

# MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER

## MESSAGE TO PROVIDERS

In this edition, Magellan’s quality improvement team is sharing various tips, reminders, and information about upcoming projects. We encourage you to take a few minutes to digest each item and share this edition broadly with your teams, as content may be relevant to team members outside the scope of quality.

This publication is intended to help providers keep abreast of important updates of key quality initiatives, trainings and resources available through Magellan, and highlight network opportunities that have been identified through quality improvement activities.

If you have others within your organization that would like to join our distribution, please email Maria Brachelli-Pigeon at [MBrachelliPigeon@magellanhealth.com](mailto:MBrachelliPigeon@magellanhealth.com)



Warm regards,

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

## WHAT’S NEW IN SUD TREATMENT?

Effective January 1, 2026, ASAM Alignment reviews will include community-based levels of care.

Magellan encourages all substance use treatment programs to participate in trainings hosted by DDAP to become familiar with the enhanced expectations.

Link for DDAP website is [here](#).

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## TEXT CONSENTS FOR APPOINTMENT REMINDERS

These days both behavioral health professionals and our clients are busier than ever. It is difficult to remember everything, especially appointments for follow-up care.

Text message reminders can support improved outcomes for follow up after hospitalization rates. Magellan recommends follow-up care with a behavioral health provider within seven days of being discharged from a hospital, and to continue participating in that care.

Text reminders that include day, time, and location of your follow-up behavioral health appointment can help you keep your appointments.

Magellan offers a Text Reminder Program for individuals that are consented to receive text messages. It can be more convenient than a phone call. It’s easier to refer to the day, time and location when it’s on your phone.

At any time, consented individuals can text Magellan ‘STOP’ to cancel the text reminders.

**Magellan requests that all contracted providers encourage HealthChoices funded members to consider consenting for the program. Members can complete the consent form [online here](#).**



If you’re interested in receiving materials about this program to post on-site at your location, please contact Dawn Haurin at [DMPrenoHaurin@magellanhealth.com](mailto:DMPrenoHaurin@magellanhealth.com).



## HAVE YOU HEARD ABOUT ASC?

The Assess-Shape-Collaborate (ASC) system is Magellan's process for identifying, reporting, tracking, and responding to non-emergent, non-safety-related concerns about provider performance. All Magellan staff with provider or member contact are encouraged to report ASC opportunities.

The ASC issues that are tracked into distinct categories listed below; and each category has a number of subcategories:

- **Missing or conflicting essential clinical/assessment information**
- **Did not adhere to Magellan expectations around CM/UM/QI/Network**
- **Inadequate discharge/aftercare planning**
- **Failure to obtain authorization**
- **Did not check member eligibility**
- **Timeliness/lateness**
- **Member Rights and Respect**
- **Failure to address co-morbid issues**
- **Access barriers**
- **Other concerns about service delivery**
- **Recognition for provider staff or provider organization**

The categories and subcategories allow Magellan to track what would otherwise be very qualitative information in a quantitative way. Since the advent of the ASC process, Magellan has been using the ASC data in multiple ways to inform quality improvement efforts.

Providers with a large volume of ASCs per month are engaged in monthly ASC communication along with remote meetings to discuss the themes identified. This is designed to be a collaborative process to identify barriers to success and strategize improvement efforts. Some providers have incorporated their ASC data into their own internal quality improvement efforts.

Because 24-hour providers have a lot more contact with Magellan, they tend to have more ASCs logged than outpatient/community providers who have less Magellan contact.

Magellan also uses the ASC data to plan and implement larger-scale interventions, such as issuing guidance or education about a topic to the whole provider network, or to providers with a certain level of care. ASCs for provider recognition are shared in this newsletter, and a certificate of appreciation is e-mailed to the provider, and these individuals or programs will be featured at Magellan's Provider Town Halls.

If you're a Quality leader at your organization, and you'd like a record of your organization's recent ASCs, please contact Tracy Samuelson [samuelsont@magellanhealth.com](mailto:samuelsont@magellanhealth.com)

## PROVISIONAL LICENSES FROM OMHSAS/DHS OR DDAP

Part of Magellan's quality oversight includes monitoring of provisional licenses issued by OMHSAS/DHS and/or DDAP. If your organization is in receipt of a provisional license, it is important to notify Magellan in a timely fashion.



Providers that do not report a change in licensure status to Magellan may be requested to respond to a corrective action plan for failure to provide required notification. This notification is required even if the organization intends to challenge the audit findings of OMHSAS/DDAP.

