



Idaho Behavioral Health Plan (IBHP) & Magellan Overview

Magellan New Provider Orientation


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Agenda

- » The Idaho Behavioral Health Plan (IBHP) System of Care – includes Magellan's Clinical Model, and Magellan's collaboration with the Idaho Department of Health and Welfare, the Idaho Center of Excellence, and providers
- » IBHP services and programs
- » IBHP members

The IBHP System of Care

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A scenic photograph of four hikers silhouetted against a bright sunset. They are standing on a rocky mountain ridge, looking out over a vast valley with rolling hills in the distance. The sun is low on the horizon, creating a strong lens flare effect.

This course provides an overview of the Idaho Behavioral Health Plan (IBHP) and Magellan's partnership with the Idaho Department of Health and Welfare.

The Idaho Behavioral Health Plan (IBHP) is the framework for how behavioral health services for conditions such as mental health and substance use disorders are administered in Idaho.

Magellan Healthcare manages the entire system of care for Idaho, administering medically necessary behavioral health services on behalf of the Idaho Department of Health and Welfare's Division of Medicaid and the Division of Behavioral Health. Additionally, Magellan works in collaboration with the Idaho Department of Juvenile Corrections to manage the provider network.

Magellan oversees behavioral health services for Idahoans who have Medicaid, some individuals with other types of insurance, and those who do not have health insurance.

The IBHP system of care & Magellan care management



Magellan partners with community-based providers, members, families, and community and state agencies in all regions of Idaho to ensure a system of care based on innovation, clinical excellence, and wellness.

The IBHP system of care & Magellan care management

Access to behavioral healthcare for all Idahoans



We coordinate treatment services and supports to **reduce fragmentation and improve the efficiency and effectiveness of service delivery**. Coordination includes linking consumers, families, community agencies or organizations, and professionals at every level of the system of care.



Magellan operates with a **member-centric approach**. We listen to members. We know that when we respond to member needs and requests with timely access to high-quality services, **members remain engaged**, and get better, faster.

The IBHP system of care & Magellan care management

Magellan's whole health model serves the unique needs of all Idahoans regardless of funding source, including Medicaid-funded services and other state-funded services.

Magellan is committed to provide an innovative continuum of managed mental health, substance use, and nontraditional behavioral health services to all members.



Magellan's Clinical Model



- Facilitates individualized member care and improved outcomes
- Helps support an individual's achievement of improved personal health outcomes and wellness by encouraging positive living and services that meet the person's needs in a whole health manner
- Positive living includes a focus on all eight dimensions of wellness

Eight dimensions of wellness



Emotional



Environmental



Financial



Intellectual



Occupational



Physical



Social



Spiritual

Magellan's Clinical Model



Work with providers and community resources to effectively communicate, utilize, collaborate, and collectively expand member access to less-restrictive options and services.



Maximize service delivery by aggregating all available member data to stratify risks and inform predictive analytics.



Clinical Model delivery approach

- Positive member outcomes
- Member-centered team approach
- Comprehensive assessment of needs
- Evidence-based interventions

Magellan's Clinical Model



1. Intensive care coordination/care coordination

Magellan's Clinical Model



1. Intensive care coordination/care coordination
2. Recovery support (peer support)

Magellan's Clinical Model



1. Intensive care coordination/care coordination
2. Recovery support (peer support)
3. Utilization management

Magellan's Clinical Model



1. Intensive care coordination/care coordination
2. Recovery support (peer Support)
3. Utilization management
4. Quality management

The Idaho Behavioral Health Center of Excellence (CoE)



The Center of Excellence (CoE) is a consumer and family-driven recovery-oriented center of engagement with the goal of enhancing the accessibility and quality of services provided across Idaho.



The CoE provides services and supports to network providers aimed at assuring high fidelity services and positive member outcomes.



The CoE accomplishes this through various methods including training, coaching, technical assistance, and data monitoring.

Role of the CoE



- ❖ Work directly with Magellan, providers, and community partners within the behavioral health system to implement, promote, and expand the use of targeted evidence-based practices throughout the state
- ❖ Work directly with providers to understand their role within the system of care and support their efforts toward member and family-centric approaches
- ❖ Work directly with the IBHP Governance Bureau, DBH & Medicaid policy teams, etc.



