

Magellan Healthcare

Public Sector Business

Serving our country's most critical and increasing behavioral health (BH) needs, and improving lives for over 50 years



In partnership with state, county and other governmental agencies, we achieve high-quality BH outcomes for the adults, youth and families we serve. Our deep knowledge and unparalleled experience, backed by our evidence-based, innovative clinical models, allow us to address the broad spectrum of BH needs, with special focus on child/adolescent, maternal and community-based services.

How we help our clients, members and providers achieve success



Extensive experience and best-in-class clinical expertise

- 50+ years of mental healthcare and substance use (SU) experience
- Nearly 30 years of unparalleled experience managing Medicaid BH programs
- 1.6M members across 12 clients in 8 states



Recovery and resiliency-oriented whole health focus

- Advancing equitable access to needed BH services
- 54% increase in employment, 45% increase in healthy lifestyle, and 14% decrease in SU for peer support program
- 61% decrease in inpatient care, 35% decrease in days being homeless, and 27% decrease in healthcare spending for SDoH/homelessness program



Local, community-based approach

- Nationally backed company addressing local needs
- Strong local presence/locally managed care
- Only 8 inpatient admissions occurred during a four-year, 80-participant community connection/independent living program; 100% maintained community tenure post-discharge



Innovation and advanced data analytics

- Identifying trends and driving continuous programmatic quality improvement
- 100% timely access to BH care and less than 14% readmission for a "no wrong door" youth assessment and verification program

- Increased utilization of telehealth from 5%, pre-pandemic, to more than 70% in 2021



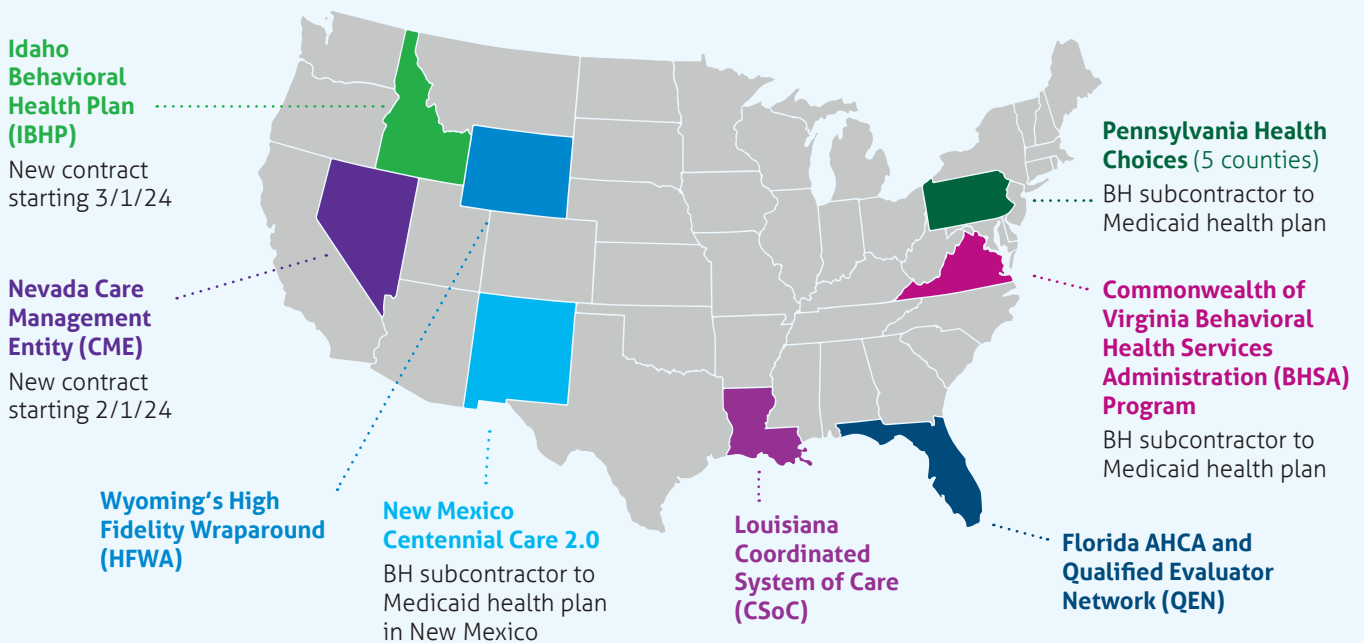
Valued collaborative partnerships

- Customized solutions to meet clients' goals and unique membership needs
- Delighting client and provider partners through efficiencies and transparent communication
- Magellan has successfully contracted with 140,000 outpatient providers across 280,000 locations; 10,000 facility-based providers with over 187,000 admissions in 2021, and 63,000 telehealth providers across the United States

Magellan's over quarter-century specialized Medicaid BH expertise

Magellan has nearly 30 years of committed, successful service to Medicaid populations with complex/chronic needs, including adults with serious mental illness (SMI) and youth with severe emotional disturbance (SED).

