

# Magellan Healthcare

# Public Sector Solutions

Improving behavioral health outcomes for complex populations through innovative care and public-sector collaboration



For over 30 years, Magellan Healthcare has partnered with state and local agencies to improve behavioral health (BH) outcomes for adults, youth, and families. Our clinical expertise, innovative models, and whole-person approach support a broad range of needs—including complex conditions, youth services, maternal and infant mental health, and crisis care.

## Strengths that define every partnership



### Proven clinical excellence

- Integrated whole-person care
- Clinical pathways designed to close care gaps and achieve treatment goals
- Evidence-based systems that drive measurable improvements



### Recovery-focused, resilience-driven care

- Expansion of equitable access to essential BH services
- Peer and family specialists with lived experience guiding members in recovery



### Innovation and advanced data analytics

- Actionable insights generated from meaningful data
- Seamless interoperability across systems for coordinated care and efficient resource use



### Valued collaborative partnerships

- Community-based solutions addressing complex Social Determinants of Health needs
- Clinical innovations that improve outcomes and reduce costs for customers and providers



### Local, community-based approach

- High-touch engagement strategies using trusted local staff and resources
- Provider advisory boards ensuring accountability and responsiveness



### Accessible, high-performing provider network

- Collaborative service development with providers
- Value-based purchasing models that incentivize quality care



One of Magellan's greatest strengths is the in-person engagement and investment of resources into the communities they serve. There is great value placed on the voice of the populations they serve and take pride in being responsive in filling the identified gaps.

– County Administrator



# Tailoring solutions for complex behavioral health needs

Magellan delivers outcomes-driven behavioral health for publicly funded populations, including adults with serious mental illness, youth with severe emotional disturbance, and individuals in need of crisis services.

- Statewide and regional carve-out programs offering a full continuum of care
- Customized children’s specialty programs aligned to state priorities
- Coordinated behavioral health programs enabling seamless communication and whole-person support across providers in partnership with physical health plans
- Magellan Crisis Connect 360, a single accountable entity coordinating a unified crisis care system

# Strengthening systems and supporting recovery

Magellan delivers comprehensive behavioral healthcare, including crisis care, that is recovery-oriented, grounded in clinical excellence, and driven by innovation and whole-person wellness.

Our clinically informed Crisis Connect 360 model is rooted in SAMHSA’s best practices and designed to solve for fragmented crisis care systems. We partner with customers, members, providers, advocacy organizations, and other allies to transform the behavioral healthcare system and offer the best treatment options to support recovery, resilience, and a healthier future.

## Flawless program implementations

- Nearly 100 programs successfully implemented/expanded
- 100% on-time program launches
- 100% compliance with provider access standards in urban and rural areas

## Member-focused outcomes

- 98% of individuals receiving crisis residential services avoid inpatient hospitalization
- Over 93% of high-risk youth in wraparound programs avoid inpatient hospitalization
- 69% decrease in PMPM spending after discharge through complex care management

## Claims administration and payment excellence

- Nearly 80 million claims processed
- Over \$15 billion in claims paid across government-funded, health plan, and employer programs



Magellan has done more in the first three months than the other plan did in 10 years.

– County Commissioner



[Magellan has] always been incredibly transparent in their communication, and they have demonstrated a willingness to partner with innovations that can help solve problems at the community level. I have been consistently pleased with their services and would highly recommend them.

– Provider



Let’s move behavioral health forward—together. Contact us at [PSBusinessDevelopment@MagellanHealth.com](mailto:PSBusinessDevelopment@MagellanHealth.com) or scan the QR code to visit [MagellanHealthcare.com/States/Solutions](https://MagellanHealthcare.com/States/Solutions) and discover how our customized solutions deliver measurable impact.