Six competency centers of the CoE



- ❑ Early Serious Mental Illness (ESMI)
- ❑ Mental Health Court/Assertive Community Treatment (ACT)
- ❑ Mobile Response Team (MRT)
- ❑ Child and Adolescent Needs and Strengths (CANS)
- ❑ Wraparound Intensive Services (WInS)
- ❑ Parenting with Love and Limits (PLL)

Responsibilities of the CoE



- ❑ Develop standardized outcomes and performance measures
- ❑ Complete provider reviews for fidelity to evidence-based practices
- ❑ Recognize providers with high fidelity
- ❑ Help programs achieve high fidelity to identified models and improve quality



Responsibilities of the CoE



- ❑ Provide routine and ongoing reporting to Magellan and other community partners regarding provider fidelity and performance
- ❑ Notify Magellan monthly of all training, coaching, mentoring, and fidelity efforts completed with providers related to the six competency centers



Magellan and the CoE



Magellan partners and collaborates with the Idaho Department of Health and Welfare (IDHW), CoE, Medicaid, providers, and community partners to support the goals and priorities of the CoE.

Magellan and the CoE



- ❑ Engage providers
- ❑ Educate and train providers on evidence-based practices, including coaching and mentoring
- ❑ Support fidelity score increases through training, coaching and mentoring
- ❑ Provide data and outcomes



Services and Programs

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Services and programs

Services are offered within the various behavioral health levels of care settings, such as inpatient behavioral healthcare, residential psychiatric and substance use disorder healthcare, and outpatient behavioral healthcare.



DBH services that will transition to the IBHP contract



1. Mobile Response Teams (MRTs)
2. Assertive community treatment (ACT)
3. Wraparound Intensive Services (WInS)
4. Coordinated specialty care (CSC) for early serious mental illness (ESMI)
5. Homes with Adult Residential Treatment (HART)
6. Mental health courts (MHC)
7. Parenting with Love and Limits (PLL)
8. Substance use disorder (SUD) services



Behavioral health services



Person-centered



Strengths-based



Recovery & resiliency
approach



Supports member
engagement



Individualized goals

Assertive community treatment (ACT)



Assertive community treatment features mental health community-based services that are person-centered and recovery-oriented.

Services include:

- Individualized treatment planning
- Crisis intervention
- Peer services
- Rehabilitation services
- Medication management
- Care management
- Individual and group therapy
- Co-occurring treatment
- Coordination of other community support services

Intensive care coordination (ICC)



Intensive care coordination

Care planning and coordination for:

- Adults with serious and persistent mental illness (SPMI) or serious mental illness (SMI)
- Youth with serious emotional disturbance (SED) whose Child and Adolescent Needs and Strengths (CANS) functional assessment score indicates they need a high level of care
- Youth who are transitioning from an out-of-home placement such as therapeutic foster care (TFC), an acute psychiatric hospital, or a psychiatric residential treatment facility (PRTF)



Intensive care coordination for children



ICC is used when **intervention is needed** to keep a child from being moved to an out-of-home placement or involved in multiple child-serving systems related to their mental health needs.

Wraparound Intensive Services (WInS)



Wraparound is a **structured, principles-driven** care planning process that utilizes a **family-driven, youth-guided**, team- and community-based approach delivered to fidelity and with high quality.

WInS is the Idaho model of wraparound, which includes high fidelity wraparound, training, and coaching. WInS is part of the YES system of care and is a type of ICC.

Wraparound Intensive Services (WInS)



WInS is intended to assist system-involved youth and families who experience high levels of need or are at risk of more intensive services, including out of home placement.

WInS is also intended to help youth who are transitioning home from more intense and restrictive services. It is not a crisis intervention, but a facilitated care planning process to help bring everyone involved in a youth's life together to create a coordinated care plan.



[DBH Standards Manual, WInS Standards pp25-34](#)

Youth Empowerment Services (YES)



YES is a system of care that helps children and youth in Idaho under age 18 with serious emotional disturbance (SED) gain access to mental health services they need.



