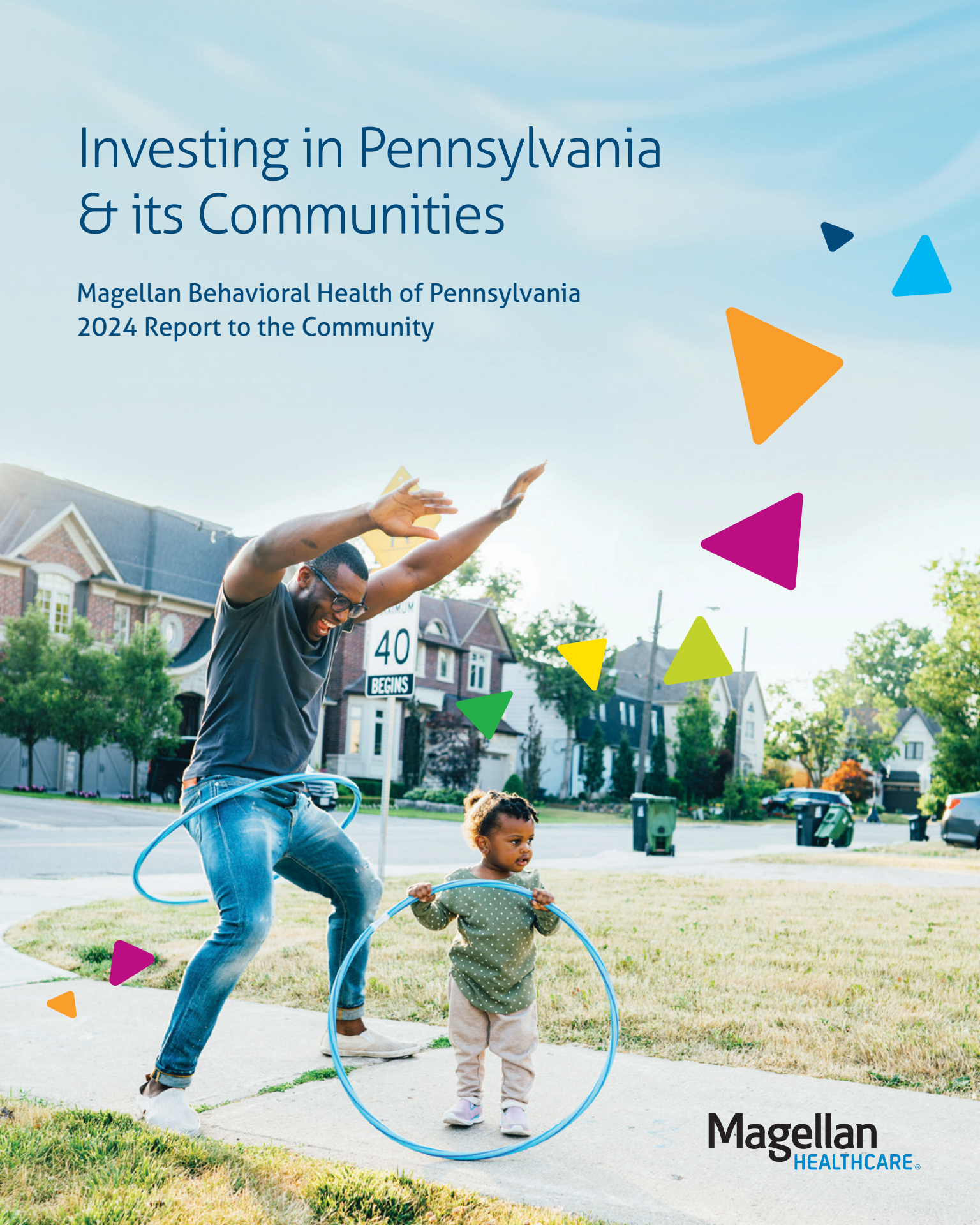


Investing in Pennsylvania & its Communities

Magellan Behavioral Health of Pennsylvania
2024 Report to the Community



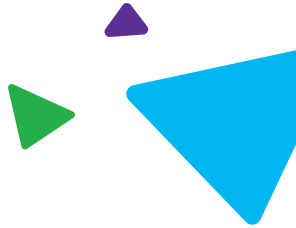
Our mission

Magellan Healthcare and Magellan Behavioral Health of Pennsylvania are committed to ensuring the delivery of high-quality care to help individuals and families achieve their goals. We collaborate with counties, providers, members, and other stakeholders to foster a system of care based on innovation, clinical excellence, and a philosophy of wellness that focuses on discovering personal strengths, building hope, and offering meaningful choices. Together, we accelerate transformation of the behavioral health system as we support individuals and families on the journey toward wellness and recovery, resilience, and a healthier future.

*Art Hennig, Senior Vice President,
Chief Business Officer, Payer Markets, Magellan Health*

*Jim Leonard, CEO,
Magellan Behavioral Health of Pennsylvania*

Delivering a positive impact for our communities



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

We are proud of our combined efforts, which have helped to:

- Increase access to care.
- Improve service use rates.
- Expand the continuum of services in alignment with evidence-based models.
- Focus on recovery and resiliency.
- Maximize clinical appropriateness and quality services.
- Create cost savings for the communities we serve through reinvestment funding.
- Increase engagement opportunities with local communities.
- Address Social Determinants of Health (SDoH).

The COVID-19 impact followed by Medical Assistance (MA) unwinding

The COVID-19 pandemic created trauma for many of our members and significant changes to the behavioral health system. The impacts have certainly been challenging for our providers from a workforce perspective. Following the ending of the Public Health Emergency in Spring 2023, the Medical Assistance (MA) unwinding process led by the Pennsylvania Department of Health has returned the MA renewal process to the pre-pandemic procedures.

It is encouraging to witness a greater collective awareness for the importance of mental health and substance use disorder (SUD) treatment. Stigma is certainly still a barrier, but improvements are being realized.

As of March 2024, more than 391,000 HealthChoices members now have access to Magellan’s services.

NCQA accreditation and distinction

In March 2023, Magellan received full accreditation for the third time in a row as a Managed Behavioral Health Organization from the National Committee for Quality Assurance (NCQA). This designation for a three-year term, focusing on ensuring high-quality care and service for members, comprises a comprehensive review of all departments within our organization's delivery system. In addition to this accreditation standard, Magellan also received the Distinction for Multicultural Healthcare in August 2021 for a three-year term.