A Magellan Quality Improvement Reviewer will connect with your organization in response to the notification to discuss if Magellan's membership was impacted by the events that precipitated the issuance of the provisional license.

Provisional license changes are reviewed by Magellan through several Quality Improvement Committee activities, including the Regional Network Credentialing Committee (composed of independent contractor providers to Magellan).

Magellan requests that providers that have a provisional license also report if additional provisional licenses are received, and/or when the license status returns to full status.

Please email Mitch Fash, Sr. Network Manager at [MFash@magellanhealth.com](mailto:MFash@magellanhealth.com).

## UPCOMING PIP ACTIVITY: SEEKING PROVIDER PARTNERSHIP

Magellan will endeavor upon design of a Performance Improvement Project (PIP) this year to address social determinants of health implicated in suicide risk, as well as promoting early identification of risk factors, assessment, and evidence-based interventions for those at risk of suicide.

Through the PIP, Magellan and all MCOs in the Commonwealth will address factors related to suicide risk through the following:

- 1) increasing the percentage of HealthChoices members who have completed suicide screens, suicide risk assessments, and care plans
- 2) improving rates among members of follow up visits with mental health providers following an Emergency Department (ED) visit or hospitalization with a diagnosis of mental illness or intentional self-harm
- 3) improving rates of depression screening and follow-up, and 4) addressing social determinants of health (SDoH).



In coming months, Magellan will share provider communications updates about how providers can support this critical effort. Some program level changes may include adjustments to practice to incorporate additional screenings and billing codes for depression and suicide risk.

## UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

▶ **Blended Case Management training** will be held on May 21, 2025 and May 22, 2025. The training will be held in-person though location is still to be determined. The target audience for this training is Bucks County Case Managers. This training will be presented through Drexel University by Brenda Weaver, MA CPRP.

▶ **Crisis training** will be held in the fall of 2025 (date to be determined) from 9AM-3PM via Zoom. The target audience for this training is Bucks County service providers for adults and children. This training will be presented by Erica Chestnut-Ramirez, MC, LISAC and Detective Nick Margiotta, M.Ed (Retired).

✉ Please contact Leah Chapman at [Lchapman1@magellanhealth.com](mailto:Lchapman1@magellanhealth.com) 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 provided training and technical assistance to all COEs in the MBH Network. There are six sections to the Guidelines. The training courses were broken down into three distinct sessions, each session covering two of the Guideline sections. The sessions were provided on these dates and times:

### COE Fidelity Guidelines Section 1 and 2

Tuesday, September 9th, 2025,  
11:00 a.m., via Zoom

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 [ALKelly@magellanhealth.com](mailto:ALKelly@magellanhealth.com) for registration information for these events.

## REMINDER: LANGUAGE ASSISTANCE SERVICES AVAILABILITY

The Pennsylvania Department of Human Services (DHS) issued on January 16, 2025 an updated Bulletin about requirements for Limited English Proficiency (LEP) Requirements for providers that are enrolled in the Medicaid program. The purpose of this bulletin is to advise providers that the DHS has updated the top 15 non-English languages used by Medical Assistance (MA) beneficiaries and to issue a revised top 15 non-English language tagline document.

Additionally, this bulletin reminds providers of their responsibility to provide interpretation and translation services free of charge to all individuals who have Limited English Proficiency (LEP), vision limitations, and/or auditory limitations, and the federal guidelines that must be followed to accomplish this.

If you like to read more about this requirement, click [here](#).

## SUPPORT MORE INCLUSIVE CARE

Magellan gives you additional options when sharing your specialties with potential clients who identify as LGBTQIA+. It's not difficult! Read more [here](#).



## MARK YOUR CALENDARS



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

## MAGELLAN IN THE MEDIA

**"Behavioral Health Matters"** podcast. New episodes available routinely.



PODCAST

Magellan

# 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.

**Devon Gray, Counselor at Malvern:**  
Demonstrated excellent clinical work and the use of evidence-based motivational interviewing techniques in an effort to help the member understand the appropriate level of care recommendation to best meet their needs.

**BCM Team at Holcomb Behavioral Health:**  
Collaborated with Magellan and multiple provider facilities in order to transition a member from ICM services into ACT services over the past several months. They have been very responsive and creative in their approach, consistently putting the member's needs first, and establishing a positive therapeutic rapport with the member over the past year.