Youth with SED have both a mental health diagnosis and a functional impairment. YES uses a youth and family centered, team-based, and strengths focused approach for early identification, treatment planning, and implementation of mental healthcare.



Through the YES system of care, eligible youth (under age 18 and identified as having SED) are able to obtain services within the YES service array.

YES



Child and Family Teams (CFTs) work together to create Person-Centered Service Plans (PCSPs).

PCSPs are individualized coordinated care plans intended to help youth and families meet their identified goals through services and supports.



CFTs can include the youth and their family, a care coordinator, mental health providers, and other individuals and professionals involved in the youth's care and support.

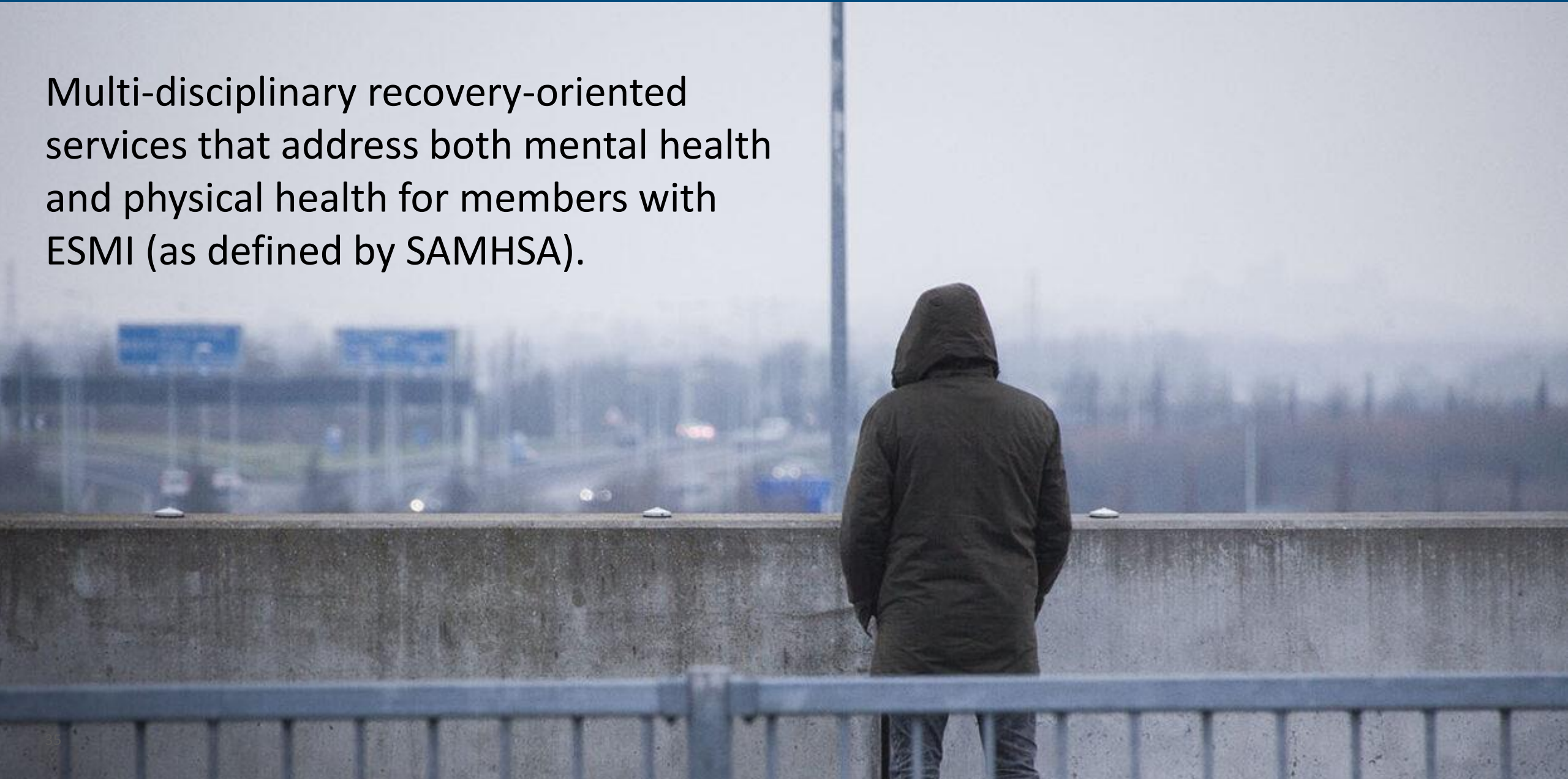


Medicaid respite services are available to youth with an independent assessment. Respite is to be included in the PCSP.