Earning NCQA's stamp of approval for the past 7+ years is one of the many ways in which we've demonstrated our commitment to delivering top-notch care and services through the HealthChoices program.

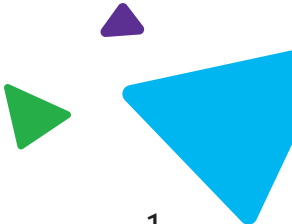
Leading Pennsylvanians to healthy, vibrant lives

In keeping with our purpose to lead people to healthy, vibrant lives, Magellan also supports more than 50 community events in Pennsylvania annually through sponsorships and other participation. Visit our website, www.MagellanofPA.com, for a full list of community resources and upcoming community events.

But our community involvement doesn't end there. The purpose of this report is to share impactful examples of the positive outcomes we are making in the communities we serve through our care management centers in Yardley, Bethlehem, and Johnstown.

On the following pages, you'll find details about programs and services, as well as quotes about our innovative and individualized approach from local stakeholders, providers, and members.

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Magellan in Pennsylvania

Nationally, for over 50 years, Magellan has led evidence-based innovations in behavioral healthcare with a high-touch and a high-tech approach.



Our **Certified Peer Support specialists** support adults with a qualifying severe and persistent mental illness leaving the hospital, showing a **45% decrease in new hospitalizations**.

Care Coordination Improvements

- **9.5 point average improvement** in Health and Wellness Questionnaire scores, which assess member's perceived stability related to behavioral health, physical health, and social determinants of health.
- **67.26% decrease** in per member per month acute inpatient psychiatric admissions.



Assisted providers with rapid pivot to telehealth usage:

5%
pre-pandemic



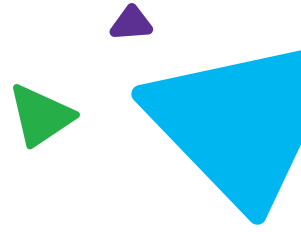
70%
post-pandemic



From day one, Magellan has proactively worked to develop relationships and connections within the community and has demonstrated a commitment to the health and well-being of our residents.

– Current Pennsylvania Customer





The Magellan difference in Pennsylvania

Magellan Behavioral Health of Pennsylvania's consultative approach is guided by partnership, collaboration, and transparency that leads to long-tenured contracts and continuous expansion of services and supports for our members. Magellan uses its decades of national behavioral health experience to evaluate, measure, and create high-quality outcomes. Examples include:

- Our Magellan team is able to leverage the experience of our Autism Center of Excellence to better serve children with autism spectrum disorder.
- By using predictive analytics, Magellan Care Managers are able to implement interventions that reduce the risk of suicide within our member population.

We have a deep understanding of the complex needs of special populations and how to achieve the best health outcomes for those we serve.

Magellan's approach to behavioral health works for Pennsylvania communities

- Deliver positive outcomes for the members and communities served through whole health, recovery-oriented, evidence-based, and community-based care.
- Focus on prevention, early identification, and intervention while creating effective engagement solutions.
- Expand telehealth options and increase access to innovative and personalized care through the use of technology.
- Provide best-in-class clinical expertise. For instance, our national medical team has published guidance on reducing the use of psychotropic medications for children.
- Participate in care coordination with physical health providers, including collaborative care reviews and active engagement of members needing specialized care.
- Manage a top-quality provider network focused on value-based contracting and innovative programs to enhance the system of care, including support on provider workforce challenges.
- Responsible management approach with a staff culture built on financial responsibility that creates reinvestment opportunities for our customers, as well as a transparent and accountable Quality Management Program.

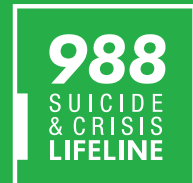
Key areas of focus for Magellan Behavioral Health of Pennsylvania

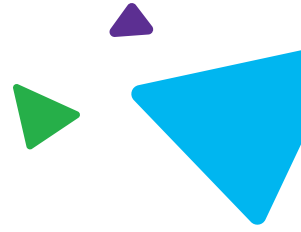
- Health equity
- Innovative clinical solutions with national support
- Opioid epidemic in Pennsylvania communities
- Provider workforce retention and recruitment
- Recovery, Resilience, Wellness and Peer Support
- Social Determinants of Health (SDOH)
- Suicide prevention
- Value-based reimbursement models
- Whole health



Important suicide prevention resources for friends, family, and colleagues

- Call or text 988 to connect with a trained professional with the National Suicide and Crisis Lifeline.
- Chat 24/7 at 988lifeline.org.
- Substance Abuse and Mental Health Services Administration (SAMHSA) Suicide Prevention Resource Center has many helpful resources at sprc.org.





Health equity

Magellan is committed to promoting health equity in HealthChoices programming.

We believe that all people entering the behavioral healthcare system must receive equitable and effective treatment in a manner that is respectful of individual member preferences, needs and values, and sensitive to residual stigma and discrimination. It is important to identify objectives aimed at maintaining or improving cultural competency among all staff and throughout the provider network to promote health equity.

We prioritize diversity, equity, and inclusion efforts both internally through our quality improvement program, and externally with the provider network and through key stakeholders. This work is rooted in maintaining the National Standards for Culturally and Linguistically Appropriate Services in Health & Health Care and by weaving health equity efforts throughout Magellan's practices.

As needed, members calling Magellan (or participating in services offered by Magellan contracted providers) connect with language assistance services such as: oral interpretation, translation services, non-English languages or alternative formats of materials, or communication approaches for supporting members of the deaf/hard of hearing community.

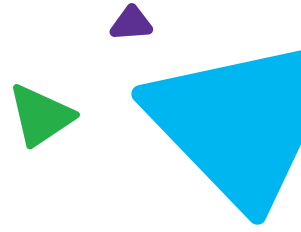
Innovative clinical solutions with national support

Our local team in Pennsylvania is fortunate to have support from national leadership through Magellan Health.

This support can come in the form of innovative software platforms to improve efficiencies in care coordination; medical necessity reviews for unique and challenging cases; sharing first-to-market solutions for a member demographic to improve quality of life; and more.

