

Member Transitions

Idaho Provider Training



Agenda

Welcome & introductions

The Magellan approach

Member transition planning



Meet your Magellan team

Clinical

Rebecca Mutchler, LCSW

Senior Director, Business Development, Clinical

Julie Carlson, LMHC, LMSW, CADC

Senior Director, Integrated Health

Jennifer Bly, RN

Director, Clinical/Care Navigation

Julia Brillhart, RSN, MSN Magellan Consultant

Provider Training

Heather McCollum, LCSW Director, Learning & Development

Katherine Powers, LCSW Clinical Trainer

Lea Bush, LCSW Clinical Trainer

Brett Judd, LCSW Clinical Trainer



Magellan's approach to member care

- Contact Center
- $\mathbf{\overline{\mathbf{M}}}$ Crisis
- Providers/PCPs
- Member Data **Stratification**
- Clinical Care Team
- **Stakeholder**
- **Emergency** Responders
- **Emergency** Department

Assessments

- Identify strengths
- Member needs
- Establish member/ family goals

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- Active listening Motivational interviewing
- Education

Improved Outcomes

- Improved health
- Community tenure
- Improved member and family satisfaction

Whole Person Health

Supporting an integrated member journey from prevention to recovery & resiliency

> Behavioral, Physical, Social & **Community Supports**

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Care Planning

- Member voice
- Informed choice
- Community & Family Team
- Member portal

Initiate Action

- Treatment/services connection
- Social supports
- Seamless handoffs
- Capitalize on member/ family strengths

Coordination with Other Providers

- Member consent to share information
- Primary and specialty care
- Indian Health Service



Achieve Member & Family Goals

- Continuous assessment Celebrate
- Adjust plan to support

progress

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Member transition planning

Continuity of care and seamless transition for members and families

- ✓ Identify Medicaid members and other eligible members in advance of program implementation (July 1, 2024)
- Participate in treatment, care and discharge planning with treatment team, member and families
 - Inpatient and SUD residential 30 days prior to implementation date.
 - Children's PRTF and RTC 60 days prior to implementation date.



Member transition planning (cont.)

Continuity of care and seamless transition for members and families

- Magellan will honor authorizations beyond July
 1, 2024
- Collaborate with IDHW and other vendors to integrate existing clinical documents into Magellan's clinical platform
- Assign Magellan Clinical team members to specific facilities
- Send new member packets with information about Magellan and the IBHP to all members

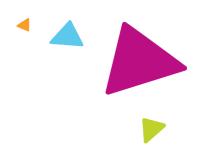


Thank You!

QUESTIONS?







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