

Our local focus produces compelling outcomes

A message from Jim Leonard, CEO, Magellan Behavioral Health of Pennsylvania, Inc.

Magellan focuses on local relationships with customers, members, families, and providers, to shape local approaches that **support member well-being** and to **improve the overall system of care**. Through these local relationships, we tailor our clinical programs to reduce fragmentation of service. We use a flexible model to coordinate care, which allows us to **collaborate with each of our HealthChoices customers to structure cross-system collaborations** with the greatest impact to produce the most compelling outcomes. We **use data and analytics** to identify trends, plan innovative opportunities, and to ensure that programs are making a difference.

With nearly three decades of managing behavioral health services for HealthChoices members, we have a positive history of creating impactful results in the communities we serve.

Compelling Outcomes

- The [Autism Action Committee](#) in the Lehigh Valley is a diverse stakeholder group led by Magellan, in partnership with County leaders, focused on strengthening the local continuum of care. This group collaborates to identify service gaps and develop practical solutions for individuals with autism spectrum disorder (ASD). Before this initiative, the typical onset for autism services for Spanish speaking youth was age 14. ***Five years after the program launched, Spanish-speaking children were receiving autism services by age 3, like English-speaking children.***
- Our Intensive Care Coordination (ICC) team is [always looking to expand forensic collaborative opportunities](#). For example, during Mental Health and Drug Treatment Court judicial supervision status hearings, Magellan's forensic care manager identified a significant barrier to care that could have led to failure in community reintegration and financial burden for Counties. Some judges had been issuing court orders for levels of treatment for which members did not meet medical necessity, or in some cases for levels of care that did not exist. ***By working with these judges, the care manager was able to ensure that members received treatment appropriate to their needs, and to reduce recidivism and high costs.***
- Member feedback shared through [Member Advisory Workgroup \(MAWG\) meetings](#) inform Magellan's efforts in a variety of ways, including addressing gaps in access to crisis services. In Cambria County, members consistently expressed their concern with limited community-based crisis options, often identifying the hospital as the only resource during times of acute need. ***In response, Magellan collaborated with the County and key stakeholders to support the development of a walk-in crisis center designed to provide timely, diversionary support in a community setting, including access to peer support.***

