

# Delivering a positive impact for our communities

For almost three decades, Magellan Behavioral Health of Pennsylvania (Magellan) has been managing behavioral health services for HealthChoices members. We work closely with our customers in Bedford, Bucks, Cambria, Lehigh, Montgomery, Northampton, and Somerset counties; individuals; providers; and local communities.

## Key areas of focus for Magellan

### **Health equity**

We believe that all people entering the behavioral healthcare system must receive equitable and effective treatment. This must be:

- Respectful of individual member preferences, needs, and values
- Sensitive to experiences with stigma and discrimination

### **Recovery, resilience, wellness and peer support**

The values of recovery and resiliency guide us as we work with members and providers. The Recovery Support Coordination Team at Magellan works closely with local peer support professionals to promote resiliency principles. The key components of resiliency include:

- Increase connections
- Foster wellness
- Finding purpose
- Embrace healthy thoughts

### **Health Related Social Needs (HRSN)**

At Magellan, we know that economic and social factors can impact your health. Together with our county partners, we take a proactive approach to recognize these factors that are known as HRSN.

- Community resources can be found [here](#).



Check out our Behavioral Health Matters Podcast, with new episodes posted every 4 – 6 weeks.

### **Innovative clinical solutions with national support**

Our local team in Pennsylvania is fortunate to have support from national leadership through Magellan Health. In 2023, Magellan launched the TruCare health record technology platform to:

- Conduct routine utilization management functions
- Enable enhanced care management and coordination for HealthChoices members

## Provider workforce retention and recruitment

Behavioral health providers have experienced a significant challenge in retaining and recruiting employees. These workforce challenges have deep roots and were further intensified by the pandemic, impacting provider capacity across the system. Magellan is working closely with our county partners to assist providers in creative and innovative ways.

To find information about a Magellan-led job fair, visit [www.MagellanofPA.com/job-fairs](http://www.MagellanofPA.com/job-fairs)

## Opioid epidemic in Pennsylvania communities

The Commonwealth of Pennsylvania continues to face significant challenges related to the opioid epidemic, which has deeply impacted individuals, families, and communities. Magellan is a strong supporter and advocate for an integrated and holistic approach to substance use disorder (SUD) treatment. Examples include:

- An interest in increasing the availability of Medication-Assisted Treatment (MAT) (The percentage of Magellan members with opioid use disorders receiving MAT increased from 64.1% at the beginning of 2020 to 79.1% in 2024.)
- Training led by the Clinical and Quality Improvement departments
- A collaborative approach with our provider network to ensure alignment with the American Society of Addiction Medicine (ASAM) standards

## 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. We are continuing with our commitment to creative innovative, value-based models to support this high-priority, statewide issue.

## Suicide prevention

At Magellan, we believe that one suicide is too many. We empower the entire system—the individual, their network of family and friends, and the community—with knowledge, education, and tools to change attitudes and behaviors in an environment of uninterrupted and supportive care.

- Partnership with county-based suicide prevention task forces with a focus on the **988 Suicide & Crisis Lifeline for 24/7 behavioral health support. Call. Text. Chat.**
- Community-based training to include QPR (Question, Persuade, Refer) training
- Magellan's Hope Connections Program provides care manager support for members on their healing journey. The Columbia Suicide Severity Rating Scale provides the foundation for the conversation focused on health and well-being. **Call 1-877-769-9784 for more information.**

## Whole health

Since 2009, Magellan has been a proactive leader for integrated and whole health initiatives for behavioral health and physical health providers.

- To learn more, visit our website to find our PCP Toolkit, wellness-related tip sheets, tobacco cessation resources, and more.

“ Magellan takes an innovative approach to whole health, and together we are focused on increasing access to care, improving service use rates, minimizing costs, expanding the continuum of services in alignment with evidence-based models and maximizing clinical appropriateness.

– Matt Bauder, HealthChoices Administrator for Lehigh County

