

# MAGELLAN EXPLORER

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## MESSAGE TO PROVIDERS

As a reminder, this quarterly publication is intended to help providers in Magellan's Network stay current on key quality initiatives, priorities from the Office of Mental Health and Substance Use Services (OMHSAS), and resources to support strong outcomes and quality care. We're going to work hard to keep you informed about new publications, training opportunities, and emerging trends and ways to improve patient safety.

In the last few publications, we shared resources for suicide prevention. From collaboration with County Coroners, we're aware that there is an increase in the number of deaths by suicide in our regions. Magellan also has observed an increase in the number of HealthChoices members that have died by suicide in 2026. We are partnering with our Counties to offer CAMS trainings, CALM trainings, and other trainings to promote behavioral health screeners, risk assessments, and crisis planning strategies. We have initiated a Performance Improvement Project (PIP) focused on Suicide Prevention and Community Resiliency. Please ask your organization's primary contacts to share all Magellan announcements broadly so that all staff at your location are aware of the training opportunities that are available.

As always, please don't be shy to share feedback about this publication, critical or complimentary. We want to make sure this is an offering that is valuable and useful.



Warm regards,

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

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER

## A SHOUT OUT TO THE HORSHAM CLINIC

Magellan would like to acknowledge The Horsham Clinic for their quick adoption of our online authorization process available through Availity Essentials (Availity). The Horsham Clinic is utilizing Availity for the majority of their AIP and Partial Hospital authorization requests. The use of Availity has decreased additional administrative burden to verify arrival calls and allows increased flexibility for their staff members to submit authorization requests.

On October 30, 2025, a provider announcement titled, "[Magellan's user-friendly authorization request and tracking system, Availity, expands to additional levels of care on November 1, 2025](#)" was shared with our provider network. We encourage providers to review this announcement for a refresher on the current levels of care available in Availity, key benefits with the online system, and to review the training resources available.

# FRONT END CUSTOMER SERVICE 2025 OUTPATIENT SERVICE PROVIDERS

In 2020, Magellan Behavioral Health of Pennsylvania (Magellan) conducted a baseline assessment of customer service experience among outpatient providers, to evaluate the experience members may encounter when trying to initiate outpatient services, in either mental health (MH) or substance use disorder (SUD) services. In subsequent years, results are being compared against the 2020 baseline.

The need for this project was identified first through analysis of complaints received from members to Magellan, which found that the most common complaint category was Attitude and Service, often pertaining to telephonic contact with contracted providers. The need to explore customer service experiences was also seen in a root cause analysis examining follow up after hospitalization (FUH) rates, in which member surveys revealed that members often had difficulty accessing outpatient services. Members reported calling and getting automated answering systems and not being able to reach a live person, leaving messages and not getting calls back, and past negative experiences with how they were treated by provider staff. Similarly, staff in 24-hour settings reported comparable issues with trying to set up outpatient intake appointments for members being discharged.

A brief assessment was designed to be carried out by telephone, to assess number of rings before pick-up, how difficult it was to reach a live person, how challenging automated voice systems are, how long it takes to get a call back when a message is left, the general professionalism and courtesy of staff answering calls, knowledge of whether Magellan HealthChoices is accepted, and the availability of initial appointments. Calls were made during business hours (between 8am and 6pm), Monday through Friday.

Calls were made to provider phone numbers that appear in the Magellan Provider Directory, as members might find when searching. Beginning in 2022, when the Magellan caller left a message, they did not identify themselves as calling from Magellan, so that the providers might respond as they would to a member call.

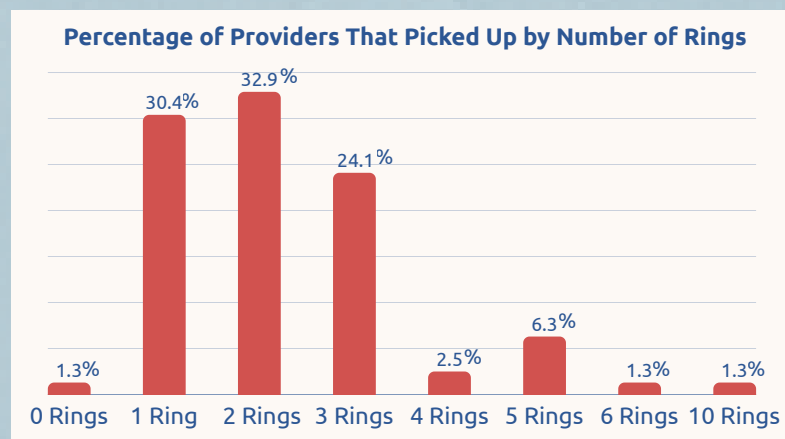
## Opportunities for Improvement Identified:

In 2025, among the providers that did call back, a smaller portion of calls were returned within 1 business day, and more were returned in 2-5 business days. This could create barriers to treatment if it had been a member calling rather than Magellan.