Recent examples of these opportunities include:

- In 2021 and 2022, Magellan launched pilot programs in three of our counties (Northampton, Bucks, Montgomery) with DUOS, a digital health company focused on helping older adults stay connected and age independently while easing the strain on caregivers.
- In 2023, Magellan launched the TruCare health record technology platform to conduct routine utilization management functions in addition to enabling enhanced care management and coordination for our members. Magellan leverages new technology integration with Health Information Exchange (HIE) data into the platform, to provide real time care team access to internal and external member information.
- Magellan partnered with HealthShare Exchange to improve member care and outcomes by integrating HIE notifications on member emergency department Admit, Discharge, and Transfer (ADT) information. ADT data is ingested into Magellan's member record to activate care teams to provide real time care-coordination and outreach that improve member care pathways and reduce emergency department utilization.



Opioid epidemic in Pennsylvania communities

The Commonwealth of Pennsylvania continues to experience a health crisis due to the impacts of the ongoing opioid epidemic that has affected too many lives.

In recent years, a significant increase in heroin overdoses, and then fentanyl (a synthetic opioid) overdoses, have caused the most serious challenges for providers and authorities.

Magellan is a strong supporter and advocate for an integrated and holistic approach to substance use disorder (SUD) treatment. In close coordination with our county partners and provider network, we believe in a recovery-oriented, member-first approach which aims for a personalized treatment process focused on decreasing risk factors for opioid use.

Our key areas of focus

- Work closely with the Opioid Use Disorder Centers of Excellence (COE). The evidence-based treatment is team-based, and these COEs offer an integrative model of care.
- Increase the availability of Medication-Assisted Treatment
- To ensure our provider network is in alignment with the American Society of Addiction Medicine (ASAM) standards.
- Increased access to detox and rehab beds.
- Promote the Warm-Handoff Program, which assists opioid overdose survivors with receiving SUD treatment following emergency medical care.
- To share the SAMHSA National Helpline, 1-800-662-4357, as a confidential resource to find substance use treatment and information.

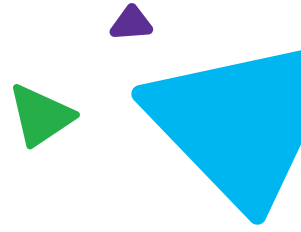
Provider workforce retention and recruitment

Due to workforce development challenges caused by the pandemic, behavioral health providers have experienced a significant challenge in retaining and recruiting employees.

The truth is that these issues were present pre-pandemic and were only made worse over the past few years. Magellan is working closely with our county partners to assist providers in creative and innovative ways. The resiliency of our providers is very impressive, and together we are motivated to create hiring/retention improvements, while always striving to improve access opportunities for our members.

Examples of proactive achievements

- *Promotional video titled, "Immediate Job Openings in Behavioral Health":* Magellan, county partners, and providers created a video in January 2023 highlighting the benefits of working in behavioral health. Specific job openings were shared, along with helpful websites for future job opportunities. This [video](#) is currently available on our website.
- *Lehigh Valley Health and Human Services Job Fair* at Penn State Lehigh Valley in April 2023. A second annual event also occurred in April 2024. See page 29 for details about the 2023 event.



Recovery, Resilience, Wellness, & 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**
 - Prioritize healthy relationships with empathetic, caring, trustworthy people.
 - Avoid the temptation to isolate.
 - Join a support group, attend faith-based activities, volunteer, or attend a drop-in center or clubhouse.

- **Foster wellness**
 - Take care of your body with nutritious food, physical activity, and adequate sleep.
 - Practice mindfulness activities such as journaling, yoga, prayer, or meditation.
 - Avoid unhealthy outlets such as substance use.

- **Find purpose**
 - Seek out ways to help others.
 - Look for opportunities for self-discovery.
 - Pursue your passion.

- **Embrace healthy thoughts**
 - Keep things in perspective.
 - Accept that change is inevitable.
 - Learn from your past and keep a healthy outlook on the future.

Social Determinants of Health (SDoH)

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 SDoH.

For example, during the pandemic, unemployment claims sharply increased forcing many individuals and families to struggle unlike at any time previously in their lives. To assist with these new realities, Magellan significantly increased the amount of community resources available through our website and shared multiple stories through our e-newsletters about specific resources available for food insecurity (i.e., local food banks), utility concerns (i.e., one-time assistance, weatherization), and housing concerns (i.e., Community Based Care Management (CBCM) Model – see page 21).

Today, Magellan continues to provide descriptions of over 375 community resources on our website, and the e-newsletter stories mentioned above remain available on our website.



Community resources can be found here:

MagellanoftPA.com/for-members/community/community-and-online-resources



E-newsletter stories can be found here:

MagellanoftPA.com/for-providers/community/pa-quarterly-connections/

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.

Magellan's suicide prevention solution includes

- Awareness and stigma reduction.
- Population surveillance and early detection.
- Network/caregiver/family/specialized trainings.
- Predictive analytics and research.
- Moving from crisis management to early prevention.
- Advocacy for inclusion of depression screenings in each PCP visit.
- Implementation of digital solutions.
- Suicide Risk Care Management Program.

In May 2022, at the start of Mental Health Awareness Month, Magellan hosted three suicide prevention-focused events to include the screening of the film, 'My Ascension.' These events were open to the public and were held in high school and college facilities in Ambler, Bethlehem, and Stroudsburg. Each event included the film screening, a plenary discussion with local stakeholders and Emma Benoit, and the chance to interact with important community resource organizations.

Emma Benoit survived a suicide attempt at age 16 and is now on a mission to use her experience to help others find hope through her participation in this film.



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.

In 2016, in collaboration with our county customers, we launched our initial value-based strategy. The pandemic was an opportunity for us to refine our value-based models to focus on access to care. Our value-based metrics allow providers to earn incentives by providing ongoing access to new members while continuing to support existing members in maintaining community tenure.

As of February 2024, we have 30% of our total care dollars for Pennsylvania HealthChoices under a value-based reimbursement model. This meets the goal set forth by the Office of Mental Health and Substance Abuse Services (OMHSAS) of 30% by the end of 2024. We are continuing with our commitment to create innovative, value-based models to support this high-priority, statewide issue.