Coordinated specialty care (CSC) for early serious mental illness (ESMI)



Multi-disciplinary recovery-oriented services that address both mental health and physical health for members with ESMI (as defined by SAMHSA).



CSC for ESMI



➤ **CSC is a recovery-oriented treatment program** for people with first-episode psychosis (FEP). CSC promotes shared decision making and uses a team of specialists who work with individuals to create personalized treatment plans.

Services offered include:

- Psychotherapy
- Medication management geared to individuals with FEP
- Family education and support
- Care management
- Work or education support

The goal is to connect individuals with a CSC team as soon as possible after psychotic symptoms begin.



Homes with Adult Residential Treatment (HART)



- Residential and Assisted Living Facilities (RALF) are for members who no longer meet criteria for state hospital or behavioral health inpatient admission, but who need multi-disciplinary supports before transitioning to whole health outpatient care in their communities.
- The HART model is designed to provide supported living integrated with behavioral health services for individuals with serious and persistent mental illness (SPMI). These individuals require additional assistance to maintain an independent and safe lifestyle that supports their recovery.





- The delivery of non-residential clinical and peer services in the home allows for additional staff to be on hand to assist individuals, as well as licensed professional staff who monitor and maintain progress on the individual's SPMI symptoms.



Mental health courts (MHC)



Intensive behavioral health services and community supports provided over a period of 18 months on average, to criminal justice offenders who have a mental illness and who would otherwise face felony charges. MHCs are an innovative alternative to incarceration that place emphasis on accountability and intensive monitoring for individuals charged with felonies.



Participants receive mental health treatment and services, substance use disorder (SUD) treatment, and learn how to think and act in ways that will prevent them from continued involvement in the criminal justice system. Participants make regular appearances before the judge and are monitored closely for program compliance.

Parenting with Love and Limits (PLL)



- > PLL is an evidence-based, regionally administered family support program.
- > PLL integrates group and family therapy into one system of care.
- > PLL is intended for youth between 10 and 18 years old who have a diagnosis of SUD, attention deficit disorder (ADD), oppositional defiant disorder (ODD), conduct disorder, depression, or those who have other presenting emotional or behavioral health diagnoses.



Youth who have experienced abuse or neglect, and those who are adjudicated or on probation can also benefit from PLL.



The PLL program is curriculum based and allows members and their families to meet with other families experiencing similar issues.

Substance use disorder (SUD) services



- Treatment and recovery services are available to eligible individuals with SUD or opioid use disorder (OUD)



Idaho crisis system of care



- The goal of the crisis system of care is to address behavioral health needs at the appropriate time and level of care, avoiding incarceration and the use of hospital emergency departments.

The Idaho crisis system of care includes:



Crisis Call Center



Mobile Response Teams
(MRTs)

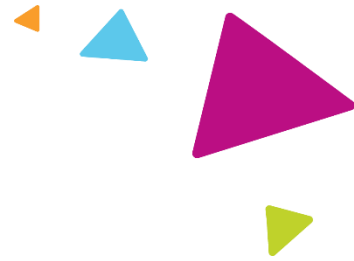


Crisis Stabilization
Facilities (Crisis Centers)

IBHP Members

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IBHP members



Individuals who are
enrolled in or eligible
for Medicaid



Those who are not Medicaid-
eligible, but still entitled to
behavioral health services



Tribal members

Do you have any
Questions?



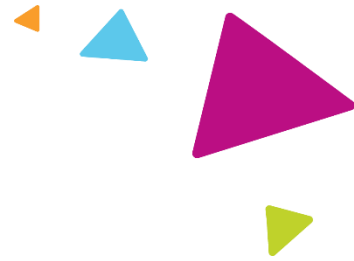
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Thank you

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