



Investing in
Pennsylvania
& its communities

Magellan Behavioral Health
of Pennsylvania
Report to the Community

Our mission

Magellan Health and Magellan Behavioral Health of Pennsylvania (a subsidiary of Magellan Healthcare) are committed to ensuring the delivery of high-quality care to help individuals and families achieve their goals. We collaborate with counties, providers, members, and other stakeholders to foster a system of care based on innovation, clinical excellence and a philosophy of wellness that focuses on discovering personal strengths, building hope and offering meaningful choices.

Together, we accelerate transformation of the behavioral health system as we support individuals and families on the journey toward wellness and recovery, resilience and a healthier future.

Gus Giraldo, president, behavioral and specialty healthcare, Magellan Healthcare

Matt Miller, vice president, public sector, Magellan Healthcare

Jim Leonard, CEO, Magellan Behavioral Health of Pennsylvania

All individuals in this report have provided written consent to share their stories and images. In some cases, individuals gave us permission to use their real names.

Having a positive impact in our communities

For more than two decades, Magellan Behavioral Health of Pennsylvania has been managing behavioral health services for HealthChoices members. We work closely with our partners in Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton counties; individuals; providers; and local communities.

We are proud of our combined efforts, which have helped to:

- » Increase access to care
- » Improve service use rates
- » Maximize clinical appropriateness and quality services
- » Create reinvestment funding for the communities we serve through sound care management and cost savings
- » Expand the continuum of services in alignment with evidence-based models
- » Focus on recovery and resiliency

The impact of Medicaid expansion

After Medicaid expansion was signed into law by Governor Tom Wolf in February 2015, the Commonwealth of Pennsylvania saw a sharp increase in HealthChoices enrollment. The expansion created opportunities for individuals, many of whom had previously been underserved, to access needed treatment and supports. It also opened the door for individuals with a substance use disorder to receive drug and alcohol treatment.

As of July 2018, more than 425,000 HealthChoices members now have access to Magellan's services.

To manage the increased demand for behavioral health services, we've worked with our county partners and other community stakeholders to lead a proactive provider engagement strategy centered on four key areas of focus: the opioid epidemic, value-based reimbursement models, integrated health and transition-age youth/young adults.

NCQA accreditation achieved

In March 2017, Magellan received full accreditation as a Managed Behavioral Health Organization (MBHO) from the National Committee for Quality Assurance (NCQA). This designation, focused on ensuring high-quality care and service for members/individuals, comprised a comprehensive review of all departments within our organization's delivery system.

Earning NCQA's stamp of approval is one of the many ways in which we've demonstrated our commitment to delivering top-notch care and services through the HealthChoices program.

Leading humanity to healthy, vibrant lives

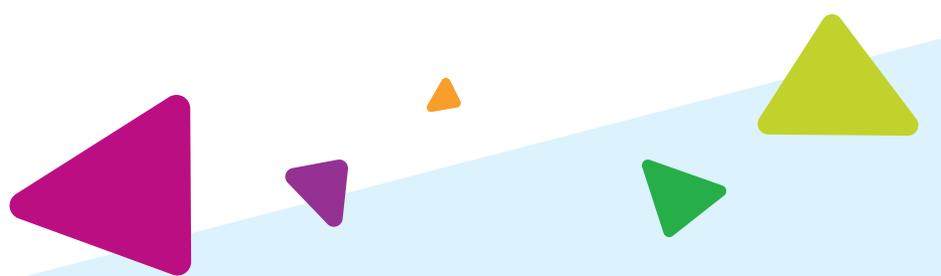
In keeping with our corporate purpose to lead humanity to healthy, vibrant lives, Magellan also supports more than 60 community events in Pennsylvania annually through sponsorships and other participation. Visit our website, www.MagellanofPA.com, for a full list of community resources and upcoming events that can be found under the 'Community' tab.

Our local involvement doesn't end there. The purpose of this report is to share examples of the positive impact we are having in the communities we serve through our care management centers in Newtown, Bethlehem and Johnstown.

On the following pages, you'll find details about those programs and services, as well as video testimonials about our impact. Be sure to also check out the videos directly at www.MagellanofPA.com/report-to-the-community.

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This report is designed as a companion to our website, with video testimonials available exclusively online. When you see this symbol (▶), the video testimonial can be found at www.MagellanofPA.com/report-to-the-community.



