

MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER



INSIDE THIS ISSUE

FEATURED:
FRONT-END CUSTOMER SERVICE ASSESSMENT OF OUTPATIENT PROVIDERS 2024

- MESSAGE TO PROVIDERS
- ASAM ALIGNMENT
- CULTURAL COMPETENCE
- TRAUMA INFORMED CARE
- SOCIAL ISOLATION RISKS
- GUN VIOLENCE PREVENTION: RESOURCES TO ADDRESS TRAUMA AND IMPACTS OF GUN VIOLENCE
- KUDOS OF THE QUARTER!
- UPCOMING TRAININGS

MESSAGE TO PROVIDERS

As we look to this year’s end, the quality improvement team would like to extend a heartfelt thank you to all our partners and colleagues in behavioral health. Without question, 2024 presented unique challenges for our delivery system. Despite these conditions and with repetition, we’ve seen providers develop innovative and creative solutions to support quality outcomes.

At Magellan, we look forward to evaluating our performance in 2024. This edition, we’re featuring improvements observed in our “front door” experience. Nice job to our network outpatient providers for improving the first-contact experiences for our members! In next quarter’s “The Explorer,” we’ll share what we’ve identified as successes and opportunities for the HealthChoices program.

Thank you for being present, compassionate, and caring throughout the year. Through your diligence, kindness, and resilience, your organization is inspiring hope to HealthChoices members every day through your work.



Warm regards,

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

ASAM ALIGNMENT

DDAP hosts technical assistance trainings every first Monday of the month. This is a great resource for network providers that offer ASAM levels of care.

Note: Effective January 1, 2026, ASAM Alignment reviews will include community-based levels of care. Magellan encourages all network substance use treatment programs to begin participate in the offered trainings to familiarize with DDAP expectations.

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

DID YOU KNOW?

Contracted providers have a requirement for staff to complete an annual “Cultural Competence” training? This is not a Magellan-specific training, but a general requirement that all staff must complete a training each calendar year. If you have questions about this, please contact your local network representative.

If you are in need of training materials to maintain compliance with this requirement, please check out Magellan’s website for resources.

[Click here](#) for more information.



FEATURED ARTICLE: FRONT-END CUSTOMER SERVICE ASSESSMENT OF OUTPATIENT PROVIDERS 2024

In order to assess the member experience with contacting providers about initiating services, calls were made to 93 outpatient Mental Health and Substance Use Disorder providers, during business hours Monday through Friday. Providers will receive their individual reports, so that they can compare their performance with that of other organizations, and strategize internal improvement efforts.

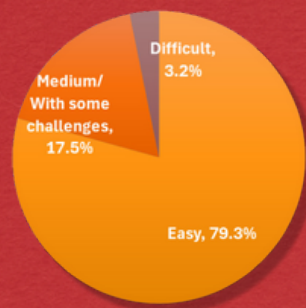
Providers were rated on the following:

👉 NUMBER OF RINGS TO PICK-UP

The large majority of calls were picked up by a live person or automated system in 3 rings or fewer. Calls to a few providers rang up to 8 times. The average person will hang up after about 4 rings.

👉 EASE OF NAVIGATION OF AUTOMATED PHONE SYSTEMS

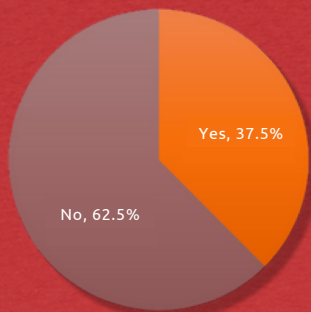
Some provider automated phone systems presented challenges that might frustrate or confuse members seeking services, but most were rated "easy" to navigate.



How difficult was the automated VM system to navigate?

👉 RETURNING CALLS

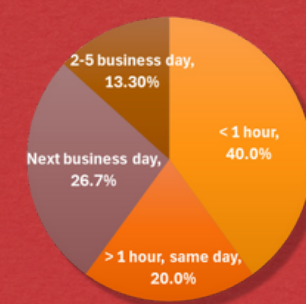
Among calls for which a message was left, only 37.5% called Magellan back. If there was no return call within 5 business days, it was counted as "no call back."



