

## **MESSAGE TO PROVIDERS**

As we're all stepping into the fall season, Magellan invites you to read about some trends and opportunities that have been identified through quality-of-care concern reviews and to learn more about our upcoming key quality initiatives. There will be many projects forthcoming in the new year, and we'd like to give a sneak peek at ways that Magellan and providers can partner together.

Magellan will submit to the Office of Mental Health and Substance Abuse Services a proposal for a Performance Improvement Project (PIP) focused on suicide prevention. Recognizing that September is Suicide Prevention Month, this edition of "The Explorer" includes information about behavioral health screeners, including the Columbia Suicide Severity Rating Scale (C-SSRS).

As always, please let us know if there are topics you'd like to hear from us about. The quality team at Magellan is committed to working to keep ahead of emerging needs in behavioral healthcare and keeping our provider network informed.



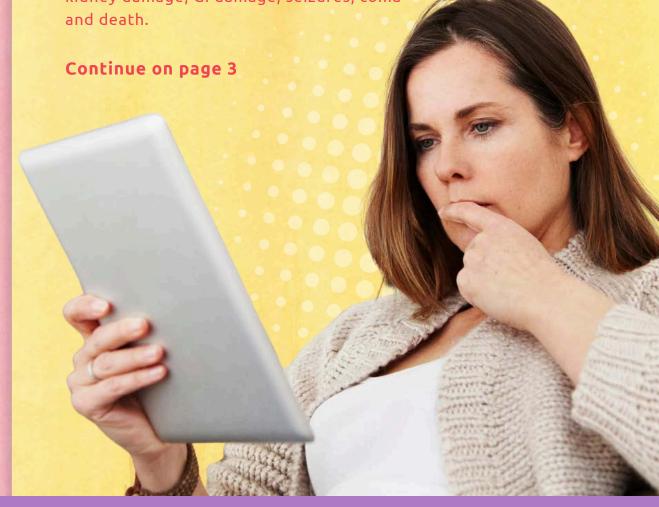
Warm regards,

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

# HAND SANITIZER: AN OVERLOOKED RISK?

Since the pandemic, hand sanitizer dispensers are readily accessible—in retail stores, fast food restaurants, and office settings. Who doesn't have a small bottle of hand sanitizer in their car, their bag, or right on their kitchen counter? This helps stop the spread of bacteria and viruses when handwashing with soap and water isn't possible.

But the ingredients in that mostly helpful goop can pose a lifethreatening danger if ingested. These antiseptic gels and liquids contain up to 95% ethanol or isopropyl alcohol. Ingesting even small amounts can result in dangerous alcohol poisoning, especially in small children. Potential effects of ingestion include respiratory depression, kidney damage, GI damage, seizures, coma



## CLINICAL PRACTICE GUIDELINES

Magellan promotes the delivery of quality behavioral healthcare to our members. One resource our providers can use to help fulfill this commitment is the clinical practice guidelines (CPGs) on our provider website,

MagellanProvider.com.

You can quickly access our best practices in **7 different sets of guidelines** on a wide range of diagnoses. We develop or adopt CPGs to assist you in screening, assessing, and treating common disorders. To do this, Magellan's multidisciplinary panel examines relevant scientific literature and seeks input from network providers, consumers and community agencies in a comprehensive process.

The Magellan care management center serving employer plans applies five of the CPGs in our treatment record review process. These guidelines are:

- Major Depression
- ADHD
- Substance Use Disorders
- Schizophrenia
- Managing Patients with Suicidal Ideation

To hear more about trends in the network, tune into our Provider Town Hall on September 17, 2025.

## MAGELLAN PROVIDER VIRTUAL TOWN HALL

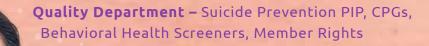
When: September 17, 2025, at 3:30 P.M.

We look forward to sharing important updates during our next town hall event.

### Presentations include:

**Magellan's Chief Executive Officer –** Update on 2025 Plan for Provider Rates and Program Expansion Requests

Clinical Department – Expansion of Magellan's Authorization System, Clinical org updates, ASAM, and COE



Compliance Department – AUD Forms, Annual Compliance Forum, and Medicaid Disclosures, Systems Transformation – Automated Email Notifications

Network Department- Enrollment Reminders, Provisional Licensure Communication, Updating provider information on Magellan's website.

Please register by clicking the link below:



## Provider Town Hall

After registering, you will receive a confirmation email containing information about joining the webinar.

# UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)



IBHS Best Practices Training: Behavioral Interventions – Review of Cognitive Behavior Therapy (CBT) and Behavior Therapy (BT) for IBHS Thursday, September 25, 2025; 9:00 A.M. – 10:00 A.M. Location Zoom

Register here.



Crisis Diversion and De-escalation Strategies: Supporting Youth and Adults in Community Settings

Thursday October 16, 2025; 9:00 A.M. to 3:00 P.M. (Please log in by 8:50 A.M.)