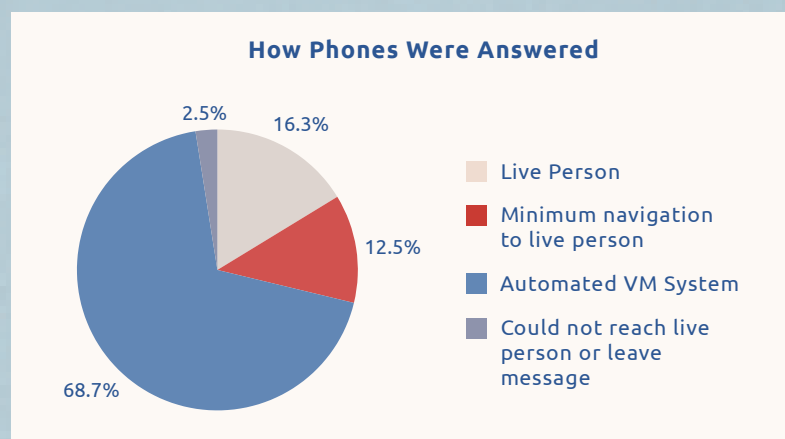


## Aggregate outcomes of the calls:

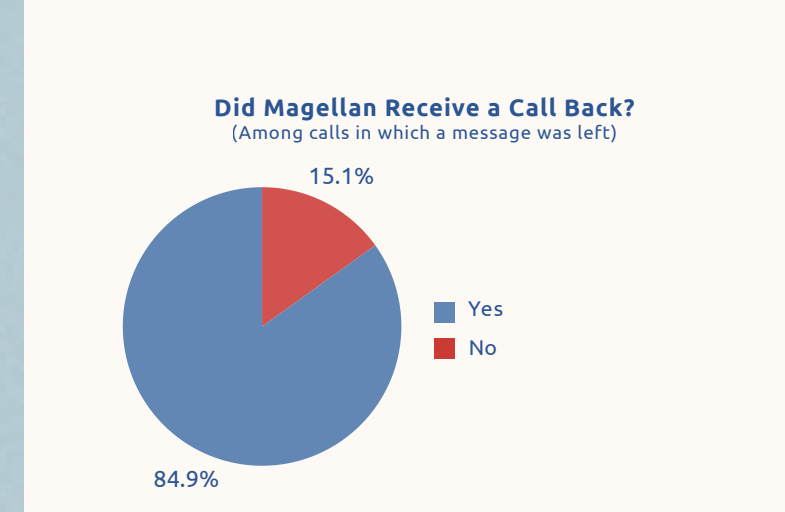
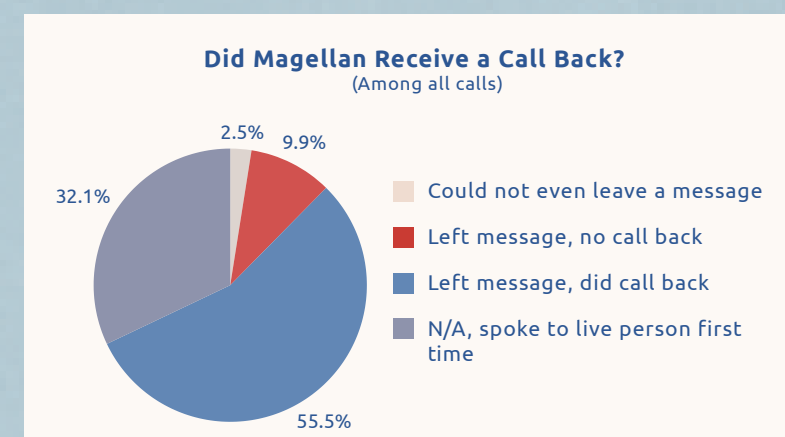
The majority of the calls (88.7%) were picked up in three rings or fewer, up from 80.7% the previous year.



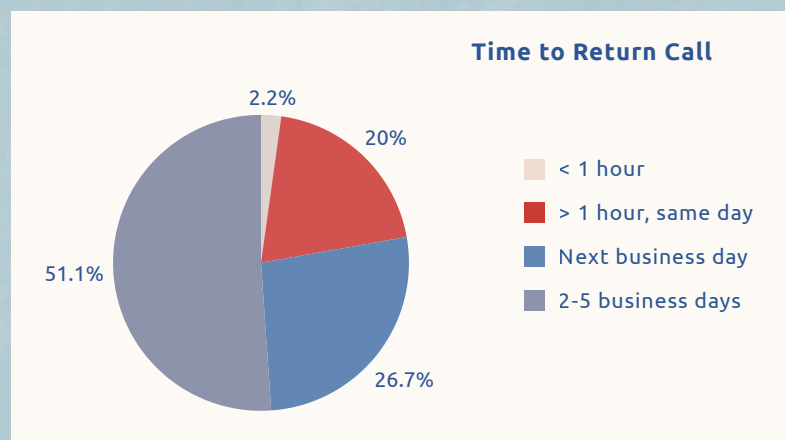
Of the calls that were answered, 28.8% (16.3% + 12.5%) were picked up by a live person immediately, or with minimal navigation (such as pressing one button), while 68.7% were picked up by an automated system.