**Stacy Spadt and treatment team at Lehigh Valley Hospital:** The treatment team, led by Stacy, went above and beyond for a member with very complicated medical and behavioral health needs. They coordinated a lot of collaboration among LVHN, PT/OT providers, CRS provider, Magellan, Highmark, as well as with two counties, as the member transitioned from one county to another during the hospitalization. Ultimately facilitated discharge to a skilled nursing facility with ongoing psychiatric care.

**The team at Pyramid York:** Did an excellent job working with a member with concurrent mental health concerns, including significant suicidal ideation. Treatment was individualized to the member's needs, including engaging the member in an individualized safety plan.

**The IBHS team at Sunny Days:** Did a wonderful job coordinating care with a member in an enhanced care management program. They partnered with the hospital, family, care manager, and CYS to thoroughly complete a member's assessment, while joining meetings and providing recommendations.

**Christina Botak, UR Director, and Kimberli Silvasy-Neale, Social Worker, at Malvern:**  
Went above and beyond in engaging a member who was really struggling. In the process of discharge planning they took extra time, listening to the member's needs, finding resources, and navigating referrals. An amazing team with huge hearts!

**Carrie Deprill and the Lehigh Valley ACT team:** Demonstrated excellent collaboration with Magellan and multiple provider facilities in order to bring a member into ACT services.

**Angela Zaccone at Eagleville Hospital:**  
Shows impressive clinical assessment and ASAM skills when working with members on appropriate discharge planning.

**Lisa Sallad and team at Samara House:**  
Recognized that a member's clinical needs could be met at a lower level of care, and did not request additional time while they worked on a discharge disposition plan for housing.

**Creative Health Services' FBS team:** Provided well thought out and intellectually conceptualized understanding of member's behaviors, family dynamics and interactions, and potential discharge resources. The team was able to provide specific data around precipitants to behaviors, maintaining factors and specific concerns related to safety that were valuable contributions to the meeting. They also demonstrated respect of member's identity, pronouns, and preferred name throughout the course of treatment.

**Kelly McClennan, Nurse Navigator at St Luke's Penn Foundation:** Goes above and beyond for the individuals that she is working with and never gives up. She worked tirelessly for months with multiple systems to get one individual connected with necessary home modifications so he can safely live in the community.

Last, but not least, the following individuals were cited by Magellan members as an excellent provider in 2024 Magellan Member Experience Survey:

- Matt Leader, LPC, at Family Service Association of Bucks County
- Vivian Acton, LCSW, at Central Behavioral Health
- Timothy Richner, LCSW, at Ivyland Counseling Center
- Maryam Bickell, DO, at Lenape Valley Foundation

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!

