

# MAGELLAN EXPLORER

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QUALITY IMPROVEMENT QUARTERLY NEWSLETTER

## MESSAGE TO PROVIDERS

Happy start of summer! We hope you're staying cool and well as we transition into this next season. At Magellan, we're through our annual evaluation reviews and well underway with working on our 2025 goals.

In this edition, you'll learn a bit about what we learned in our provider experience survey. We also highlight our member experience survey process, and how providers can facilitate an environment rich for receiving feedback to improve quality of care.

As always, please let us know if there are topics you'd like to hear from us on. Wishing you sunny days in the coming summer months!



Warm regards,

Maria Brachelli-Pigeon, LMFT, CPHQ,  
Director, Quality Improvement



## DID YOU KNOW

that one of Magellan's incident reporting requirements includes "Any incident that involves contact with the media?" Magellan considers this a reportable event.

To access the reporting form, click [here](#) or check out the Providers Page on [MagellanofPA.com](#) under Quality Improvement, Patient Safety pages.

## MAGELLAN IN THE MEDIA

### "Behavioral Health Matters"

The show aims to promote positive mental health, increase our understanding of behavioral health topics and services, and reduce stigma. Future episodes post every 4-6 weeks.



Magellan





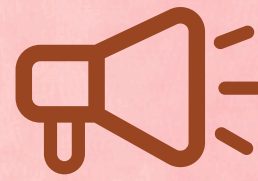
## TOBACCO RECOVERY WHAT'S AVAILABLE?

Magellan of Pennsylvania provides compassionate, evidence-based resources to support individuals on their journey to quit tobacco and enhance their overall well-being. Whether you're considering quitting or actively seeking help, visit [www.magellanofpa.com/tobacco](http://www.magellanofpa.com/tobacco) for trusted tools, personalized programs, and expert guidance designed to meet you where you are.



If you have questions about tobacco recovery support or treatment resources, we're here to help. Reach out to a Magellan representative by emailing [TobaccoSupport@MagellanHealth.com](mailto:TobaccoSupport@MagellanHealth.com).

You can also explore Magellan's [2025 Tobacco Training](#), a valuable resource for understanding tobacco dependence and available support options.



## UPCOMING: SPREADING AWARENESS

Next month is National Minority Mental Health Awareness Month. You may hear this referenced also as Black, Indigenous, and Other People of Color (BIPOC) Mental Health Month. It is important to consider the unique needs of subpopulations in treatment, and this is something that Magellan frequently assesses for in Treatment Record Reviews (TRRs).

Another key quality initiative of Magellan's is to assess the outcomes of our HealthChoices membership and assess for health disparities or any inequities that present in our data. Over the last few years, it's been observed that males that identify as Black/African American have lower aftercare follow up rates than other HealthChoices funded members. In addition, our members identifying as Black and those identifying as Hispanic show higher rates of ER/ED utilization than members identifying as White or non-Hispanic. Our members identifying as Black also show lower rates of attending follow-up mental health services after an ER/ED visit for a mental health related issue.

Magellan is trying to learn about barriers that might exist that prevent some populations from seeking treatment *before* having a situation that requires an ER visit, and that prevent some populations from attending recommended follow-up care after an ER visit for a mental health issue.

We'd love to hear from our providers that take follow-up referrals from ERs/EDs to learn how they are trying to overcome those barriers. If you'd like to discuss this, please contact Tracy Samuelson, QI Manager, [samuelsont@magellanhealth.com](mailto:samuelsont@magellanhealth.com).

To learn more about National Minority Mental Health Month, click [here](#).



## ANNUAL MEMBER EXPERIENCE SURVEYS

The Annual Member Experience Surveys will be distributed to select substance use provider service locations in July. Providers that are in receipt of these surveys are asked to encourage HealthChoices funded members to share their overall impressions of their services that are funded by Magellan. The surveys will also include envelopes for members to send their responses back to Magellan.

Members who receive mental health services may receive a member experience survey mailed to their home address. This is in accordance with the HealthChoices Program Standards and Requirements in Appendix L.







IN FOCUS:

## INVITING FEEDBACK MAKES US ALL BETTER

An essential component of good customer service is openly inviting feedback from those you serve. This includes not just praise, but complaints or criticism. It may not always be easy to be the recipient of feedback, but strong programs make good space for receiving productive criticism. Leadership at any organization should make it clear and easy for clients and their families to make complaints or voice concerns.