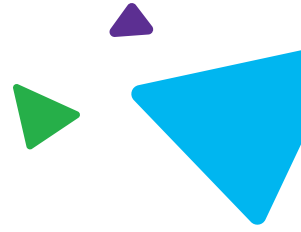
Our value-based approach

We work closely with our county customers and providers to ensure that additional dollars can be earned based upon the achievement of performance measures. Our overarching goal is to create improved member outcomes across the continuum of care.

Our current value-based models

We selected the highest-volume and highest-cost levels of care to drive system transformation efforts. These include:

- Acute inpatient hospitals (also referred to as the Magellan Facility Incentive Program)
- Assertive Community Treatment
- Family-based services
 - Mental Health and Substance Abuse Out-Patient
- Blended Case Management (BCM)
- Community Behavioral Health Center Model
- Center of Excellence (COE)
- Enhanced Community Based Intensive Treatment



Whole health

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

Today, we facilitate integrated and whole health efforts that are individualized across a variety of modalities and interventions with a focus on access, quality, cost-effectiveness, and overall wellness. Magellan values a whole health model of care in which an individual's health and well-being is supported across behavioral, physical, and environmental factors. We are committed to promoting integrated care in our communities and to building bridges with medical practitioners to improve care coordination and member health outcomes. Our care benefits include education on appropriate emergency department use, hospital discharge follow-up, alcohol and substance use support, and pharmacy management. We continue to partner with our Wellness Recovery Teams and nurse navigators to support integrated, whole person care for our members within community-based settings.

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



Magellan's positive results for our communities

1997 – present

Magellan and our county partners are committed to improving and expanding the HealthChoices program. We continue to work collaboratively with many stakeholders and service delivery systems to ensure our programs and services meet members' needs.

2000

Bucks County Department of Behavioral Health and the Montgomery County Office of Managed Care Solutions created separate, but similar partnerships with Magellan. Each county established a unique, publicly funded partnership with Magellan to operate the behavioral health managed care HealthChoices Program. The vision was to increase access to services, improve quality of care, and contain costs for each county.

2001

Magellan extended its service delivery area to the Lehigh Valley and developed partnerships with Lehigh County HealthChoices and Northampton County HealthChoices.

2017

Magellan entered a similar partnership with the Cambria County Behavioral Health Services Program in western Pennsylvania.

Over the next several pages, you'll see highlights of various community initiatives resulting from our work within each county.



Staff engagement and volunteer support

Our Pennsylvania-based team demonstrates its commitment to the local communities across the Commonwealth through staff engagement and volunteer support activities, to complement our significant list of annual community events we support through sponsorships and participation.

This commitment remained strong during the pandemic and continues today with the expansion of our brand ambassador initiative which includes increased amounts of our staff assisting with weekend community events and school-based weekday events.

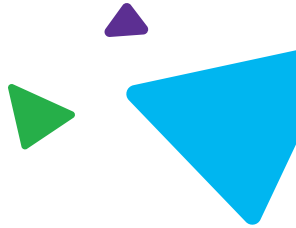
Our staff culture is excited by engagement opportunities available at community events, and volunteer opportunities are frequently offered to employees throughout the year.

Each October, our Pennsylvania team participates in Magellan Cares Month activities and examples of the staff volunteerism choices have included pet organizations, food banks, local farms, and drop-in centers.





Community engagement in Bucks and Montgomery Counties



2nd Annual Bucks-Mont Food Drive and Magellan Cares Foundation contributes towards food insecurity



Magellan, in collaboration with Bucks County Behavioral Health/Developmental Programs, Bucks County Human Services Division, and Montgomery County Department of Health and Human Services, hosted the 2nd Annual Bucks-Mont Food Drive from September 11 – October 30, 2023. The beneficiaries for the food drive were once again the Bucks County Opportunity Council for all donations collected in Bucks County and the MontCo Anti-Hunger Network for all donations collected in Montgomery County.

The 2023 food drive collected approximately 2,000 pounds of donations at the 14 drop off locations across both counties. The collection sites included several police departments, local libraries, a YMCA, a hospital, and county/township administrative buildings.



It is because of the support of partners like Magellan Behavioral Health that the Montco Anti-Hunger Network is able to support our network of close to 70 hunger relief organizations. Hunger is growing rapidly in recent years, with a 60% increase in food pantry visits last year, and with it the urgency to act to address hunger. Each donation also shares awareness, reminding us all that we play an important role in being hunger relief champions that together, we can eliminate hunger from our communities.

– Shannon Isaacs, Executive Director,
Montco Anti-Hunger Network



2nd Annual Bucks-Mont Food Drive and Magellan Cares Foundation contributes towards food insecurity - continued



BCOC is proud to partner with organizations like Magellan Behavioral Health of Pennsylvania and the Bucks County government to fight hunger. In Bucks County, we help feed our community through over 75 food pantries and direct distributions. In our county alone, over 40,100 individuals are facing food insecurity. This support is so necessary to make sure families are getting enough to eat every day.

– Elizabeth Zbinden, food program manager
for Bucks County Opportunity Council



To further illustrate Magellan’s commitment to addressing food insecurity in 2023, the Magellan Cares Foundation contributed \$5,000 each to the Bucks County Opportunity Council and the MontCo Anti-Hunger Network in August 2023.



Magellan Behavioral Health of Pennsylvania

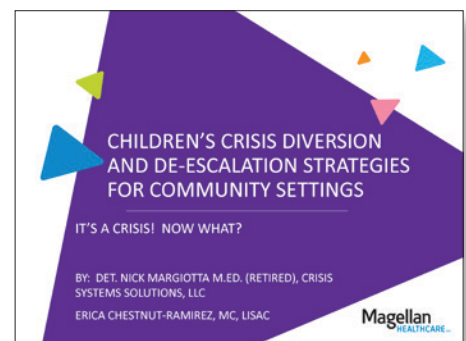
Community Based Care Management (CBCM) Model to Address Housing Instability and Homelessness

Housing instability and homelessness affect your physical health and behavioral health. In fact, nearly one-third of all visits to the emergency room are made by people struggling with chronic homelessness.¹ At Magellan, we know that having stable housing can be a positive contributor to an individual's overall health.

