



Magellan Healthcare Information Session

HOUSING IDAHO COLLABORATIVE, SEMI-ANNUAL MEETING

THURSDAY, APRIL 16, 2026

Magellan
HEALTHCARE®

Meet your presenters



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Agenda

1 Overview of Magellan Healthcare & Idaho Behavioral Health Plan

2 Youth Empowerment Services (YES)

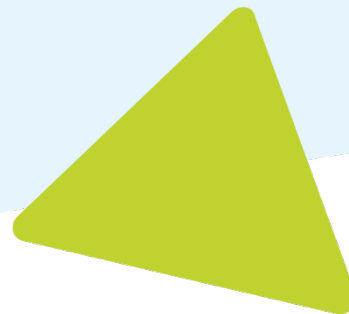
3 Crisis Services

4 Resources for Members & Families

5 Intensive Care Coordination

6 Eligibility & Funding

7 Questions & Contact Information



Overview of Magellan Healthcare & Idaho Behavioral Health Plan



What is the Idaho Behavioral Health Plan (IBHP)?

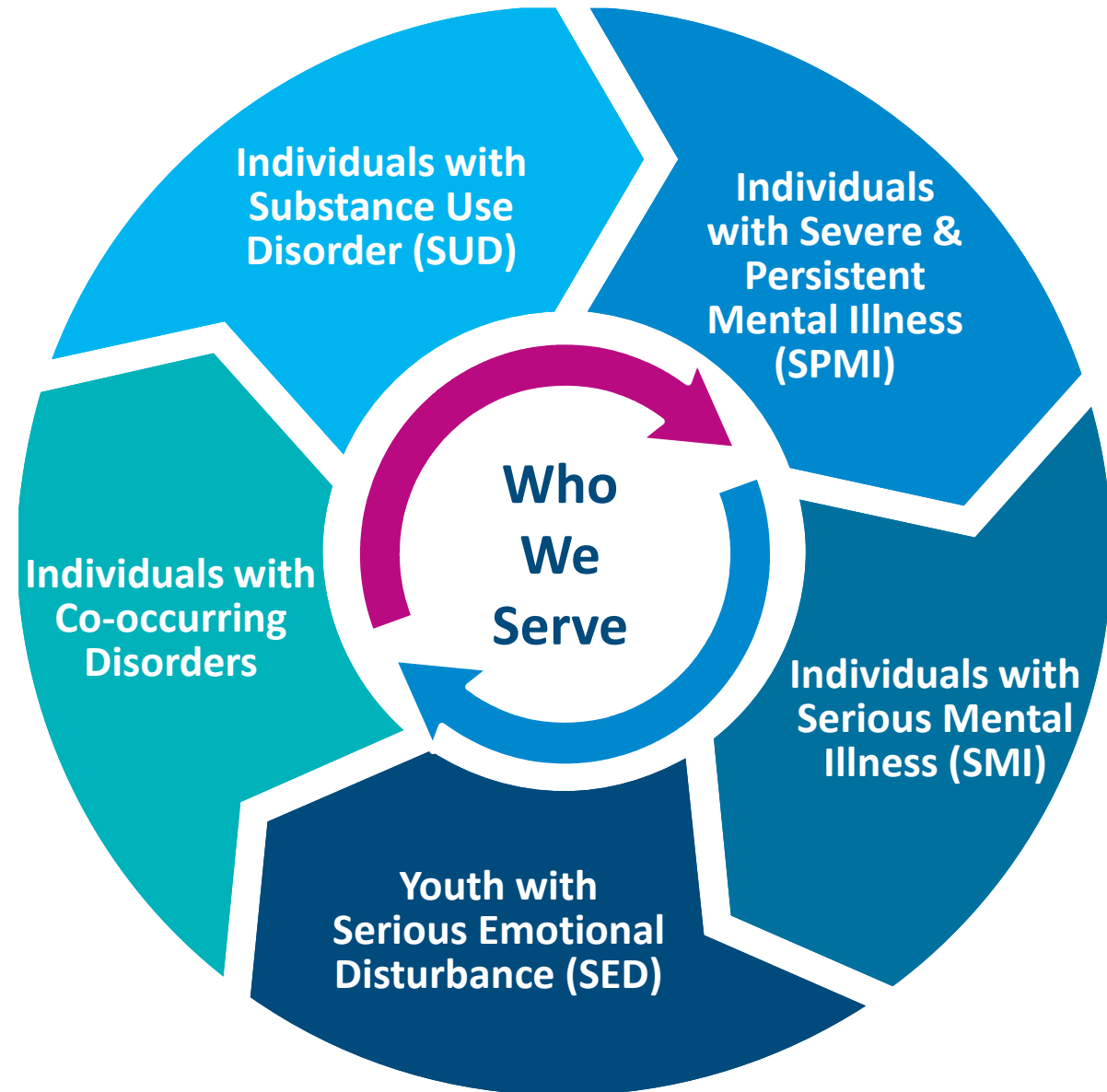


Overview

- IBHP transforms Idaho's behavioral healthcare system
- Coordinates benefits for roughly 300,000 Medicaid members & residents.
- Provides a framework for mental health & substance use services