Magellan in Pennsylvania by the numbers

Strong provider relationships *(as of Mar. 2018*)*

8,200+
individual
providers

2,800+
group locations

980+
facilities

1,600+
behavioral health
Medicaid locations

Total annual economic impact in PA

\$72.0 million ^{**}

Based on our contributions to the commonwealth through total salaries paid, number of employees and total dollars paid in non-labor expenses to businesses within PA

Resident employees

319

(as of Aug. 2018)

** Behavioral health data*

***2018 U.S. Dept of Commerce Regional Input-Output Modeling System (RIMS II) calculation for calendar year 2017. Calculation excludes any payments made to PA providers.*

Magellan in Pennsylvania

As a leading specialty healthcare management company, Magellan Health has a unique vision of better and more affordable healthcare for adults, children and their families.

The Magellan Health difference

Magellan focuses on solving the challenges associated with the healthcare needs of special populations. We bring together a rich heritage in behavioral healthcare, an expertise in specialty healthcare and a smart approach to pharmacy benefits management to develop solutions that positively affect both the quality and the cost of some of the nation's fastest-growing areas of care. **Magellan helps millions of Americans live healthy, vibrant lives.**

Magellan Health in Pennsylvania

Magellan coordinates care for Pennsylvania residents through public-sector relationships, commercial accounts and specialty healthcare solutions. Magellan has more than three decades of healthcare experience with government-funded entities. We have a deep understanding of the public healthcare system and how to optimize the delivery of care to achieve the best outcomes for the individuals we serve.

Magellan Behavioral Health of Pennsylvania

In collaboration with our county partners, Magellan Behavioral Health of Pennsylvania delivers high-quality behavioral health services to HealthChoices recipients in Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton counties.

Commercial behavioral health and Employee Assistance Programs (EAP)

Magellan manages services for millions of Pennsylvania residents with behavioral health needs through commercial health plans and EAP.

Magellan Rx Pharmacy Benefits Management (PBM)

Our pharmacy division specializes in solving complex pharmacy challenges. Since 1984, Magellan has coordinated the program benefits for the Pennsylvania Department of Aging Pharmaceutical Assistance Contract for the Elderly (PACE).

Specialty healthcare management

We manage advanced imaging services and provide a robust privileging program in Pennsylvania.

Key areas of focus for Magellan Behavioral Health of Pennsylvania

The opioid epidemic in Pennsylvania communities

The opioid epidemic has touched far too many Pennsylvanians. Magellan has been focused on drug and alcohol program expansion for the past several years, ensuring increased access to detox and rehab beds. Working hand-in-hand with our providers, we have also increased the availability of medication-assisted treatment (MAT) for those who need it. Together with our county partners, we are working closely with the Commonwealth of Pennsylvania to promote the new Opioid Use Disorder Centers of Excellence, as well as the Warm Hand-off Program, which assists opioid overdose survivors with receiving substance use disorder treatment following emergency medical care.

Since 2016, Magellan has hosted an annual, statewide opioid solutions conference in Pennsylvania, bringing together national and state leaders to foster future collaborative opportunities among key stakeholders. For more information about Magellan’s efforts concerning the opioid epidemic, visit www.magellanhealthresources.com/opioids.

ADDRESSING THE OPIOID EPIDEMIC*

Drug and alcohol program expansion for 2017

Medication-assisted treatment (MAT) program

 **52%**
Prescriber appointments

 **47%**
Prescriptions

 **38%**
Licensed capacity

 **13%**
Referrals for counseling/
peer support

Access to treatment

90+ new detox beds
315+ new rehab beds

“High risk” members in D&A Comprehensive Care Management (CCM) Program in 2017

245 members

Members utilizing Certified Recovery Specialists (CRS) in 2017

91% increase

*Magellan Behavioral Health of Pennsylvania, Inc. statistic.



Value-based reimbursement models

Magellan was at the forefront in the development of value-based reimbursement models as a tool to partner with our providers in delivering the highest-quality care. In 2016, in collaboration with our county partners, we launched our initial value-based strategy.