Did Magellan receive a call back? (among calls in which a message was left)

👉 TIMELINESS OF RETURNING CALLS

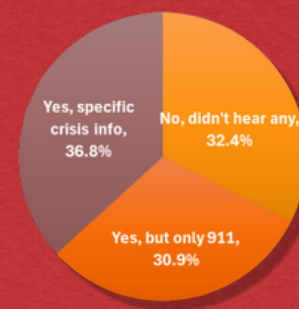
Providers that did call back did so in a timely manner.



Time to return a call

👉 OUTGOING MESSAGES INCLUDING INSTRUCTIONS FOR WHAT TO DO IF THEY ARE IN CRISIS

About 37% of providers included specific information for behavioral health crisis services, and about 31% only advised to "hang up and call 911."



Information on outgoing message about what to do in crisis

👉 COURTESY AND PROFESSIONALISM OF PROVIDER STAFF

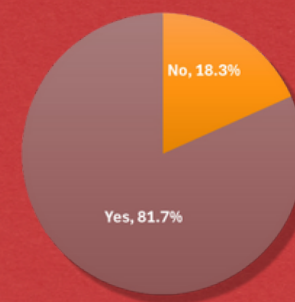
The large majority of provider staff were rated as "very courteous and professional."



Courtesy and professionalism of provider staff

👉 ACCURACY OF PROVIDER DIRECTORY LISTING

For about 18% of the calls, the phone number the provider listed in the Magellan directory was inaccurate, or it was not clear because the call went to another part of the provider organization, or the outgoing message did not name the provider organization.



Was the telephone number in the Magellan Provider Directory correct?

Overall strengths identified:

- Over 80% of providers picked up phones within 3 rings
- 90% of the providers were rated "moderately" or "very" courteous and professional
- When providers called back, most did so the same day as our message
- Most providers said they could offer an intake the same day or within a few days.

Opportunities for Improvement:

- When we left a message, only 37.5% of providers called back, but this was an improvement over previous years.
- Some providers had automated voice messaging systems that were a little challenging, and might be challenging to members.

Other things providers are being advised to consider:

- Re-assess your outgoing message: Does it mention the name of your organization? Is there a clear option to press for new people seeking services? Does it include what to do if caller is experiencing a crisis?
- Please regularly check and update your information in the Magellan provider directory.



TRAUMA INFORMED CARE (TIC)

Magellan maintains a trauma-informed care workgroup that monitors internal opportunities for supporting best practices for TIC throughout the organization. This effort is supported by subject matter experts, including clinicians, medical team representatives, and other departments at Magellan. One resource Magellan has found helpful to fostering a TIC environment is TIP 57 from SAMHSA. To review and use this tool to support work at your organization, the document can be access at the following location:

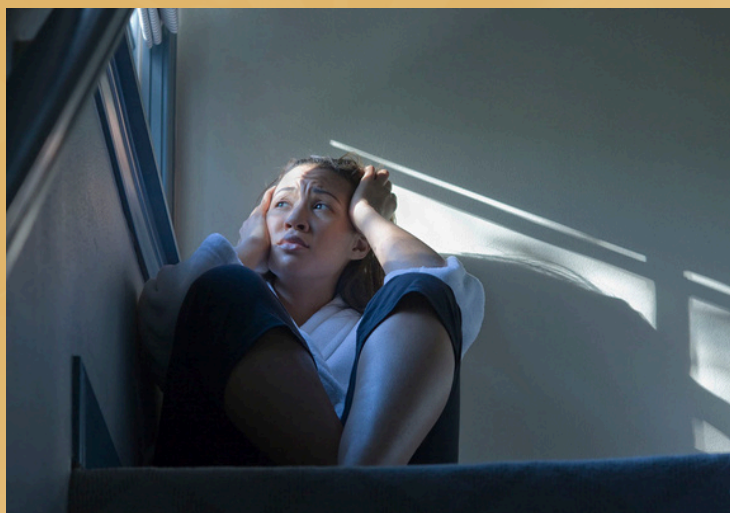
[Center for Substance Abuse Treatment . "Trauma-Informed Care in Behavioral Health Services." Nih.gov, Substance Abuse and Mental Health Services Administration \(US\), 2014, www.ncbi.nlm.nih.gov/books/NBK207201/.](https://www.ncbi.nlm.nih.gov/books/NBK207201/)



SOCIAL ISOLATION RISKS

The winter months can present an increased risk of social isolation. Social isolation and loneliness can have significant health effects, such as depression, anxiety, and other major medical issues. Read more from the CDC on how to detect **social isolation** and help to improve social connectedness.