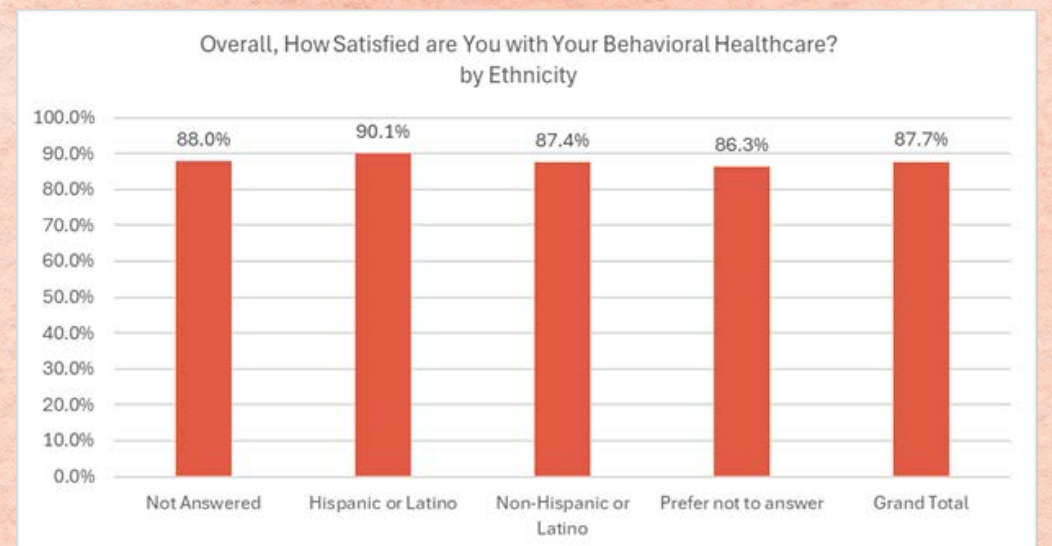
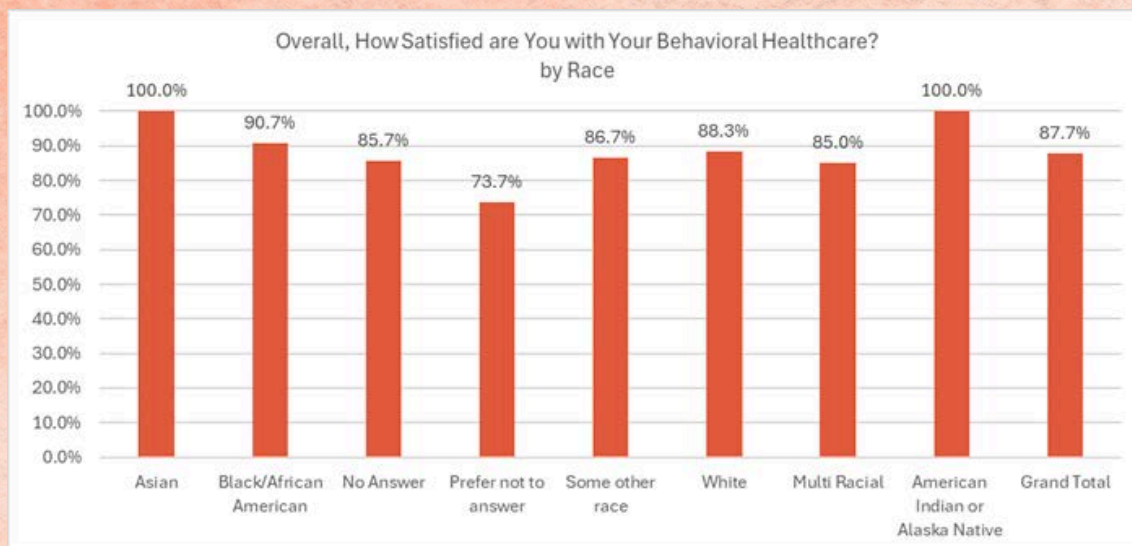
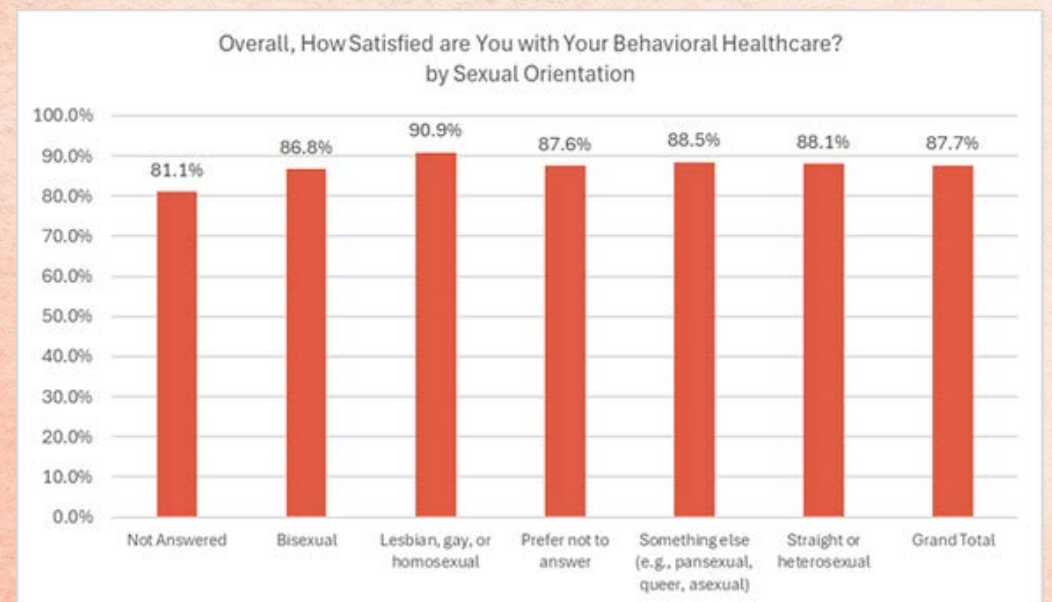
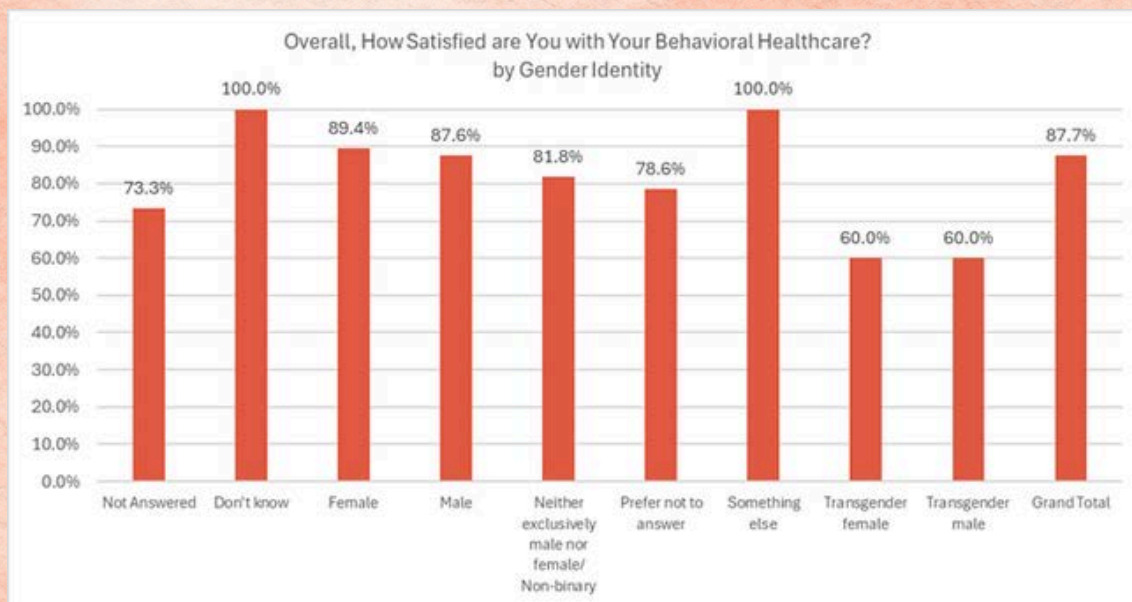
