

# True integration of physical and behavioral healthcare

Magellan Healthcare research has found that 60% of first-time behavioral health emergency room visits come from patients who saw their primary care physician within the previous six months yet had no BH diagnosis. What if there was a seamless way for PCPs to screen for and treat BH conditions before they became emergencies? There is: Magellan’s Collaborative Care product, powered by NeuroFlow.

The importance of integrated physical and behavioral healthcare has increasingly become a focal point within the healthcare industry. Integrated care enables prevention and early identification of BH issues, better medication management for comorbidities, and long-term monitoring. Facilitating whole-person care in this way increases BH access and can reduce total cost of care through reductions in emergency department and inpatient care.

Magellan’s solution marries our clinical experts with NeuroFlow technology that seamlessly integrates with electronic health records and workflows, empowering PCPs with tools and support to identify and address low to moderate BH conditions within the primary care setting before they escalate.

## How it works:

- **Patient registry**, integrated with electronic health records and workflows, facilitates member enrollment and real-time collaboration among the team.
- **Validated measurement tools** proactively identify BH conditions, **physician and member analytics** proactively identify potential enrollees, flag escalating risk and enable attribution, and **reassessments** measure treatment progress.
- **Magellan licensed care managers** provide monthly, direct support to enrolled members through brief, evidence-based behavioral interventions and identification of resources, and work with PCPs, psychiatric consultants and members on care plans.
- **Magellan psychiatric consultants** review cases in the registry and make diagnostic and treatment recommendations.
- **Member app** offers self-care tools and personalized, evidence-based activities:
  - Helps build skills toward improved mental health
  - Feeds patient-recorded outcomes to cloud-based registry for remote monitoring and risk stratification
  - Provides continued support to patients after graduating from the program

Magellan’s Collaborative Care product is the realization of our commitment to integrated healthcare, screening, early identification and prevention that helps members have thriving lives, resilient minds and healthy bodies.

Learn how Magellan Healthcare can help your health plan establish collaborative care in your network. Contact us at [mhcinfo@magellanhealth.com](mailto:mhcinfo@magellanhealth.com) to learn more.