For additional related reading, consider: **["Risk and Protective Factors for Social Isolation and Loneliness." Www.ncbi.nlm.nih.gov, National Academies Press \(US\), 27 Feb. 2020, www.ncbi.nlm.nih.gov/books/NBK557971/.](https://www.ncbi.nlm.nih.gov/books/NBK557971/)**



GUN VIOLENCE PREVENTION: RESOURCES TO ADDRESS TRAUMA AND IMPACTS OF GUN VIOLENCE

Last month, SAMHSA shared a press release from the Biden-Harris administration of resources to help communities address impacts of gun violence.

This includes a tip sheet for survivors, behavioral health best practice resources for addressing trauma and violence, and a report that highlights lessons learned from SAMSHA's ReCAST grant program. To read more and access the resources, click **[here](#)**.



MARK YOUR CALENDARS

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



Magellan

MAGELLAN IN THE MEDIA

["Behavioral Health Matters"](#) podcast. New episodes available routinely.

KUDOS OF THE QUARTER!

Magellan maintains a process to recognize individuals who go above and beyond for members throughout our network. In this edition of the "Magellan Explorer" Magellan would like to extend a heartfelt thank you to the following individuals for their demonstrated commitment to the HealthChoices community.

Lisa Ditri at Child & Family Focus quickly responded to Magellan outreach about an individual identified as high-risk for suicidality. Lisa quickly responded with a thorough updated risk assessment and crisis plan, which included collaboration between providers and family.

Marion Bond at White Deer Run took swift action when a member's discharge plan suddenly fell through the day of discharge, by scheduling an interview with a recovery house and identifying an alternative plan immediately. The member's discharge moved forward on the planned date after all, thanks to Marion's quick intervention.

Kathryn Benson and the IBHS-ABA team at Behavior Interventions went the extra mile in trying to help a family with limited English proficiency through the intake process. They had all documents translated into the parent's preferred language, but the parents were still unable to understand the documents due to differences in dialect. The provider then arranged for a live interpreter to closely walk through the documents with the parents.

Jessica Kuzianik, Social Worker at Lower Bucks Hospital, consistently develops great aftercare plans with members, including follow-up for long-acting injectables, setting up partial hospital programs, and also making case management referrals.

Na'Eema Robinson, Clinical Coordinator at Lenape Valley's The Lodge, always goes above and beyond to get all the information needed, looks through additional documentation, and reaches back out to the psychiatrist if there are questions. She is always upbeat and helpful, and we know our members are in good hands with her.

Dr. Andrew Clark and team in St Luke's Anderson Campus adolescent unit have gone above and beyond for our member with very complex needs. They have shown outstanding collaboration with Magellan and outside treatment teams to be able to assist our member. St Luke's was willing to consider member for inpatient level of care when no other provider was, they have worked with Magellan, member's family, and member to help him stabilize and be accepted into an RTF program.

Amanda Lafferty at Keystone Center and her team engaged a member in their Dialectical Behavior Therapy program, and member is doing better than ever after struggling in the last 4 levels of care. The team also had all the information requested and they engaged the member discharge planning early on.

Kathy McMahon, UR nurse at Haven Behavioral Hospital, went above and beyond to try and help a member stay in treatment after signing a 72-hour notice. She showed care, compassion, and investment in the member succeeding. She gathered the entire team to employ Motivational Interviewing strategies and engage him in planning aftercare. This was a high level of dedication, especially from someone who does not usually provide direct care.

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!

UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

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 for registration information for these events.