Today, more than 26% of our total care dollars for Pennsylvania HealthChoices are under a value-based reimbursement model. This result exceeds the goals set forth by the Office of Mental Health and Substance Abuse Services (OMHSAS) of 5% by the end of 2018, 10% by the end of 2019 and 20% by the end of 2020. We are continuing with our commitment to create innovative, value-based models to support this high-priority, statewide initiative.



Our value-based approach

We work closely with our county partners and providers to align incentives and reimbursement with high-quality service. Our overarching goal is to create improved member outcomes across the continuum of care.



Our current value-based models

We selected the highest-volume and highest-cost levels of care to drive system transformation efforts. These include:

- Acute inpatient hospitals (also referred to as the Magellan Facility Incentive Program or MFIP)
- Assertive community treatment (ACT)
- Family-based services (FBS)

Pioneering integrated health

Our Pennsylvania HealthConnections program started as a pilot in 2009 in Bucks, Delaware and Montgomery counties. Our goal was to integrate physical and behavioral health services for adult Medicaid beneficiaries with serious mental illness and co-occurring physical health conditions.

Today, we facilitate integrated health programs that are customized based on our members' needs, with a focus on access, quality, cost-effectiveness and overall wellness. Through these efforts, we provide our members with:

- Education on appropriate emergency department use
- Hospital discharge follow-up
- Alcohol and substance use supports
- Pharmacy management

We currently operate wellness recovery teams in Delaware, Lehigh, Montgomery and Northampton counties, and we offer provider-level nurse navigators in Bucks, Delaware and Montgomery counties.

“Working with HealthConnections, the team helped get me to a place of not having fear, not having pain, exercising and doing yoga. We really moved forward together.”

– 54-year-old female member from Montgomery County, PA

*Magellan Behavioral Health of Pennsylvania, Inc. statistic.

Key integrated health initiatives with the Commonwealth of Pennsylvania

- Integrated Care Program Pay for Performance (ICP P4P) Initiative
- Certified Community Behavioral Health Clinic (CCBHC)
- Community HealthChoices

Member results from our HealthConnections Program*

- 881 HealthConnections members as of Dec. 2017
- 26% of HealthConnections members have fewer emergency room (ER) visits
- 30% of HealthConnections members have decreased alcohol consumption
- 30% of HealthConnections members have increased physical activity

Our integrated health goals

- Continue to sponsor prevention activities to educate our members and the community
- Increase membership in HealthConnections
- Co-locate behavioral health and physical health providers
- Increase referrals from other sources for individuals who have serious mental illness (i.e., social workers, ER staff, and others)
- Empower members to evaluate their own progress by offering opportunities for self-assessment (i.e., wellness and self-management care)



Supporting transition-age youth and young adults

Through our provider, county and community stakeholder relationships, Magellan continues to create programs for transition-age youth and young adults that promote recovery and resiliency.

Youth who experience emotional and behavioral health challenges are at an increased risk of:

- Dropping out of school
- Involvement with police
- Dependency on social services
- Having limited employment opportunities
- Lacking independent living options

To address these unique challenges, it's important to develop unique support services. We are committed to involving youth in the systems that serve them to ensure we most effectively meet their needs. Youth involvement has been shown to improve outcomes, helping youth more effectively:*

- Develop relationships
- Acquire new skills
- Build self-confidence
- Create positive social supports
- Cultivate leadership skills

Here are two successful programs we support that have yielded these types of outcomes.

Transition to Independence Process (TIP) model**

TIP is an evidence-supported model developed for youth and young adults with emotional and/or behavioral challenges. Based on the positive results of the Bucks County TIP experience from a 2012 pilot program, Magellan worked together with Delaware, Montgomery, Lehigh and Northampton counties to expand TIP to all of these counties in September 2015.

- 189 members were discharged from TIP through October 2017
- Young adult employment increased from 39% to 60% by discharge
- Indicators of a healthy lifestyle improved from 19.6% to 28.5%
- Community mobility by public/private transportation increased from 51.7% to 66%

*Habashi, J., Wright, L., & Hathcoat, J. D. (2010). *Patterns of human development indicators across constitutional analysis of children's rights to protection, provision, and participation*. Science and Business Media.

Courtney, M., Dworsky, A., Lee, J., & Raap, M. (2009). *Midwest evaluation of the adult functioning of former foster youth: Outcomes at age 23 and 24*. Chicago: Chapin Hall at the University of Chicago.

