

eMbraceCare

Magellan Healthcare’s person-centered model of care for behavioral health

Over 39% of U.S. adults in 2020 reported low to moderate depression symptoms; up 22% from 2018.¹ At Magellan, we have seen how these conditions can escalate quickly, and we know that individuals with behavioral health (BH) diagnoses are up to 331% more costly than those without.² We created our model of care, eMbraceCare, based on our 50 years of clinical and lived experience improving outcomes for individuals with the most complex BH conditions.

Whole health and member-centered

eMbraceCare encourages positive living in the *Eight Dimensions of Wellness* and meets each member’s whole health needs through early intervention and throughout the recovery and wellness journey. Our compassionate clinical staff reflect Magellan’s commitment to personalized care as they honor members’ self-determination in the treatment planning process, building upon each member’s unique strengths to proactively address BH, physical health, socio-economic and communal needs.

Empowering the member

In our role as a supportive partner, we coordinate services, collaborate with providers and provide additional supports, such as health and wellness resources, community services, and peer and parent support. Members have access to digital services, such as telehealth psychiatry and digital cognitive behavioral therapy for anxiety and depression. They are empowered to manage their wellness and recovery, with Magellan helping them navigate the system of care, to live happier, healthier and more independently.

Guiding principles of eMbraceCare

- » Evidenced-based approach
- » Engagement & self-direction
- » Strengths-based personalization
- » Whole-person wellness
- » Peer, family & parent support
- » Community & technology inclusion
- » Care coordination
- » Partnerships & network transformation
- » Quality measurement
- » Informed decision making
- » Respect & cultural sensitivity
- » Empowerment & hope

The eMbraceCare model of care

Predictive risk and needs stratification—Advanced suite of tools predicts an individual’s behavioral health risk and future utilization.

Utilization management and care planning—Predictive modeling provides decision support on the appropriate level of care, transitional planning and helping manage costs/utilization.

Care coordination—Our tiered approach includes provider collaboration, integrated physical healthcare and Peer Recovery Support Navigators/Family Support Specialists who help members succeed through their invaluable lived experience.

Quality and outcomes—Provider dashboards and directive clinical oversight ensures the use of quality, evidence-based treatment and optimal health outcomes that meet customer needs.

Integrated community-centered behavioral health

We focus on building system strength and resiliency at the local community level to enhance supports for member needs through:

- Coordinating the right care, at the right time, in the right amount
- Providing comprehensive training, supervision and monitoring of clinical staff to ensure appropriate use of clinical practice guidelines and evidence-based practices, leading to medically necessary treatment
- Using data-driven analysis to detect trends of under- and overutilization
- Employing web-based technology for providers to efficiently submit requests and receive real-time authorization decisions
- Completing quality reviews of providers to facilitate treatment excellence and service planning
- Overseeing and monitoring discharge and transition planning

Achieving improved outcomes through eMbraceCare

▼ **43% decrease in psychiatric inpatient admissions** through our Certified Peer Support Program in Pennsylvania

▲ **52% increase in prescriber appointments** for medication-assisted treatment (MAT) in Pennsylvania

▼ **60% reduction in ED member visits** for the New Mexico Centennial Care Program through enhanced care coordination

▲ **72% of children in Louisiana** show improvements in clinical functioning

▲ **66% of dependent children in Florida** from vulnerable situations were able to remain in lower levels of care and avoid inpatient care

▲ **65% savings to care for Wyoming youth** in Magellan’s High-Fidelity Wraparound program vs. inpatient care

Visit us at MagellanHealthcare.com/For-States/Contact to learn more.

1. Ettman CK, Abdalla SM, Cohen GH, Sampson L, Vivier PM, Galea S. Prevalence of Depression Symptoms in US Adults Before and During the COVID-19 Pandemic. *JAMA Netw Open.* 2020;3(9):e2019686. Published 2020 Sep 1. doi:10.1001/jamanetworkopen.2020.19686
2. Based on Magellan clients’ PH, BH and RX claims