Together with our county partners, we have proactively created resources available at the county, state, and federal levels that may be able to help. For example, Magellan and our county partners created the Community Based Care Management (CBCM) Model in a coordinated multi-system approach, with the intention to reintegrate our members returning to the community from an acute inpatient admission. Through this process, together with other stakeholders, we are proactively creating a pathway to impact physical and behavioral health outcomes. To learn more about the CBCM Model and its impact across our counties of operation, please contact our Care Management Department.

Community-based Crisis Trainings – Children's Crisis Diversion and De-escalation Strategies for Community Settings

Magellan holds annual trainings in Bucks County and Montgomery County to help staff working with youth and families in community-based settings increase their knowledge, ability, and understanding of the value of implementing crisis management activities in the community. These trainings provide strategies to implement during crisis situations. Specifically, the activities are targeted for school personnel, case managers, Intensive Behavioral Health Services (IBHS) clinicians, Family Based Services clinicians, outpatient services clinicians, child-serving system partners, and supervisors/staff within these departments. Additionally, these trainings are targeted for intermediate skill level addiction professionals, counselors, and social workers.



1. <https://greendoors.org/facts/cost.php>



Jenna Woodward receives the Bucks County Community Support Program (CSP) Champion Award for 2023

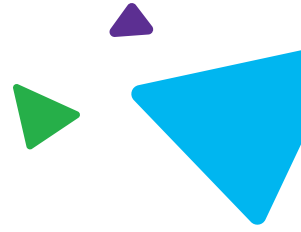
Jenna Woodward is a Magellan employee and is the Recovery Support Coordinator for Bucks County, which is a part of Magellan's Recovery and Resiliency team working closely with the *Community Support Program (CSP) of Bucks County*. During the 2023 annual CSP of Bucks County picnic, Jenna was presented with the Bucks County CSP Champion Award, and the award presentation mentioned the following superlative reasons for the award recognition.



Thank you, Jenna Woodward, for going above and beyond the call of duty to enhance the work of CSP and spread awareness of CSP's principles and values. Jenna plays an integral role in supporting members in their recovery, providing hope, and helping members get connected to community-based services. Jenna is loyal, passionate, and deeply committed. She is the first to volunteer her time and talent when the call arises to take action, lead, and enhance CSP, its principles, and values. Each month Jenna has been pivotal in continuing our efforts in improving CSP, educating the community, and modeling the CSP's principles and values. It's very clear that CSP continues to be the success it is because of her strong desire and unwavering commitment. Congratulations, Jenna Woodward! We are so grateful for all you do!

– CSP of Bucks County





Magellan’s Maternal Health Program

This program is coordinated by Magellan’s integrated health complex care manager, and it has become an increasingly utilized resource for members who are pregnant or postpartum. The program assesses for SDoH needs and physical and behavioral health stability, provides referrals to community-based supports/resources, and collaborates with a member’s physical health managed care organization to ensure resource coordination and access to the full scope of benefits available to members. Members enrolled are supported throughout their pregnancy and postpartum allowing for continued assessment of evolving needs and ongoing support of whole health. Initial outcomes suggest a decrease in per member per month utilization of higher levels of care, higher levels of engagement with community-based supports, and a higher rate of community tenure.

Recovery & Resiliency (R&R) Support

The R&R team supports the workforce development and retention of peer workers in Bucks County and Montgomery County by assisting in organizing trainings, interviewing, and selecting applicants, and assisting/attending graduation ceremonies. R&R also offers trainings to support new peer professionals, including documentation and strategic storytelling. The Professional Development Network (PDN) is a resource offered to peer professionals. The meetings are facilitated by the Recovery Support Coordinator in each county. PDN is an opportunity to network with other peer professionals, learn about new resources, hear from speakers, and support each other. This is another offering to assist in workforce retention.

The R&R team worked to support members throughout the Covid-19 pandemic. The team offered short term peer support to members, while assisting them in accessing community-based services. The team also supported members as they navigated the ending of the Public Health Emergency. R&R is available to assist members by phone or in person with COMPASS applications or refer to additional resources, as appropriate.

Transition-Age Youth (TAY) and Young Adults

Through our provider, county, and community stakeholder relationships, Magellan continues to create programs for TAY and young adults that promote recovery and resiliency.

Here are three programs we support yielding positive outcomes.

1 **First Episode Psychosis (FEP)**

Evidenced Based Coordinated Specialty Care model for young people ages 15 – 30 who have experienced their first psychotic episode. FEP provides psychiatry, individual and family therapy, case management, supported education and employment, Certified Peer Specialist and on call services.

2 **Substance Use Disorder (SUD) Forum**

Two webinars for professionals working in the children's mental health and behavioral health system to help screen and identify adolescents with co-occurring (substance use and mental health) needs and connect them with necessary supports and services.

3 **Screening, Brief Intervention, and Referral to Treatment**

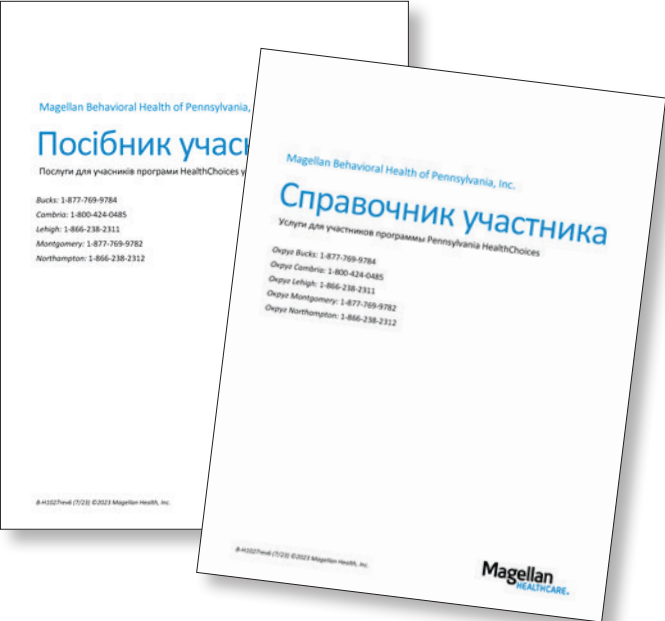
Evidenced based approach to identify individuals who use alcohol and other drugs.