**Magellan Behavioral Health of Pennsylvania, Inc. statistic.

Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE)

Magellan has created five MY LIFE groups in Pennsylvania in coordination with our county partners. They include groups in Bucks, Cambria, Delaware and Montgomery counties and in the Lehigh Valley. MY LIFE consists of youth between the ages of 13 and 23 who have experience with mental health, substance abuse, juvenile justice and foster care-related issues. Monthly MY LIFE meetings provide an opportunity for youth to come together and create a community of support, plan activities and initiatives, practice social skills, and learn about a variety of topics from guest presenters. We also offer MY LIFE participants leadership development opportunities through a Leadership Day in July and MY FEST, a community outreach event, every September. In 2017, more than 750 youth participated in our Pennsylvania MY LIFE program.

7th annual MY FEST was well-attended in Delaware County

Magellan hosted its seventh annual MY FEST in Media in September 2017 to create awareness about mental health, substance use disorder, foster care, juvenile justice and other issues affecting Pennsylvania's youth. MY FEST is an empowering event for youth and families that provides opportunities for engagement with other young people and community leaders in a positive environment. More than 400 people attended this community event that included 50 exhibitors, live entertainment, free food, family fun and educational resources.



We will continue to host annual MY FEST events for our communities to learn about local resources available while enjoying themselves in a safe, fun and free environment.

Magellan's positive results for our communities

1997 In response to the statewide adoption of a managed care model of service, the Delaware County Office of Behavioral Health established a unique, publicly funded partnership with Magellan to operate the behavioral health managed care HealthChoices program. Its vision was to increase access to services, improve quality of care and contain costs for the county.

2000 Bucks County and Montgomery County created separate, but similar partnerships with Magellan.

2001 Magellan extended its service delivery area to the Lehigh Valley and developed partnerships with Lehigh County HealthChoices and Northampton County HealthChoices.

2017 Magellan entered its sixth county partnership with the Cambria County Behavioral Health Services Program in western Pennsylvania.

**1997–
present** Magellan and our county partners remain committed to improving and expanding the HealthChoices program. We continue to work collaboratively with many stakeholders and service delivery systems to ensure our programs and services meet members' needs.

Over the next several pages, you'll see highlights of various community initiatives resulting from our work with each county.

Bucks, Delaware & Montgomery Counties

Drug & alcohol conference in King of Prussia educates providers

Magellan joined Bucks, Delaware and Montgomery counties to host a *Best Practices in Addiction Treatment – Navigating the Road to Recovery* education conference on Sept. 20, 2017 in King of Prussia. Approximately 300 providers and community stakeholders were appreciative of the material presented during this full-day event, which offered tools and information about:

- Pain management
- Drug trends
- Medication-assisted treatment
- County prevention activities
- The Prescription Drug Monitoring Program (PDMP)
- The Opioid Use Disorder Centers of Excellence

Magellan spearheaded this event with the invaluable support of a committee comprising representatives from the Bucks County Drug & Alcohol Commission, Inc., Bucks County Department of Behavioral Health, Delaware County Office of Behavioral Health and the Montgomery County Department of Health and Human Services.



“The conference was held in response to the overwhelming overdose issue in our region.”

DIANE ROSATI

Executive director, Bucks County Drug & Alcohol Commission



Reinvestment funding leads to county-based housing initiatives addressing social determinants of health

Here are a few recent innovative examples of housing initiatives in Bucks, Delaware and Montgomery counties developed in collaboration with Magellan.

- » The **Transitional Housing Program (THP)**, operated by GEO Group, Inc. in Delaware County, serves individuals with serious mental illness who are involved with the criminal justice system. Individuals residing within the program receive case management services, including linkages and referrals to mainstream community resources for behavioral health supports.
- » The **Bucks Departments of Mental Health/Developmental Programs and Behavioral Health** have taken a three-pronged planning approach to housing over the past year, with goals including:
 - Increasing access to housing with embedded behavioral health supports for individuals with complex needs
 - Enhancing long-term structured residences
 - Implementing a reinvestment project to provide tenant-based rental assistance
- » The **Bucks County Drug & Alcohol Commission, Inc. (BCDAC, Inc.)** has recently partnered with **Bucks County Department of Behavioral Health (BCBH)** to lead a Recovery House plan that is available as a result of reinvestment funding. In its shared mission, BCDAC, Inc. and BCBH are seeking to improve the immediate housing needs for some of Bucks County's most vulnerable residents. These "Recovery Houses" are intended to provide a living environment that reinforces the individual's abstinence from alcohol or other substance use, and supports efforts to achieve economic independence.
- » **Montgomery County continues to increase affordable housing opportunities by investing in low-income/tax credit housing projects** through the available reinvestment funding. The latest completed project includes six dedicated behavioral health units in a newly reconstructed former shirt factory in Pottstown. This project was the result of a partnership between Housing Visions and Genesis Housing. Also located in the 43-unit complex is ArtFusion, a non-profit community art school and gallery.