Only 32.1% of the calls resulted in reaching a live person in the initial call. It should be noted that although having all calls initially picked up by an automated system may be necessary for a provider, some members may perceive this as a barrier (having to figure out which department they need and which number to press).



22.2% of calls were returned on the same day, while 26.7% were addressed the following business day. Over 50% of calls were returned within 2-5 business days.



# IMPACT: SUICIDE PREVENTION PIP

**Katie Bandish**, Magellan's youth support coordinator, spoke at Upper Bucks Technical School presenting on suicide prevention. Magellan received positive feedback about her presentation! Magellan recognizes the Recovery and Resiliency Team members' work isn't always able to be quantifiable or realized in outcomes.



## Feedback



*"Hey Katie! I just want to say thank you for sharing your most vulnerable moments. I think it's beautiful how you've been able to use your story to help the next generation."*

*Thank you for being here!*



# READING NOOK

**NEW RELEASES** from SAMHSA for OUD:

**This publication** highlights best practices for managing OUD during and after pregnancy and summarizes current evidence on treating perinatal substance use disorder.

**This report** examines the extent to which Opioid Treatment Programs adopted key changes in the revised regulations and explores key barriers and facilitators to implementation.

The SAMHSA library where all publications and corresponding webinars can be accessed is here: [SAMHSA Library](#).

# UPCOMING TRAININGS

## ★ ASAM Training Series

ASAM Training: August 19, 3-4PM  
ASAM Wrap Up: October 28, 3-4PM

✉ Please contact Anita Kelly at [ALKelly@magellanhealth.com](mailto:ALKelly@magellanhealth.com) for information for these events.

## ★ Youth Mental Health First Aid (YMHFA)

July 10, 2026, at 8:30 am to 3:00 pm  
Trainers: Camette Standley & Tracy Shultz  
Providers and General Community are invited (training will be held at Magellan office in Johnstown, PA)

## ★ Mental Health Advanced Directives (MHAD)

July 16, 2026, at 9:00 am to 11:00 am  
Trainers: Camette Standley & Tracy Shultz  
Providers and General Community are invited – Virtual Training

✉ Please contact Camette Standley at [CMStandley@magellanhealth.com](mailto:CMStandley@magellanhealth.com) for information for these events.

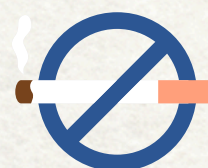
# MAGELLAN IN THE MEDIA

## "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

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).

To register for Pennsylvania Statewide Tobacco-Free Recovery Initiative trainings, use this link: <https://tobaccofreerecoverypa.com/trainings/>.

# MARK YOUR CALENDARS

## Member Advisory Groups

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



# 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.

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!



**Kelly Frail at Pyramid Dallas** performed a client-centered, detailed ASAM assessment that also offered insight into member's mental health and relationship patterns.

**Lauren Hostetter and Susan Hoke at Horizon House Robbins Bower** again demonstrated excellent discharge planning, securing aftercare services, supportive housing, and prevented a return to incarceration.

**Sarah Flowers at Pyramid Dallas** collaborates effectively with Magellan and refers members to Special Needs Care Managers when appropriate.

**Jennifer Amaral at Horizon House ACT and team** worked actively with our member who experienced many challenges, and helped him to graduate from mental health court.

**Charna Winograd at Valley Forge Medical Center** was cited twice—She educated the Magellan Care Manager on getting approval through member's medical coverage for short term medical facility. She was also diligent with coordinating placement for another member in a skilled nursing facility.

**Sarah Colozza at Elwyn Crisis Residential** Earned high praise from a Magellan member who told Magellan, "they don't judge me here... The groups here have helped me...I finally found a place that helps me."

**Toni Welsh at Pyramid Gratitude House** has been accommodating, cooperative, and willing to go above typical job duties to ensure care for our members.

**Valerie Nesbitt at Horsham Clinic** is great at her job, demonstrates great understanding of the members' recovery needs, and advocates appropriately for members.

**Randy Bjorkquist and the ACT Team at Penn Foundation** have consistently gone above and beyond for our member. They handled a very complex case with extensive case management with multiple entities.

**CarolAnn Vaserberg at Malvern** goes above and beyond with each review, searching for missing information, requesting further clarification, and submitting referrals to psychiatry.