Ukrainian/Russian Support

Bucks County has experienced an increase of Ukrainian and Russian refugees moving into the County since late 2022. In addition to having a unique set of needs, these refugees also face challenges in accessing behavioral health supports and services with Ukrainian and Russian speaking providers.

Magellan, in coordination with Bucks County Behavioral Health/ Developmental Programs, is working to meet the needs of these individuals. Since early 2023, a Bucks County workgroup has been working proactively with providers and key stakeholders to create a variety of opportunities to improve the accessibility of services for these refugee families. By mid-2023, Magellan added the options of Ukrainian and Russian to the language search tool on the online provider search function.

In addition, there are multiple resources translated in Ukrainian and Russian available on the Magellan website to include the member handbook, a “getting connected” flyer, and a “how to prepare for your appointment” handout.



Community engagement in Lehigh and Northampton Counties

Annual Harvest Full of Hope Conference

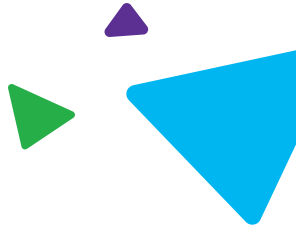
Magellan has been a long-time supporter of this annual member-focused conference in Bethlehem that focuses on the importance of recovery and resiliency. In 2022 & 2023, Magellan sponsored and coordinated a one-hour keynote plenary session each year to include local stakeholders as panelists, and with Magellan's senior account executive for the Lehigh Valley serving as the moderator.



In 2022, the plenary title was, "Health and Hope in our communities, addressing stigma and discrimination."



In 2023, the plenary title was, "Neurodiversity panel discussion: Perspectives of autism."



Arc of Lehigh/Northampton Counties – Infusion of Inclusion

For the 2022 – 2023 school year, Magellan Cares Foundation contributed \$5,000 to this Lehigh Valley school-based program teaching thousands of elementary students the importance of inclusion and kindness in a fun, engaging, and interactive assembly format.

Behavioral Health Matters Podcast

In October 2023, our local team launched the first episode of our podcast titled, 'Behavioral Health Matters.' Each podcast includes conversations with key customer representatives, community partners and/or internal team members. Our aim is to promote positive mental health, increase the audience's education regarding behavioral health topics, and reduce stigma. We encourage you to consider this podcast series as a new resource, and we invite you to [listen here](#) at your convenience because there are many behavioral health matters to learn from and behavioral health matters!

BEHAVIORAL HEALTH MATTERS



A big thank you to John Lees, our member and family advocate for Lehigh County and Northampton County. This project is led by John, as he serves as the host and lead producer, while maintaining his full schedule supporting our members and their supports.



Goodwill Clubhouse – Annual Holiday Luncheon

Magellan staff, Lehigh County staff, and Northampton County staff volunteer each December to serve a meal to members at the Goodwill Clubhouse in Allentown.



IBHS trainings and video

Effective January 17, 2020, Intensive Behavioral Health Services (IBHS) replaced Behavioral Health Rehabilitation Services in Pennsylvania. Magellan has worked closely with Pennsylvania’s Department of Human Services, our county partners, providers, and other stakeholders to assist in a smooth transition to IBHS. There have been challenges given the changes necessary throughout the pandemic, and Magellan has led an extensive series of trainings, provider workgroup meetings, and stakeholder/member forums to communicate best practices and share details of the services available.

In 2023, Magellan created a [summary IBHS video](#) available on Magellan’s website in partnership with county partners and providers.



Job Fair at Penn State Lehigh Valley

Magellan, in collaboration with Penn State Lehigh Valley, Lehigh County Human Services, and Northampton County Human Services, hosted a free Lehigh Valley Health & Human Services Job Fair to assist with the provider workforce challenges in the region on April 13, 2023 at Penn State Lehigh Valley.

This job fair offered attendees the chance to learn about a variety of positions available, including internship opportunities. In addition, attendees had the opportunity to gain valuable insight from local career services staff and healthcare professionals through a variety of workshops and a plenary discussion. 40+ providers had tables available for the event.



Local health and human services providers continue to face a challenge related to the hiring of employees. In recognition of this challenge and in collaboration with our county partners and provider network, we hosted this event at the wonderful venue of Penn State Lehigh Valley to create increased connections for students, young professionals, and providers.

– Tom Walker, senior account executive for Lehigh County and Northampton County, Magellan Behavioral Health of Pennsylvania



Lehigh Valley Summit examines the many aspects of prevention

In May 2019, a Lehigh Valley Summit in Center Valley titled “The Many Aspects of Prevention” increased the focus on relapse prevention. The keynote presentation and breakout sessions discussed best practices for preventing deaths from overdose in the Lehigh Valley. The conference planning committee included representatives from the Centers of Excellence for Opioid Use Disorder at Neighborhood Health Centers of the Lehigh Valley and Treatment Trends, Lehigh County and Northampton County Drug and Alcohol divisions, Magellan, and prevention providers.

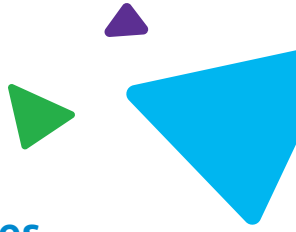
The goals for the conference were to examine the Lehigh Valley’s current efforts to:

- Prevent first use.
- Include the role of Certified Recovery Specialists in community-based initiatives preventing relapse.
- Determine how medication-assisted treatment prevents death from overdose.

Magellan supports calming kits initiative for elementary and intermediate students in the Wilson Area School District

In September of 2022, Magellan and the Wilson Area Partners in Education Foundation (WAPEF) collaborated on a new initiative to provide calming kits to elementary and intermediate students within the Wilson Area School District in Northampton County. These calming kits included fun games and helpful tools for the children to manage their stress at school. WAPEF identified 80 children in kindergarten through eighth grade with heightened levels of anxiety that could use some additional assistance throughout their school day.

“The start of the school year offered an important opportunity to positively impact a child’s mental health, and we were pleased to offer our support for this school-based initiative to benefit many children and their families in the Wilson Area School District,” said Tom Walker of Magellan Behavioral Health of Pennsylvania.



Magellan’s School Based Outpatient Mental Health Services

Magellan’s school-based outpatient services complement coordinated area efforts to advance wellness and resiliency in education. School districts across the Lehigh Valley partner with Magellan, County Departments of Human Services, Child Welfare Agencies, Lehigh Carbon County Intermediate Unit 21, and Colonial Academy Intermediate Unit 20. Together, we increase mental health awareness education, groups, behavioral health assessment, and intervention.