Magellan advocates for forensic-based initiatives

Magellan recently developed a series of free forensic learning opportunities for outpatient and community-based providers. These webinars were produced in partnership with our counties and providers to offer education regarding the transition from imprisonment, and to illustrate the impact this transition can have on an individual who lives with serious mental illness. The following forensic topics are covered:

- Key criminogenic factors
- Forensic evidence-based practices
- Moral reconnection therapy
- Peer support
- Social determinants of health
- Risk-Need-Responsivity model

The webinars can be found on the provider section of www.MagellanofPA.com.

Magellan is also engaged with our county partners in several other forensic-based initiatives.

Magisterial District Judge (MDJ) Mobile Engagement Pilot enhances crisis services

Through a two-year grant provided by the Pennsylvania Commission on Crime and Delinquency, the pilot program in Bucks County started in March 2017 and enhanced the already existing mobile crisis services in the county. The team provides services to individuals appearing at the Magisterial District Courts who could benefit from community-based behavioral health treatment and avoid incarceration.

Services/role of mobile crisis include:

- Referral and connection to recommended treatment and resources
- Continued contact and coordination with the District Court
- Coordination with treatment provider to ensure individual is engaged in treatment services

In its first year, the program has seen some encouraging successes:

- 70 individuals participated, with only two being incarcerated
- There has been an almost 100% decrease in repeat appearances in front of the MDJs
- We've seen about a 60% increase in diversion options and connections to community-based treatment*

**Bucks County data*

Stepping Up in Montgomery County supports jailed individuals

This data-driven initiative works to reduce the number of individuals who experience mental illness in county jails, reduce the length of incarceration for individuals with mental illness, increase community engagement upon reintegration and reduce recidivism rates.

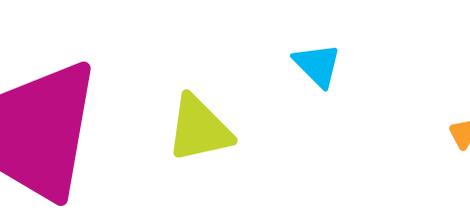
In 2017, the Montgomery County Board of Commissioners signed on to be a part of this national effort, which is served locally by representatives from the District Attorney, County Jail, Public Defender, Probation, the Office of Mental Health, local stakeholders and Magellan. Data from the first year indicated a decrease in individuals who experience mental illness being admitted into the County Jail.

Telepsychiatry reaches hundreds of Bucks County residents*

Magellan worked with Pennsylvania providers to implement telepsychiatry in 2017 to offer improved access to community-based psychiatric services for residents who otherwise would face challenges in getting to see a provider. In 2017, for example, Magellan and Bucks County collaborated on a project to increase the use of telepsychiatry at community-based providers throughout the county. In the first year of this ongoing initiative, providers were able to use this technology to host:



*Bucks County data



Mobile Engagement Services (MES) show promise for families involved with Children & Youth Services (CYS)

Magellan partners with Bucks County to support an innovative Mobile Engagement Services initiative, designed specifically for parents who are involved with CYS and where parental substance use is identified.

The early indicators from this ongoing program are showing promising results. As a result of their participation in MES, 70% of parents have been connected to outpatient care, and 53% of parents have been connected to inpatient care.*

Magellan and Montgomery County host annual wellness fair for local residents

Each October, Magellan joins the Montgomery County Office of Managed Care Solutions, Drug & Alcohol and MH/DD to host the Annual Montgomery County Wellness Fair at the Plymouth Meeting Mall to celebrate system partnership and focus on integrated care. Our goal is to build a stronger community by ensuring residents are aware of the local resources available to them and where to turn if they need help.

