measure the quality of care for our members**, their families and their caregivers. We are proud of the care that Magellan members receive today and we are always looking for improvement opportunities.

Magellan employees live where our members receive services, and we routinely **support local events and initiatives** to produce added value for communities near our care management centers.

**Access to high quality services**

**Whole health member centered care**

**Innovative service delivery for the most vulnerable and rural individuals**

**Recovery & resiliency in all aspects of the program**

**Continuous quality improvement**

**Locally-managed care**

Magellan values a **whole health model of care** in which a member's health and well-being is supported across behavioral, physical, and environmental factors.

**Less use of ER services\***  
26% of members have fewer ER visits

**Effective BH screenings\***  
30% of members have decreased alcohol consumption  
30% of members have increased physical activity

*\*Statistics from 2017 HealthConnections Health & Wellness Questionnaire for Magellan integrated health membership in PA*

**Peer model**  
Strengths-based, person-centered, and self-directed care with the goal of keeping members in their communities.

**Reduced hospitalizations and reoccurrence\***  
43% Psychiatric in-patient admissions  
16% Crisis service use  
20% In-patient and crisis dollars  
15% Overall spending per member

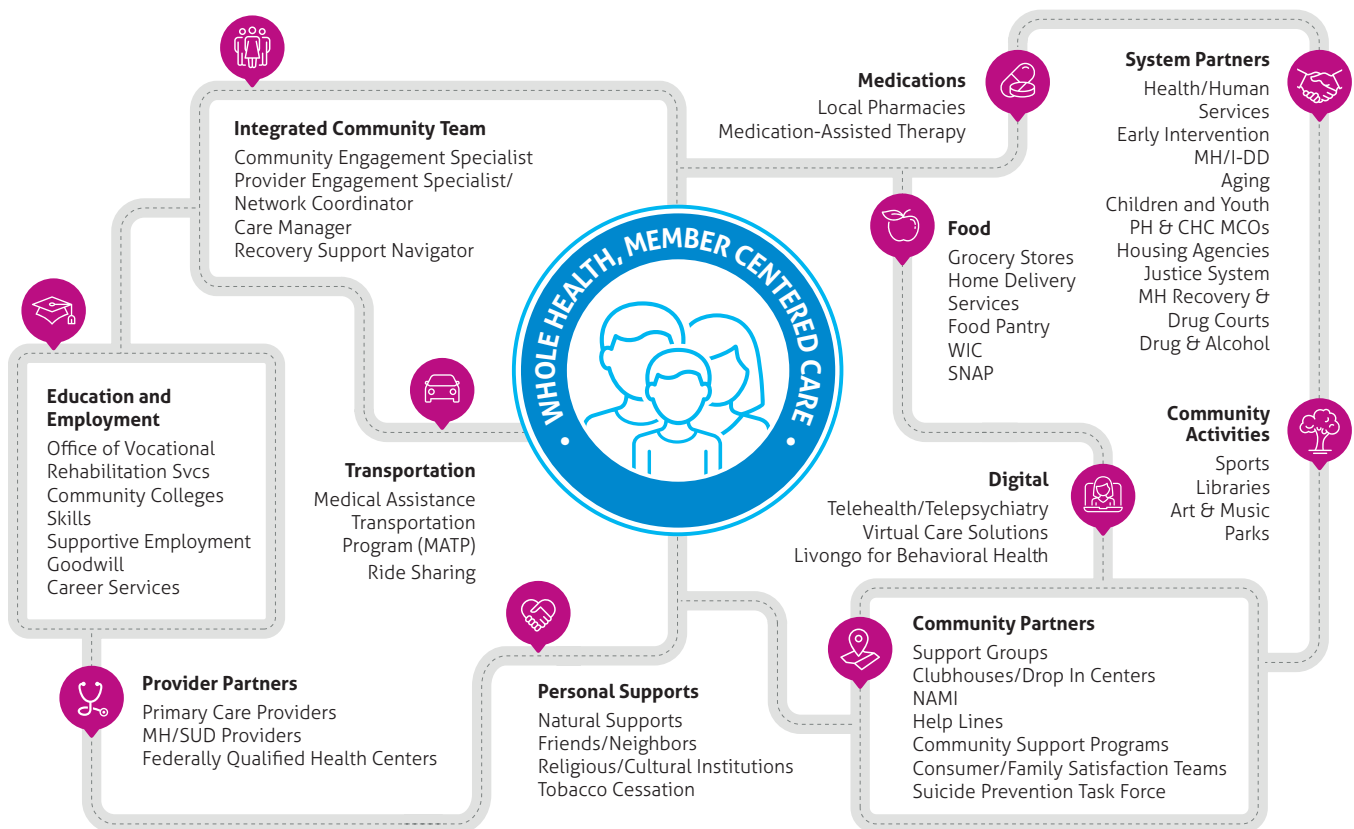
*\*Statistics from Certified Peer Support Program in Pennsylvania*



# Community-centered behavioral health

Our whole health, member centered care model focuses on building system strength and resiliency at the local community level to enhance supports for member needs, and has the ultimate goal of supporting a member's whole health in a comprehensive way.

## The road to well-being, recovery and independence.



For more information about Magellan, contact Diane Marciano, vice president of business development at [DEMarciano@MagellanHealth.com](mailto:DEMarciano@MagellanHealth.com)