

Recovery Support Navigators bridge the gap

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

In May, we created a Recovery and Resiliency department at Magellan to oversee all of our current and future services related to peer support. In particular, our new recovery and resiliency manager, Emily Ferris, now has oversight of Recovery Support Navigators (RSNs). The RSNs are Certified Peer Support Specialists that have lived experience of recovery and unique perspectives on how best to create practical solutions that are whole health focused.

What I find most impressive is how the RSNs are able to **bridge the gap** for Members that have a mental health and substance use disorder diagnosis. The RSNs are tasked with creating hope and supporting resiliency, and they work to achieve these goals by identifying community-based resources for Members while connecting them to appropriate levels of care.

Key outcomes

Over the past several years we have seen positive outcomes for Members that have utilized peer support, and through the creation of this new department we anticipate increased access for Members to these services. Here are the key results that illustrate the impact of our RSNs:

- Member cost is significantly less in the 6 months following completion of the RSN program.
- Emergency room utilization for a Member is significantly less following the completion of the RSN program.
- Inpatient utilization for a Member is significantly less following the completion of the RSN program.



Current opportunities for providers and community stakeholders

We encourage all providers and stakeholders to maximize the opportunities associated with peer support. Here are a few important considerations to review:

- Focus on best practices associated with peer support, and utilize outcomes based data. (i.e. Admission/readmission rates, crisis services, service utilization, and integrated care.)
- Plan for system transformation that should include workforce training and the identification of new partnership opportunity.

For more information related to peer support services and our Recovery and Resiliency department, please contact Emily Ferris at eferris@magellanhealth.com.