Location: Zoom Register **here.** 



Breaking the Silo: Integrated Care for Mental Health (MH) and Substance Use Disorders (SUD)

Wednesday, October 22, 2025; 12:00 P.M.-1:15 P.M. Location: Zoom Register **here.** 



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. <u>Click here</u> to see the full listing of trainings available in the coming months.



Please contact Chasie Kearney at <a href="mailto:kearneyc@magellanhealth.com">kearneyc@magellanhealth.com</a>
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 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

<u>ALKelly@magellanhealth.com</u> for registration information for these events.

#### **FROM PAGE 1**

## AN OVERLOOKED RISK?

Not all ingestion of hand sanitizer is accidental. Individuals with serious alcohol use disorder have been known to ingest liquid hand sanitizer. This behavior can occur when alcoholic beverages are not available and/or because of the severe intoxication that results. Individuals experiencing acute mental health symptoms might ingest hand sanitizer for the intoxicating effects or to attempt suicide.

There has been a significant and drastic increase in intentional ingestion of hand sanitizers since the increase in their ubiquity related to the pandemic. Magellan has seen an increase in the number of incidents involving HealthChoices funded members drinking liquid hand sanitizer during treatment episodes.

In healthcare and behavioral healthcare settings, individuals can easily access and ingest hand sanitizers without staff knowledge. Wall dispensers or pump bottles on desks are often not monitored by busy staff focused on client care, documentation, and other administrative tasks. People receiving services might exhibit signs of altered mental status, intoxication, or loss of consciousness without explanation, until investigation and lab studies uncover the source.

It's important to be aware that the presence of hand sanitizer (especially the smell) can present a relapse trigger for people with alcohol use disorder and can present as an opportunity for a person who feels acutely suicidal. Facilities should also look for hand sanitizer when they search patient belongings at admission, and it should be included on any lists of safety hazards or contraband.

Wondering how to maintain accessibility to hand sanitizer, while reducing the risk of sanitizer abuse? Here are some recommendations of organizational changes that may help:





Keep bottles or dispensers in areas that are always monitored by staff



Use sanitizing wipes instead of liquid or gel



Wall mounted dispensers rather than bottles



Use foam instead of liquid

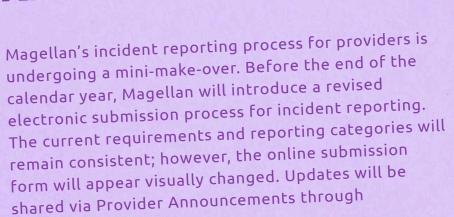


## Sources:

- The Rising Concern of Ethanol Intoxication from Easy Access to Hand Sanitizers: A Case Report- 2024
- Incidence and Characteristics of Alcohol-Based Hand Sanitizer Ingestion in Florida before and during the Coronavirus Pandemic- 2025
- Intentional ingestion of hand sanitizer in an adult psychiatric unit- 2020
- Access to Alcohol in Hand Sanitizer in a Substance Abuse Treatment Program A Potentially Overlooked Risk 2014

# SNEAK PEEK: INCIDENT REPORTING

Magellan's Communication team.



# PROVISIONAL LICENSES FROM DDAP AND OMHSAS

Providers that are contracted to provide HealthChoices funded services to eligible members must alert Magellan if their program has a change in licensure status. Receiving a provisional license is an example of such a change. Receipt of a provisional license for any services must be reported to Magellan. Communications can be sent directly to Mitch Fash, Network Manager at mfash@magellanhealth.com.



# !! SAFETY STANDOUTS: PRN MEDICATION

Magellan has observed a recent trend for on site treatment Record Reviews (TRRs) initiated due to patient safety concerns that we'd like to share with contracted providers. Specifically in 24/7 service locations, Magellan has seen a decrease in practice of attempting de-escalation activities before administration of PRN medication for behavior management.

In inpatient psychiatric settings, it is essential to prioritize non-pharmacological interventions before administering psychotropic medications, particularly in situations involving agitation, anxiety, or behavioral dysregulation. Employing least-restrictive measures supports patient autonomy, reduces the risk of medication side effects, and aligns with trauma-informed and person-centered care principles. Clinical interventions that prioritize therapeutic rapport and the patient's dignity can often resolve crises without the need for medication. When used consistently, these approaches contribute to a safer and more compassionate hospital environment for both patients and staff. Medication should be considered when non-pharmacological interventions are ineffective, and the patient poses a risk to themselves or others, always in accordance with clinical guidelines and informed consent.



## Verbal De-escalation

the first line of intervention is calm, respectful verbal communication. Staff should use active listening, empathetic responses, and simple language to help patients feel heard and understood. Setting clear boundaries and offering choices can also help de-escalate tension and restore a sense of control.



## Environmental Modification

Creating a low-stimulus environment can reduce sensory overload and agitation. This may involve dimming lights, reducing noise, or moving the patient to a quieter space. Ensuring that the setting feels safe and predictable is particularly important for patients with trauma histories or psychotic symptoms.



## therapeutic Engagement

Engaging patients in structured therapeutic activities or one-on-one interactions can redirect focus and promote emotional regulation. techniques such as grounding exercises, guided breathing, or mindfulness can be taught and encouraged as coping strategies.