Behavioral health providers should have policies and procedures in place for clients (and parents/guardians) to make complaints, and for those complaints to be investigated. These complaints might be about services, staff behavior, compliance/fraud concerns, privacy concerns, etc. Providers with the resources should also consider designating “client advocate” or “ombudsperson” or something similar, to help clients through the complaint process. Providers that are accredited may have more detailed requirements outlined by their accrediting bodies.



The staff who investigate complaints, as well as the staff who provide support to those making complaints, should be skilled at interviewing, engagement, active listening, providing validation, and exhibiting patience. Providers should be open to learning about any barriers clients see in the complaint process, and willing to mitigate or eliminate those barriers or perceived barriers.



One easy way to demonstrate to clients that you care about their experience and opinions is to have postings in public areas to educate clients about your complaint process. These postings should make it clear how to initiate an internal complaint, as well as how to make complaints to outside entities like payers or governing/licensing bodies. Having these postings prominently displayed can also increase client trust in your organization. It’s also extremely important to have, and communicate, a strong non-retaliation policy to protect clients who file complaints.



In addition to postings on bulletin boards, providers should give clients a printed copy of their complaint procedures. This is often included as part of a handbook or admission packet, with an acknowledgment signed by the client (or parent/guardian). However, in settings where people might have a long relationship with an organization, perhaps for more than a year, new copies should be disseminated periodically.



If new leaders come into settings where clients have not been filing any complaints at all, it’s possible that there are perceived barriers, like lack of knowledge about the process or fear of retaliation. In such cases it’s especially important to reintroduce and reinforce the importance of the complaint process, and to give clients multiple ways of voicing concerns in addition to formal complaints, like periodic surveys, client focus groups or steering committees, community meetings, parent/family focus groups, or anonymous suggestion/complaint boxes.

Also keep in mind that when your clients experience your internal complaint investigation and resolution process as robust, effective, and non-retaliatory, they are less likely to make complaints to external entities, or in public online forums.

As a reminder, Magellan’s National Provider Handbook and the Magellan of PA Supplemental Handbook both include requirements to inform members of their rights, and those rights include the right to make a complaint.





# UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

- **Addressing Tobacco Use in Behavioral Health Services**  
There are trainings available from the PA Statewide Tobacco-Free Recovery Initiative. Registration is free for these trainings. [Click here](#) to see the full listing of trainings available in the coming months.
- **Crisis training** will be held in the fall of 2025 (date to be determined) from 9AM-3PM via Zoom. The target audience for this training is Bucks County service providers for adults and children. This training will be presented by Erica Chestnut-Ramirez, MC, LISAC and Detective Nick Margiotta, M.Ed (Retired).

✉ Please contact Leah Chapman at [Lchapman1@magellanhealth.com](mailto:Lchapman1@magellanhealth.com) for registration information for these events.

**Opioid Centers of Excellence (COE) Fidelity Guidelines** were published on August 1, 2024. Each COE has until February 2026 to fully implement these guidelines into their practice. In preparation for full implementation, the Clinical Contract Advisor is offering training and technical assistance to all COEs in the MBH Network. There are six sections to the Guidelines. The training courses are broken down into three distinct sessions, each session covering two of the Guideline sections. The sessions are scheduled on these dates and times:

- **COE Fidelity Guidelines Section 1 and 2**  
Tuesday, September 9th, 2025,  
11:00 a.m., via Zoom  
Tuesday, September 16th, 2025,  
1:00 p.m., via Zoom  
Tuesday, September 23rd, 2025,  
1:00 p.m., via Zoom  
Tuesday, September 30th, 2025,  
1:00 p.m., via Zoom
- **COE Fidelity Guidelines Section 3 and 4**  
Tuesday, October 14th, 2025,  
11:00 a.m., via Zoom  
Tuesday, October 14th, 2025,  
1:00 p.m., via Zoom  
Tuesday, November 11th, 2025,  
1:00 p.m., via Zoom  
Tuesday, November 18th, 2025,  
10:00 a.m., via Zoom
- **COE Fidelity Guidelines Section 5 and 6**  
Tuesday, November 25th, 2025,  
1:00 p.m., via Zoom  
Tuesday, November 25th, 2025,  
2:00 p.m., via Zoom  
Tuesday, December 2nd, 2025,  
2:00 p.m., via Zoom  
Tuesday, December 9th, 2025,  
1:00 p.m., via Zoom
- ✉ Please contact Anita Kelly at [ALKelly@magellanhealth.com](mailto:ALKelly@magellanhealth.com) for registration information for these events.

# MARK YOUR CALENDARS

## Member Advisory Groups

Dates/locations shared at  
[Member Advisory Groups | Magellan of PA](#)



# LOOKING FOR TRAUMA INFORMED CARE (TIC) RESOURCES?



SAMHSA defines a “trauma informed approach” and shares steps to take to promote TIC in behavioral health.