This no-cost event, through which we offer free health screenings to everyone, is open for Montgomery County residents of all ages. It features fitness demonstrations, games, arts and crafts, food sampling and face painting.

“This is why we do it... because folks really got a lot out of it. That made the day so worth it.”

LEEANN MOYER

Administrator, Office of Managed Care Solutions,
Montgomery County Department of Health & Human Services



*Bucks County data

“We have had the opportunity to keep more people in Delaware County to access their care. This allows them to be close to their families and local resources.”

LAURA FIDOROWICZ

Drug and alcohol assistant administrator,
Delaware County Office of Behavioral Health



Reinvestment funding in Delaware County yields new drug & alcohol treatment facility

Due to increased member demand associated with the opioid epidemic, Magellan worked with providers across the commonwealth on expansion and new program development. For example, in February 2017, the First Steps Treatment Center at Crozer-Chester Medical Center opened its 52-bed drug & alcohol treatment facility located in Upland. This facility's opening involved a unique partnership between Delaware County and Crozer-Keystone Health System, with the majority of the funding available through reinvestment dollars made possible by the 20-year relationship between the Delaware County Office of Behavioral Health and Magellan. For Delaware County residents in need of short-term and long-term detoxification and rehabilitation services, this facility offers a convenient option previously unavailable within this county.

Lehigh & Northampton Counties

Voice to Vision to Action in Lehigh County (V2V) proactively engages members

Magellan believes strongly in member empowerment, and regularly asks individuals to share thoughts and ideas about how we can improve the quality of services available to them. From July 2015 through June 2016, Magellan hosted eight meetings with HealthChoices members receiving services funded by Magellan, their families and community stakeholders, and Lehigh County. The purpose of the V2V effort was to empower HealthChoices members to take an active role in:

- Providing feedback
- Increasing access to services
- Identifying innovative solutions
- Improving the overall quality of services

This effort was informed by the Voice to Vision Workgroup, comprising representatives from Magellan, Lehigh County HealthChoices, Magellan members and their families. This workgroup developed two councils, Adult Services Council and Children Services Council, to generate feedback from Magellan's members.

Adult Services Council—75 HealthChoices members receiving services attended quarterly meetings.

Children Services Council—61 HealthChoices members receiving services attended quarterly meetings, representing 25 households. Among those attending were 27 individuals under 21 years of age who shared their own opinions about the services they have received.

Members asked us to identify steps and resources to help them improve:

- Total-person health
- Supports when homeless
- Ability to cope with depression and its symptoms
- Ability to navigate community supports and resources for families
- Children's health issues (especially for families affected by autism)

As a result of these discussions through the V2V effort, together we identified several areas of improvement that Magellan has since implemented, including:

- Delivering soft-skills training for our customer service representatives
- Developing a family navigation guide
- Hiring our member and family advocate
- Improving our member handbook and member welcome letter, and re-designing our website



Dual Diagnosis Treatment Team (DDTT) services can be an effective care management tool

Since 2015, Magellan has offered DDTT services for members in Lehigh and Northampton counties (Magellan also offers these services to members in Delaware and Montgomery counties). DDTT is a voluntary, community-based, direct service that provides intensive supports for individuals who have a co-existing mental health diagnosis along with an intellectual and/or developmental disability.

The services focus on crisis intervention, hospital diversion, and community stabilization through the delivery of:

- Integrated case management
- Medication monitoring and/or management
- Behavioral assessment
- Development and implementation of comprehensive behavioral support plans

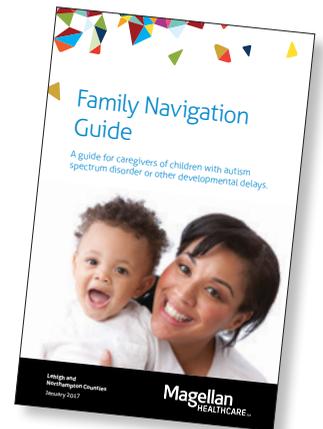
Outcomes demonstrate reductions in physical health inpatient hospital admissions and days spent in the hospital, increases in community tenure, and a reduction in behavioral health admissions.*

Magellan family navigation guide helps parents of children with autism

In 2017, Magellan's Autism Action Committee developed a family navigation guide for parents or caregivers of children in Lehigh and Northampton counties with autism spectrum disorder or other developmental delays. Members contributed to the design, content and development of this comprehensive guide.