- Implemented three of the first statewide managed Medicaid BH carve outs in Iowa, Tennessee and Nebraska
- Managed the largest Medicaid BH carveout in Maricopa County, Arizona, covering over 700,000 adults and youth
- Designed and implemented the first specialized, integrated MCO program for individuals with SMI/ SED in Florida
- Implemented Medicaid BH programs in a total of 12 states over two decades
- Designed and implemented intensive care coordination and high-fidelity wraparound programs for children and youth in Louisiana, Wyoming, and Florida since 2001
- Managed BH services for Pennsylvania HealthChoices members in collaboration with its county customers, providers and community stakeholders, for more than two decades



"From day one, Magellan has proactively worked to develop relationships and connections within the community and has demonstrated a commitment to the health and wellbeing of the residents of Cambria County. Magellan has invested in the communities in our County and become a part of the fabric of our communities, from a visible presence and participation in public events and committees to spearheading the creation and implementation of programs like MY LIFE and Recovery in the Valley. Magellan demonstrates that our County is not merely a business acquisition but a true partner with whom they are invested."

– Current Magellan Behavioral Health of Pennsylvania Medicaid Customer

Proven Medicaid experience and outcomes for those we serve

☑ Whole person care

Holistic, fully integrated behavioral and physical care that begins with our clinical platform

- ↓ 30% of members have decreased alcohol consumption and increased physical activity
- ↓ 26% of members have fewer ER visits

☑ Coordinated care and enhanced care management

Community focused and integrated with multi-disciplinary clinical/lived experience care teams

- ↓ 89% decrease in MH inpatient admissions PMPM
- ↓ 84% decrease in spending
- ↑ 30% increase in community tenure

☑ SMI/SED initiatives

Assertive Community Treatment (ACT), intensive psychiatric rehabilitation, peer support, residential programs, mobile crisis services and more

- ↓ 85% decrease in hospitalizations
- ↓ 100% decrease in suicide attempts

☑ Child and youth, and school-based BH programs

Encompasses a range of services, including those to support at-risk children and youth while keeping them safely at home and in their communities

- ↑ 75% savings to care for youth in Magellan program vs. inpatient care
- ↑ 74% improvement in clinical functioning
- ↑ 66% improved in school functioning

☑ Addressing health inequities

Magellan closes the healthcare equity gap through member assessments, data analytics and provider partnerships. We deploy a predictive modeling tool to identify cost drivers and risk factors for Medicaid membership.

☑ Value-based payment (VBP)

Mature certified community BH clinic VBPs increase access to care and contain costs

- ↑ 100% compliance achieved with medical spend targets

☑ Innovative service delivery for the most vulnerable and rural individuals

Committed to ensuring consistency in access to services, including 24/7/365 call centers, crisis mobile teams and crisis centers

- ↑ 100% compliance achieved with provider access standards for all levels of care in both urban and rural areas

☑ Recovery and resiliency program integration

Utilizing WRAP® and other evidence-based, peer-facilitated interventions to enhance decision support and members' self-determination, while improving health outcomes

- ↓ 62% reduction in inpatient admissions
- ↑ 40% increase in community inclusion
- ↑ Member reports of improvements across ten recognized health domains, including:
 - 170% increase in physical activity
 - 88% increase in restful sleep
 - 62% increase in healthy eating

"Magellan has been the most outstanding provider partner of all our contracted relationships. The way that Magellan embraces mental health and holistic health is forward thinking, dynamic and promotes positive quality of care. Magellan has had a significant positive impact on improving care in the Central Florida community. We are proud to call them our partners."

– Current Magellan of Florida Medicaid Customer

BH clinical operations aligned to Quintuple Aim

Our BH clinical operations approach helps expand services for members and serves Magellan's progress towards the Quintuple Aim.

Improved Health Equity

Care is delivered by culturally competent providers who recognize, understand and deliver treatment tailored to the unique needs of diverse populations and members.

Improved Patient Experience

Dedicated Care Management or Transition Specialists to engage with members throughout clinical episodes to improve care plan adherence and enhance quality of care.

Improved Care Team Experience

Care plans include support resources and integration with primary care and outpatient services to reduce lengths of stay and readmissions.

Improved Population Health

Outcomes and KPIs tied to programmatic expansion of individualized care plans drive improved access, follow-up and metrics.

Reduced Cost of Care

Optimized workflows and an efficient operating model allow clinicians to work at the top of their licenses and reduces administrative burden.

"Magellan has been an amazingly strong and consistent partner to the agency and the Commonwealth [of Virginia]. This partnership has been evident when they worked closely with us to implement new priority programs, often with extremely short notice, such as the Governor's Access Plan (a limited benefit plan for individuals with serious mental illness) and our expansion of coverage for substance use disorder services. Other successes have included reductions in inpatient admissions and emergency room presentations, and improvements to ambulatory follow up after hospitalization."

—Current Magellan of Virginia Medicaid Customer

For more information about how our customized solutions are making a difference, contact PSBusinessDevelopment@MagellanHealth.com or visit us online at MagellanHealthcare.com/States/Solutions.