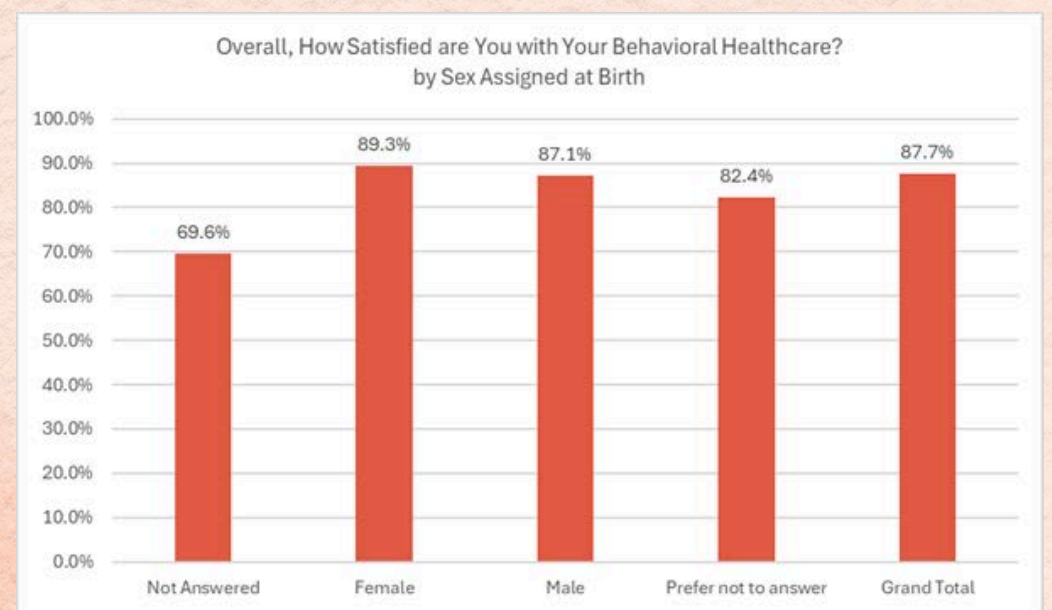
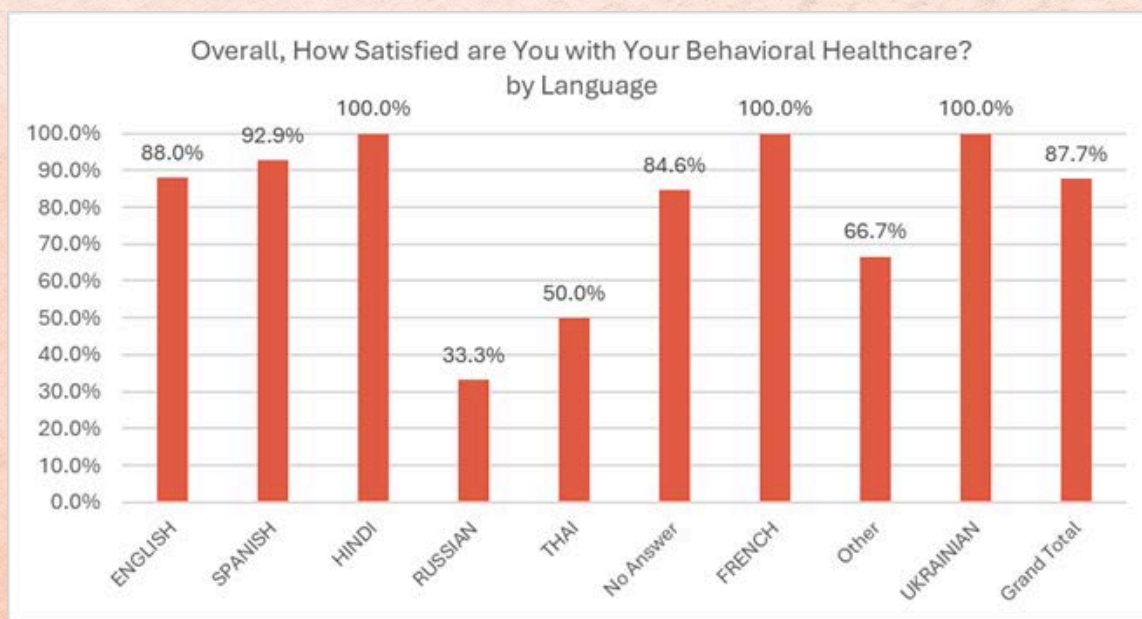
# FEATURED ARTICLE: CONSUMER FAMILY SATISFACTION TEAMS AND MEMBER EXPERIENCE OPPORTUNITIES