The purpose of the guide is to provide information for families to learn about:

- Options for support
- How to start treatment
- How to pay for treatment
- Local resources that may help



*Magellan Behavioral Health of Pennsylvania, Inc. statistic.



“My experience with Magellan has been wonderful.”

LESLIE MCKELVEY

Founder, Easton Area Parents Support Group

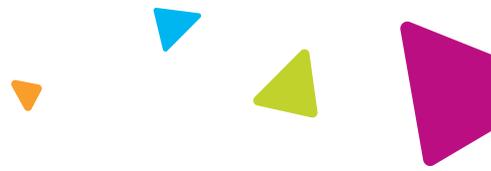
Magellan’s member and family advocate provides support in Lehigh and Northampton counties

In 2016, Magellan added a member and family advocate to our team to help members and providers navigate the HealthChoices program in Lehigh and Northampton counties. As a single point of contact who is easily accessible to members and frequently out in the community, the advocate’s role is to:

- Help families and members access the services they need
- Resolve challenges and barriers related to treatment
- Be accessible for providers
- Serve as a central resource for families seeking services on behalf of members
- Help members file complaints and grievances, or attend hearings
- Attend member and provider resource fairs

Magellan employees care for their communities through individual and team efforts

Magellan team members understand that it is important to give back to others. On a regular basis, staff volunteer at a variety of locations to serve meals and offer their assistance in unique ways. See page 26 for more examples of our community outreach.



Reinvestment in Lehigh County brings primary care physician to local behavioral health facility

In 2017, Haven House added a primary care physician (PCP) from the St. Luke's Hospital – Sacred Heart campus to its behavioral services facility located in Allentown. This innovative addition enabled community members to access physical and behavioral healthcare all in one location, for the first time, removing the transportation barrier that sometimes prevented members from visiting another location to see a PCP.

This unique scenario was made possible through reinvestment dollars courtesy of the Lehigh County HealthChoices program. Many of Magellan's members who have serious mental illness and co-occurring physical health conditions are benefiting from this care integration. Outcomes and lessons learned from the project informed the development of similar BH/PH co-location models in other Magellan partner counties.

“The reinvestment dollars were there and Magellan made the connections for us to access the money.”

JESSICA KATZBECK
Executive director, Haven House



Tom Walker serves a meal at the Clubhouse of Lehigh County.



Magellan staff served a holiday meal at the Easton Drop-in Center.

Cambria County

“Magellan shares the belief that there is value in a non-treatment/ non-clinical program.”

MARYANN GEORGE

Executive director, Peer Empowerment Network



Peer-to-peer personal growth & recovery learning series helps members in recovery

Under the leadership of Magellan’s peer navigator, we offer our members the opportunity for a more fulfilling recovery experience by hosting an annual four-week recovery learning series each September. In 2017, more than 35 local residents participated in these courses, which met every Friday at the Peer Empowerment Network (PEN) Drop-in Center in Johnstown.

The series offers discussion around the following four core principles:

- » **Health**—Learn to overcome, manage or more successfully live with symptoms to make healthy choices that support one’s physical and emotional well-being
- » **Home**—Create a stable and safe place to live
- » **Purpose**—Focus on meaningful daily activities that will increase one’s ability to lead a self-directed life, and have meaningful engagement in society
- » **Community**—Maintain important relationships and social networks that provide support, friendship, love and hope

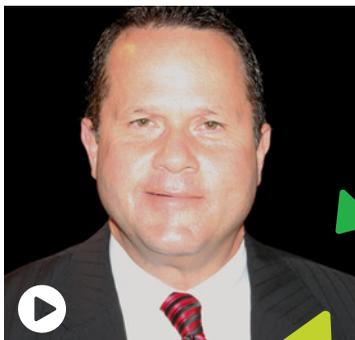


S.T.A.R. Summit celebrates recovery and resiliency in Cambria County

Magellan hosted its first annual S.T.A.R. (Success, Treatment, Advocacy, Recovery) Summit in collaboration with Behavioral Health of Cambria County (BHoCC) and the Cambria County Behavioral Health Services Program in June, 2018 to celebrate local recovery and resiliency efforts in the community. The S.T.A.R. Summit featured presentations on mental health recovery and substance use recovery, a mindfulness workshop, a family panel discussion and a resource fair.