Read more [here](#).



# KUDOS OF THE QUARTER!

Magellan maintains a process to recognize individuals throughout our network who go above and beyond for members. Magellan extends a warm thank you to the following individuals for their demonstrated commitment to the HealthChoices community.



**Jessie Pierson, Admissions Director at Beacon Point Recovery Center** - Provided a detailed and complete ASAM assessment, which was thorough and had all the information needed.



**Jessica Fry at Eagleville Hospital** - Presented a client specific, detailed ASAM assessment, which was very thorough and offered ample clinical details.



**Verdie Winters, Nurse Navigator at Lenape Valley Foundation** - Consistently goes the extra mile, for the members she is working and with Magellan. She quickly responds to all emails and phone calls with thoughtful questions and replies. She is an asset to all of the members she works with and is a valuable resource.



**Mia Martin at Malvern Institute** - Worked very hard with a member who has many needs (SUD, MH, medical) and has done an amazing job setting up aftercare that addresses all of member's needs, including IOP, CRS, medical appointments and nurse navigator appointments.



**Dr. Stephen Miksic** - Virginia Kern, Nurse Navigator at Penndel praised Dr Stephen Miksic, who she was helping a member connect with. He was absolutely wonderful! He had such a great personality and treated my client with respect and genuineness. Very accommodating for the member's unique needs.



**All staff at Silver Linings Recovery Center** - Silver Linings is picking up our members upon discharge from the hospital, driving them to intakes, then driving them home afterward.



**Marianne Ramirez-Gomez, Therapist at CHOR** - Gave an excellent example of strengths-based clinical review during a tumultuous review period for a member in the enhanced RTF program.



**Dana Miller, Social Worker at Horsham Clinic** - Responded to Hope Connections suicide risk protocol outreach in an exceptionally timely manner and facilitated a call with member within one business day.



**The Team at Piece of Our Puzzle** - Referral packet had a clear outline of alternative levels of care and showed clear collaboration with those providers, including an outline of an increase in services if the needs of the member are not being met with current requested placement.



**April Siegfried at Lehigh Valley Hospital-Muhlenberg** - Our member with a high level of BH and PH needs signed a 72-hour-notice which left case manager with little time to get him set up with all the services needed. She got him started with the CHC waiver process, set him up with 3 physical health specialists, and 4 behavioral health services, all within 2 days. This ensures that the member will have help to continue on the CHC waiver, and to improve both his mental and physical health.



**Trish Nye, Peer Specialist at Penn Foundation** - She was cited as an essential pillar of the peer support community in Bucks and Montgomery Counties, and also statewide. She supported Magellan in hosting a recent Member Advisory Workgroup on St. Lukes Penn Foundation's campus. This gave Magellan members the opportunity to connect with Magellan and provide feedback about services, while also receiving information about community resources and upcoming advocacy events. Her efforts helped make this the most well attended Member Advisory Workgroup Magellan has facilitated for Bucks and Montco since the pandemic.



**Lenape Valley Foundation BCM Team** - BCM Angel Santos and supervisors, Heather Coletta and Nancy DiNatale, have been extremely supportive to a member with complex needs who had been in an inpatient unit for over two years. They have gone above and beyond to support and wrap around this youth and his family.

We appreciate our partners in quality and regard this forum as one way Magellan can highlight exemplary acts of service for our members. You'll see these names again, as all providers and individuals that are honored through the ASC process will be highlighted at the Provider Town Hall.  
Thank you!



# 2024 PROVIDER EXPERIENCE SURVEY FEEDBACK

*"Magellan processes are modern and up to date with where the world is. It is effective and user friendly."*

*"Our new rep is good at disseminating provider alerts in a timely fashion"*

*"Courteous staff, willingness to resolve a concern"*

*"Credentialing process is smoother since they provide OMHSAS attestation form for PROMISe enrollment prior to credentialing being finalized. Makes the turn around time between onboarding a new provider and being fully credentialed under Magellan and promise more timely than other MCOs."*

*"Magellan has the fastest reimbursement time compared to private insurance. My questions are typically answered the first time I call. I can speak with a live person right away. Good customer service."*

*"The communication for providers and staff."*

*"The communication to resolve complaints or issues."*

*"Some of the provider relations staff have been very good to work with and very supportive. The payment process is smooth."*

*"Claim entry is a breeze and claim payments are faster than all the other insurances I currently deal with"*

**What do you find most valuable about working with Magellan?**