**Opportunity:** Providers are encouraged to talk about Peer Support services and make more referrals to these services. Magellan, primary contractors, and CFST providers have observed consistent feedback through the CFST process that HealthChoices members have not been educated about, or referred to, this valuable service.

## Overall Member Satisfaction by Demographic Categories

Magellan’s Member Experience Survey assesses member satisfaction with our behavioral health providers and with Magellan itself. Each year, Magellan analyzes responses to survey questions by race, ethnicity, preferred language, sex assigned at birth, gender identity, and sexual orientation, to identify any disparities in experience.

The following graphs display the differences in “overall” experience by demographic category. Magellan did meet the overall goal of member experience rated to be >85%; however, there are subpopulations that do not report their overall satisfaction with behavioral healthcare to meet that threshold.



This information might be helpful to providers, in determining whether some member groups are not having the same qualitative experience with services as other groups. It might also be useful for providers to include questions on these demographic categories on their own satisfaction surveys.

*"The people and the great service."*

*"They really care and remove obstacles so that families can succeed."*

*"I love that my husband and I are not alone in fighting for our sons' to be met in both community and at school. That we have caring, supportive staff that give us peace of mind and keep us sane!"*

*"I have been under care for mental health disorder for 47 years. About 40 of those years, I have been treated by Magellan. I know that I'm being cared for by a professional team that really does the best for me. I thank God for all your help."*

*"They really care about you like real family - they make sure that I have the help I needed. They also follow up! I love that!"*

*"They provide the best care and are extremely helpful in guiding you to the best behavior services ever. I can't thank them enough because now I'm two years sober and on the right medications, I am doing so wonderful."*

*"I like the fact you guys always care."*

*"The time and support they give me, to live my way into thinking right. Helping me to be a better man, not only for the people around me, but so I can be better for my family and daughter."*

*"I have been clean from substances because of services offered."*

*"I like that they see me as a person who has the same capacity as any other person, and not as someone who is less than or "beneath" anyone else. They have wonderful services available to address my specific needs."*

*"Magellan services are a major part of my life. Without those services, I don't know here I'd be today. It has played a major part in my recovery from drugs."*



**What do you like most  
about Magellan?**