This event also recognized leaders in the local community who are having a true impact on recovery and resiliency. We presented awards in the following categories:

- Community impact/Excellence in advocacy
- Excellence in family support
- Individual achievement award
- Leadership in recovery
- Peer specialist of the year
- Provider recognition award



“I’ve been going to Magellan events throughout the county, and I see nothing but positive stuff.”

TOM CHERNISKY

Cambria County President of Board of Commissioners

Cambria County MY LIFE gets off to a fast start thanks to local support

In January 2018, Magellan kicked off its MY LIFE program in Johnstown to empower youth ages 13–23 to take an active role in their recovery. This program, offering a monthly series of events, has received tremendous support from other like-minded, youth-focused partners such as BHoCC, Cambria County Behavioral Health Services Program and the Cambria County Drug Coalition.

Cambria County MY LIFE group meetings are free, fun and inspiring for youth who have lived experience with mental health, substance use and/or foster care challenges. Family members and caregivers for the youth members are also welcome to attend the meetings. This group is growing its membership each month and has quickly shown itself to include many leaders who are anxious to plan events and activities for the youth participants and community stakeholders.

“MY LIFE is youth-led and we ask the youth to share their voices.”

KATE PORTER

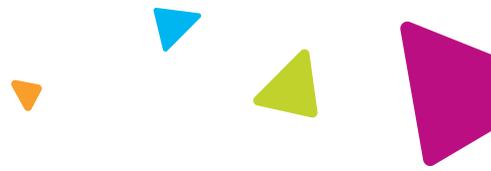
Prevention Program Specialist, Cambria County Drug Coalition



“[MY LIFE] is going to bring a change to this community.”

AMEER STEPHENS

MY LIFE participant



Magellan shows its passion about suicide prevention awareness and mental health education trainings

Following a well-attended Cambria County Suicide Prevention Summit in Johnstown in December 2017, Magellan and BHoCC formed a Suicide Prevention Task Force to create a more comprehensive suicide prevention awareness and education plan for Cambria County.

The task force comprises 20 members from behavioral health providers, schools, community organizations and county agencies. Its goals are to:

- Minimize the stigma associated with mental illness and emotional distress
- Train citizens on how to recognize when a family member, friend or co-worker is struggling
- Provide skills on what to say or do when someone is thinking about suicide
- Provide local resource information for the Cambria County Reach Line (877-268-9463) and mental health services

The task force has organized several events, training programs and opportunities for the local community to increase mental health awareness, with particular attention on the tragic toll a suicide can have on families, friends and the greater community. Some of the trainings held in Cambria County included:

- Question, Persuade and Refer (QPR) suicide prevention gatekeeper training
- Youth Mental Health First Aid Training
- Adult Mental Health First Aid Training
- Wellness Recovery Action Plan (WRAP) refresher and new WRAP workshop
- QPR trainer certification course
- 'Suicide: The Ripple Effect' special screening

Staff engagement in our communities



Food drive and pet drive collections within the Bethlehem care management center in November 2017.



In July 2017, the Children's Intensive Treatment Team painted the offices for the local chapter of Big Brothers/Big Sisters of Bucks County.



A group of county-wide partners, including Magellan, helped with a food donation drop-off in November 2017.



Staff from Magellan's Cambria County care management center volunteered at a local soup kitchen to serve a meal.



OUR PURPOSE

Leading
humanity
to healthy,
vibrant
lives

Our values



OWN IT

If it is to be done, it's up to us to do it



DELIVER

We are relentless in the pursuit of value and results for our customers



WIN TOGETHER

We believe in the collective genius of our people and the magic of teamwork



CARE

We care deeply about each other, our customers and the communities we serve



STAND TALL

We always do the right thing



EVOLVE

We embrace learning as a means to reinvention – in all that we do

At Magellan Health, we are leading humanity to healthy, vibrant lives by helping millions of individuals enjoy improved health and wellness in communities of their choice. Leveraging decades of experience, we collaborate with our customers, providers, community stakeholders and members to deliver ground-breaking solutions that improve care and lower costs.





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