## Offering Basic Needs and Comfort Measures

Addressing physical needs-such as hunger, thirst, pain, fatigue, or hygiene-can significantly impact behavior and mood. Providing comfort items like blankets, music, or access to a safe space can also help soothe distress.



## use of Behavioral Contracts or Safety Plans

For patients who are experiencing recurring behavioral issues, collaborative safety planning or behavioral agreements can clarify expectations and establish mutual trust. These plans often identify triggers, warning signs, and preferred coping tools.

## 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.

The team at Matrix Behavior
Solutions - Demonstrated great
collaboration and advocacy for
member's needs. The team clearly
advocated for member to receive
appropriate supports!

Christina Nigro and team at St.
Lukes -Sacred Heart - Partnered with
Magellan to address a member's very
complex needs and limited disposition
options. The St. Lukes team accepted
this member for transition from
another hospital, and they have since
been providing thorough and
clinically focused assessment
and treatment.

Sue Reish, Authorization Specialist at Twin Lakes - Kind and easy to work with! She presented clear and concise information, including an exceptionally well-done ASAM assessment. It was clinically thorough and patient-centered. The entire interaction made for a very smooth authorization process.

Nyasiah McClary, Case Manager at Gemma Services - Does an excellent job managing meetings for young members with complex family systems and children and youth involvement. She ensures all needs are addressed and coordinates discharge needs. Elwyn RTF Team - Went above and beyond to support member and family by offering support and brainstorming how to get member to complete required labwork. They met virtually with member to introduce the team and even went to the home to meet in-person and support guardian getting member to the lab.

Nana Ajani, Clinician at Healing Hearts With Care - Has been proactive in referring to other services for the family such as BCM and psychiatry, and collaborating with daycare.

Darby McGurk, Counselor at Eagleville Hospital - Presented a very thorough, client centered, and personalized ASAM assessment!

Erin McFadden, Quality Assurance at Haven House - Quickly responded to outreach from Magellan. Personally made sure member got an intake appointment as soon as possible. This was wonderful as the process can sometimes be frustrating for a member.

The ORLTSR Program at COMHAR - They are doing really effective work overall, and they are well prepared for reviews. They really have a great conceptualization of their members' issues and an awareness that mental health treatment at this level takes time and patience and consistency. They are showing great commitment and results!

Justin Hempfling, Social Worker, and Christina Botak, Director of UR at Malvern - They've been very responsive, and great at collaborating and advocating for our member, making several referrals for step-down level of care, and pursuing an autism waiver. Quickly organized an Interagency Team Meeting with member's community MH providers.

Emily Johnson, Social Worker at Horsham Clinic - Does a great job, ensuring there are timely notes in the chart for reviews. The reviews address the major points, including housing, collateral contacts, and referring to additional community supports, such as case management and peer support.



Soni Diaz at Pyramid Healthcare - When Magellan Care Manager's computer was malfunctioning, causing the process to take longer than usual, Soni was kind, patient, and thoughtfully presented the thorough and exceptionally patient-centered ASAM assessment in a manner that was conducive to transcribing.

Lauren Hostetter and team at Robin's Bower, Horizon House - Robin's Bower staff created a thoughtful and complete aftercare plan to address all of member's complex BH and PH needs, ensure communication between the many involved providers and networks, and help prepare member for future vocational opportunities.



Marianne Emery, Social Worker at
Horsham Clinic - Replied quickly to a
call from Magellan to engage a member
in Hope Connections program. Marianne
is always responsive and pleasant to
work with!

Jessica Lavallee, Social Worker at
Belmont Behavioral Health System Has been extremely helpful, pleasant, and
communicative in the coordination of
care for our member, following through
with recommendations, and making
extra effort to involve member's
sibling in the discharge planning
process.

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!



September is recognized as Suicide Prevention Month. To help your organization spread awareness, consider checking out the following sites to gain access to resources, such as a toolkit, fast facts, and to better understand the warning signs and risk factors for suicide.

- Suicide Prevention Month 2025 Resources & Awareness | NAMI
- Suicide Prevention Awareness Month | SAMHSA
- 988 Partner Toolkit | SAMHSA
- Pennsylvania's Suicide Prevention Month Guide

## **EVIDENCE BASED PRACTICES: RESOURCE REVIEW**



Magellan's quality improvement section of the website includes expanded content about evidence based practices. Check out the new additions here: Evidence Based Practices | Magellan of PA

## MARK YOUR CALENDARS

## **Member Advisory Groups**

Dates/locations shared at Member Advisory Groups | Magellan of PA



## **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

**BEHAVIORAL HEALTH SCREENERS** 

Magellan supports several **behavioral** health screening programs for network providers. Early screening of behavioral health concerns has been linked to improved outcomes and treatment adherence. Screening can be an important component of identification, diagnosis, and ongoing treatment.





## **TOBACCO RECOVERY**

If you have questions about tobacco cessation support or treatment resources, we're here to help. Reach out to a Magellan representative by emailing TobaccoSupport@MagellanHealth.com.