Our collaborative effort addresses the need for all students in all grade levels (K-12) to have access to services. On-site counseling and medication management services funded by Magellan are targeted to youth identified by school personnel, or families as needing specialized mental health services to function within the school setting. Key areas of focus:

- School aged youth.
- Place of service to include main clinic or on-site at pre-approved and licensed school locations.
- Individual, family, and group therapy.
- Psychiatric evaluations.
- Evaluations/ Assessments (non-MD).
- Medication management.
- Psychological and Neuropsychological testing.

Suicide Prevention Night at the IronPigs

The Lehigh Valley IronPigs coordinate a suicide prevention night event at its stadium to include important messaging for the entire regional community, and this event is annually supported by Northampton County, Lehigh County, local providers, and Magellan.



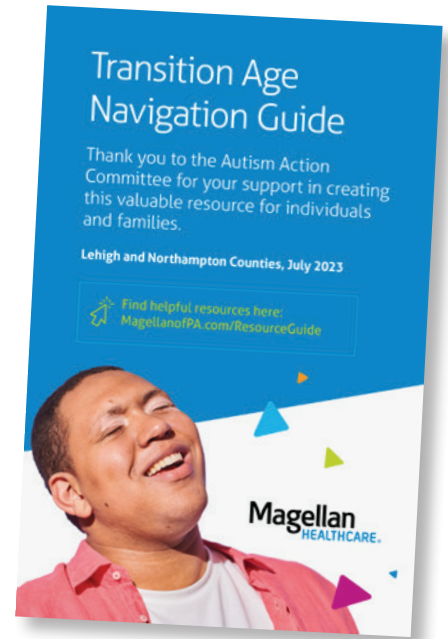
Transition Age Navigation Guide

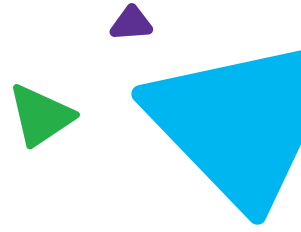
Thank you to the Autism Action Committee for your support in creating this valuable resource for individuals and families. All young adults living with autism have their own unique strengths and challenges. This guide provides helpful resources for individuals with autism, their supports, and young adults in general.



Scan this QR code to download the guide, and share this code with friends, family members, and key supports.

If you are interested in requesting multiple printed copies of this guide, please send an email to MBHofPA@magellanhealth.com.





Youth mentoring relationships created through the Big Brothers Big Sisters of the Lehigh Valley

One-to-one mentoring is often critically important for young people in economically challenged communities. An adult mentor is someone who is willing to volunteer a few times a month, and to spend quality time with a young person to help with their development. Through this relationship, the mentor frequently shares life experiences and/or guidance to support the young person through any challenges or adversity. One such organization involved in coordinating mentorship opportunities, Big Brothers Big Sisters of the Lehigh Valley (BBBSLV), has been successfully matching mentors with young people for nearly 50 years.

However, the need for mentors has significantly increased over the past several years, to include a large need within Allentown. To address this shortage of mentors, BBBSLV created a new corporate membership club in 2019 titled, “LEAD BIG: The Partnership for Potential.” At the kickoff event in September 2019, Magellan was announced as one of several local companies supporting this initiative to create new mentor opportunities by June 30, 2020. Magellan’s relationship with BBBSLV has continued in subsequent years to create additional mentoring relationships across the Lehigh Valley.

Community engagement in Cambria County

Cambria County Transition to Independence Process (TIP) Model

TIP is an evidence-supported model focused on providing support to young people ages 16 – 26. The support is facilitated across five transition domains: Education, Living, Employment and Career, Community Life Functioning, and Personal Effectiveness and Well-being.

After a decade of positive results in our other counties of operation, the TIP model was introduced in Cambria County in 2019 with the following goals:

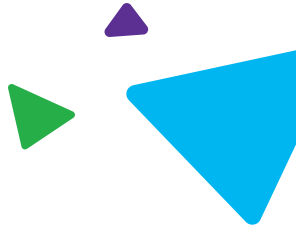
- Engage youth and young persons in the planning of their futures.
- Provide youth with developmentally appropriate, appealing services and supports. The supports also must be non-stigmatizing and culturally competent.
- Involve youth and their families and other informal key players in a process that prepares and facilitates them in their movement toward greater self-sufficiency. In addition, successful achievement of their goals is measured against the relevant transition domains.

Community Transition Coordinator

Assists members by following up with their appointments after they are discharged from an inpatient facility. In a proactive way, potential referrals are identified for Intensive Care Coordination (ICC), BCM, and outpatient care, and members are linked to outpatient providers. This position is a key member of the Magellan team focused on increasing community connections and improving member outcomes.

For example, due to the work of the Community Transition Coordinator, the Cambria County 7-day aftercare follow up rate increased from 33.76% pre-position to 45.63% (year to date average) between July 2021 and April 2022.

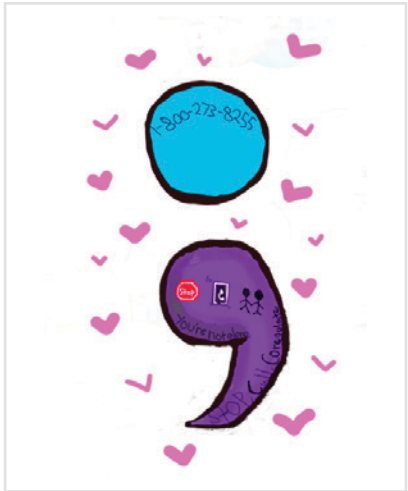




FAVOR Laurel Highlands Recovery Community Center

In November of 2023, a new Recovery Community Center opened at 226 Fairfield Avenue in Johnstown’s West End Neighborhood. The mission of FAVOR (Faces And Voices of Recovery) Laurel Highlands is to assist individuals, families, and communities in building sustainable recovery capital. The establishment of FAVOR Laurel Highland’s Recovery Center marks a significant milestone in the community’s efforts to support individuals in recovery. FAVOR Laurel Highlands is fully peer-run and governed, meaning all employees and most of the board members are in recovery. The Recovery Center serves as a hub for people in need of assistance, offering a variety of services, including support group meetings, peer mentoring and advocacy for recovery-related policies.

