



Improving crisis systems with one accountable partner

Communities nationwide face unprecedented challenges in managing behavioral health (BH) crises, with fragmented systems leaving individuals and families without critical help.

Unaddressed fragmentation contributes to higher suicide risk, service misuse, rising emergency costs, and avoidable justice system involvement. With over 50 years of experience, Magellan Healthcare offers an integrated solution that strengthens crisis response, improves outcomes, and builds sustainable crisis systems of care.

Grounded in SAMHSA's 2025 National Guidelines for Crisis Care, Magellan Crisis Connect 360 is a single accountable entity, providing centralized oversight, coordination, and accountability for responsive, community-based crisis care.

A proven model for coordinated, community-based crisis care

Our clinically informed program is designed to improve outcomes and optimize resource use through:

- **24/7 crisis response infrastructure** that includes a specialized, stand-alone call center, GPS-enabled mobile dispatch, post-crisis follow-up, and seamless connection to ongoing services by call, text, or chat.
- **Standardized assessment tools** that determine risk levels and guide appropriate, timely interventions.
- **Personalized crisis planning and follow-up** targeted to individual needs and community resources.
- **Workforces with lived experience** that reflect the communities they serve, offering peer-based support and helping individuals navigate care systems.
- **Public-facing dashboards** that track performance and key metrics to improve system efficiency.



Ready to transform your crisis system?

Connect with us at PSBusinessDevelopment@MagellanHealth.com or visit MagellanHealthcare.com/States/Solution to learn how Magellan Crisis Connect 360 strengthens behavioral health systems and improves outcomes.

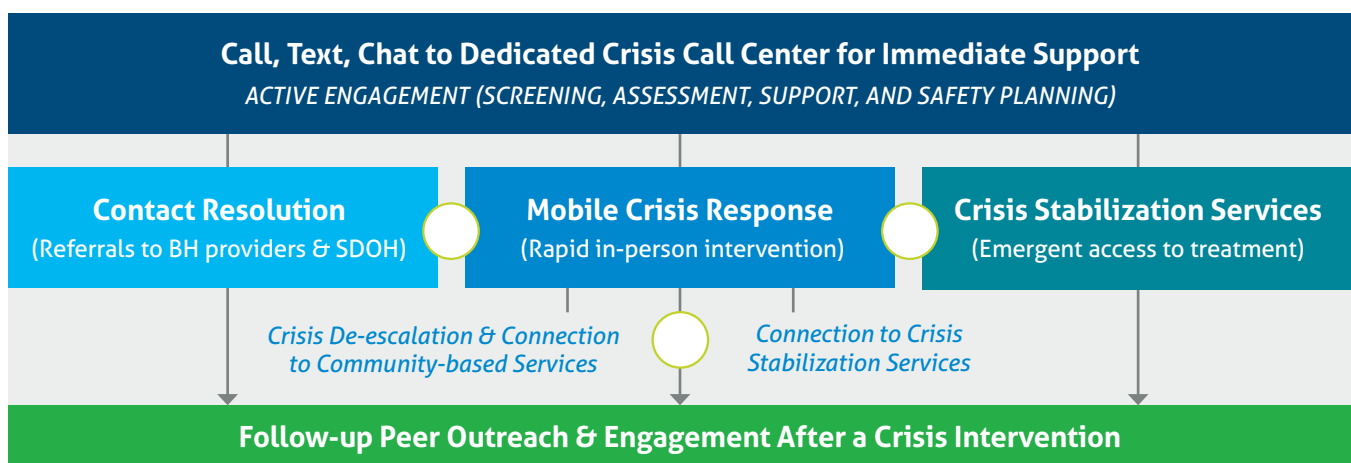
What makes Crisis Connect 360 work

- **Care traffic control**—A structured, “no wrong door” approach that efficiently routes individuals in crisis to the most appropriate level of care.
- **Care coordination**—System-wide collaboration that draws on deep public sector expertise to meet complex behavioral health needs.
- **Performance metrics**—A focus on measurable outcomes supports transparency, accountability, and continuous quality improvement.
- **Public-facing dashboards**—Aligned with SAMHSA best practices, these tools provide actionable insights into system performance and outcomes.
- **Community collaboration**—Strong local partnerships foster an integrated, person-centered continuum of care.
- **Quality management**—We uphold high-quality standards through key performance indicators, provider support, and education.

Together, these six pillars ensure timely response, system accountability, and person-centered support across every level of crisis care.

Navigating the journey from crisis to recovery

Magellan Crisis Connect 360 delivers immediate support at every access point, ensuring individuals in crisis receive timely screenings and are connected to the specialized care that best fits their needs. Each step of the model is designed to promote de-escalation, facilitate access to care, and support long-term recovery—enhanced by peer follow-up for lasting stability and wellbeing.



Real-world impact: A Crisis Connect 360 success story

When a concerned friend called the crisis line about an elderly man facing emotional abuse and neglect, Magellan’s mobile response team arrived within 20 minutes. Although he declined additional services, the team recognized the severity of the situation and contacted Adult Protective Services to ensure his safety.

Months later, he shared he was living in a safe, supportive environment and “had not been this happy in years.”

