

Hope Connections Team Demonstrates a True Focus on Caring for Those They Serve

A few months ago, a team of leaders appropriately named the ‘Hope Connections Team’ with Magellan Behavioral Health of Pennsylvania (Magellan) made a positive impact in the life of a PA HealthChoices member (member) served by Magellan. Each one of these Magellan leaders made a choice to do more than the minimum. They decided to keep pushing, while looking for a way to make an impact, and they did. This member is better off because people this member never met, people who work for a Behavioral Health - Managed Care Organization (BH-MCO), wouldn’t stop until they were certain the member was safe and cared for.

The story below was shared internally amongst Magellan’s Pennsylvania team through the quarterly STAR (Special Thanks and Recognition) Awards as the individuals were recognized for their positive choices. ***It is a story that should resonate in all workplaces, to remember the members we serve and those that can use a helping hand.***

Here is the STAR Award submission:

These nominees epitomize why I am proud to work at Magellan. During Kori Detwiler’s (Care Manager) routine work, she tried to connect with a member in a nursing home facility and was concerned when the nursing home put up barriers. Kori was not content with stopping there and listing this as a no contact, as she was concerned for this member. So, she kept trying to help. Kori brought in her supervisor, Danielle Dolena (Manager, Clinical Care Services) who also consulted with Dana Lombardi (Manager, Project and Program Management) and Lauren Keane (Director, Integrated Health). Lauren enlisted Jackie Rigby-Siomos (Senior Care Manager) who was able to outreach the Physical Health – Managed Care Organization (PH-MCO) for support and the team looped in Steph Cassanese (Manager, Recovery and Resiliency Services) who suggested Jenna Woodward (Recovery and Resiliency Team Member) could go out to see the member. Jenna went to the nursing home and met with the member face-to-face. The member was pleased to have someone care for them and was willing to talk. Upon hearing the member was hungry and seeing other concerns about their welfare, Jenna filed an inquiry with adult protective services, who ultimately were able to intervene and insure this member’s health, safety and well-being.