Laurel Highlands Semicolon Project



This county-wide school outreach project led by Magellan included a 2022 logo contest with 85 submissions from 5 schools.



Member and Family Advocate

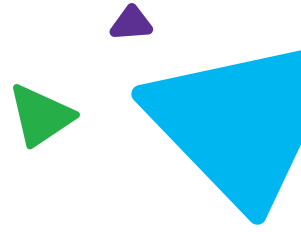
Local staff best understand the needs of individuals served and are eager to provide solutions. For example, Alexis Miller serves as our Cambria County Member and Family Advocate and attends community meetings, school-based meetings like guidance counselor meetings, and looks to offer resources in real time.

STAR Summit (Success, Treatment, Advocacy and Recovery)

6 years and counting. This event celebrates excellence in behavioral health by highlighting positive stories involving recovery and resiliency in Cambria County. The event includes breakout sessions and a resource fair, and annually has approximately 150 local stakeholders, providers, and community members in attendance.



Each year the local team also recognizes 10+ awards for providers, members, and key stakeholders in a tradition of showcasing the special contributions by each winner to create additional recovery opportunities for members.



Trainings for mental health awareness

Magellan has regularly offered mental health and suicide prevention trainings to providers within Cambria County to include over 41 separate training sessions reaching 3300+ individuals through December 2023.

Examples of the trainings have included:

- Wellness Recovery Action Plan (WRAP)
- Whole Health Action Management (WHAM)
- Mental Health Advanced Directives
- Youth Mental Health First Aid
- Question, Persuade, Refer
- More Than Sad
- Talk Saves Lives
- It's Real – Teens and Mental Health



By consistently offering comprehensive training sessions, Magellan facilitates an environment where individuals can stay abreast of the latest advancements in the field of healthcare and recovery. The commitment to continuous education underscores Magellan's dedication to enhancing the well-being of community members. These imperative training courses not only empower healthcare providers with the knowledge and skills necessary to deliver high-quality care but also enable members to actively participate in their own recovery journeys. Magellan Healthcare's emphasis on education stands as a testament to their unwavering dedication to improving the overall quality of life within the communities they serve.

– Paula Miller, CEO, Breaking the Barriers



Peer Support Services/Programs at the P.E.N. Drop-In Center

Magellan coordinates peer-led engagement activities and continual outreach opportunities at the Drop-In Center to include the following programs and member-focused events:

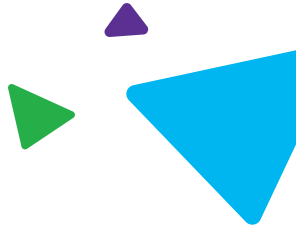
- Wellness Johnstown Recovery Action Plan (WRAP) trainings and workshops.
- Whole Health Action Management (WHAM) trainings.
- Peer-to-Peer workshops.
- Member Advisory Work Group meetings.
- Various holiday volunteer efforts.
- Magellan Cares Month activities.



The Peer-to-Peer workshops were so vital in helping peers to converse and brainstorm about a number of different everyday topics which helped with problem-solving skills and taught peers ways to navigate behaviors and challenges.

– Maryann George, Executive Director, P.E.N. Drop-In Center





REACH Crisis Walk-In Center

Nulton Diagnostic & Treatment Center, in collaboration with Cambria County Board of Commissioners, Behavioral Health of Cambria County, Cambria County Behavioral Health Services Program, Breaking the Barriers, and Magellan, opened the REACH Crisis Walk-in Center on November 1, 2023, located at 110 Franklin Street, Suite 105, Johnstown, PA 15901. This new Crisis Center provides both walk-in services and 24/7 mobile crisis services for immediate response to individuals and families in Cambria County seeking mental health crisis intervention in a safe and welcoming environment. The REACH Crisis Walk-in Center is designed to serve a diverse range of individuals residing in Cambria County who are experiencing a mental health crisis or are in need of immediate mental health support.

24/7 Mobile Crisis phone number..... 1-877-268-9463

REACH Crisis Walk-in Center hours..... Monday – Friday, 11 a.m. – 7 p.m.

For additional details about the walk-in and mobile services available, visit the Crisis Center’s website at www.nulton.com/programs/crisis-walk-in-center/.

Recovery in the Valley

This major community event held annually each September in Johnstown is organized by Behavioral Health of Cambria County, the Cambria County Behavioral Health Services Program, the Cambria County Drug Coalition, and Magellan. The free event includes featured speakers, resource tables with recovery-focused information, family entertainment, and more. In 2023, the theme was that recovery is for everyone: every person, every family, and every community. The speakers explained that it’s important to lower barriers for recovery support, to create inclusive spaces and programs, and to broaden our collective understanding of what recovery means for people with different experiences.



Member experiences with Magellan

“ You guys are doing a great job. These services are much appreciated! My daughter has improved tremendously since she has been receiving these services. ”

“ **Magellan has made it possible for me to have a second chance at life.** ”

“ **I am completely satisfied with my experience. Thank you for everything, it has changed my life for the better.** ”

“ The services I have received have probably saved my life. Anyone who is struggling should know about what help is available. ”

“ I'm sincerely grateful for the time and service your company has invested in me. Thank you for the opportunities to get my life back in order. ”

“ They are **in the HOPE business!** ”

“ **Thank you for always being there for me when I need you. Thank you for helping me and caring for me.** ”

“ I can't think of any areas that need improvement. The services provided through Magellan have been effective and I am grateful every day when I see the improvement in my son's mental/emotional wellbeing. ”

At Magellan Healthcare, we are leading Pennsylvanians to healthy, vibrant lives by helping millions of individuals enjoy improved health and wellness in communities of their choice. Leveraging decades of experience, we collaborate with our customers, providers, community-stakeholders, and members to deliver ground-breaking solutions that improve care and lower costs.

To learn more, visit our website at
MagellanofPA.com or contact one of
our member services teams:

Bucks County: 1-877-769-9784

Cambria County: 1-800-424-0485

Lehigh County: 1-866-238-2311

Montgomery County: 1-877-769-9782

Northampton County: 1-866-238-2312