Key Services

- Care Coordination & Crisis Services
- Specialized programs
- Treatment services



Goals for the IBHP



Improve the behavioral health delivery system to promote recovery and resiliency for Idahoans.

Improve services for individuals with co-occurring conditions.

Create a system of care that ensures a “no wrong door” experience.

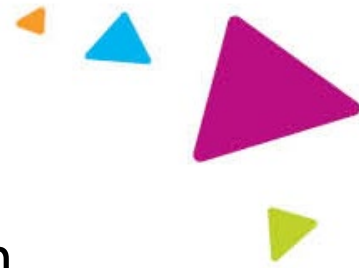
Expand access to appropriate and quality behavioral health services.

Analyze outcomes and other relevant measures for determining behavioral health provider and program effectiveness.

Reduce the cost of care through prevention, utilization of evidence-based practices, with an added focus on prevention of unnecessary or duplicative services.

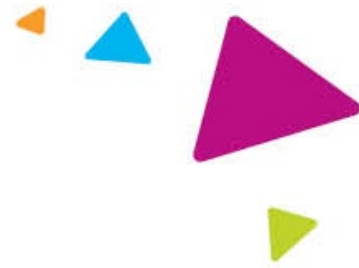


Magellan and IDHW partnership



- Magellan Healthcare manages the Idaho Behavioral Health Plan (IBHP) for the Idaho Department of Health & Welfare (IDHW) as a Managed Care Organization (MCO).
- Magellan collaborates and partners with the IDHW to ensure Medicaid & non-Medicaid eligible Idahoans receive the behavioral health and substance-use disorder services they need.

Idaho Behavioral Health Plan – Previous state



Division of Behavioral Health (DBH)

1. Assertive Community Therapy (ACT)
2. Children's Mental Health
3. Non-Medicaid Youth Empowerment Services (YES)
4. Wraparound
5. Coordinated Specialty Care for Early Serious Mental Illness (ESMI)
6. Home with Adult Residential Treatment (HART)
7. Mental Health Courts
8. Parenting with Love and Limits

Optum

1. Outpatient
2. Limited Crisis Services
3. YES Services

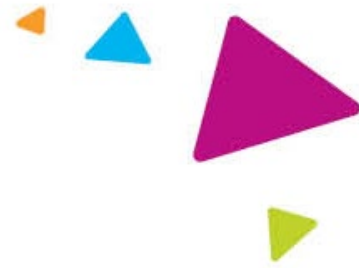
Telligen

1. Inpatient
2. Psychiatric Residential Treatment Facility (PRTF)

BPA

1. Substance Use Disorder (SUD)
2. Non-Medicaid Services

Idaho Behavioral Health Plan – Current state



NEW Crisis System of Care (7 Adult Crisis Centers, 4 Youth Crisis Centers, Mobile Response Teams, Crisis Call Center)

1. Intensive Care Coordination (ICC)
2. Assertive Community Treatment (ACT)
3. Children's Mental Health
4. Non-Medicaid Youth Empowerment Services (YES)
5. Wraparound
6. Coordinated Specialty Care for Early Serious Mental Illness (ESMI)
7. Home with Adult Residential Treatment (HART)
8. Mental Health Courts
9. Parenting with Love and Limits
10. Outpatient
11. YES Services
12. Inpatient
13. Psychiatric Residential Treatment Facility (PRTF)
14. Substance Use Disorder (SUD)
15. Non-Medicaid Services

Youth Empowerment Services (YES)



Youth Empowerment Services (YES)

- Idaho's children's mental health system of care for **youth under 18 with Serious Emotional Disturbance (SED)**
- To be determined to have SED, a youth must have both:
 1. A diagnosable mental health, emotional or behavioral disorder, or neuropsychiatric condition; and
 2. A functional impairment as identified by the Child and Adolescent Needs and Strengths (CANS) functional assessment tool
- Open to all Idaho youth with SED, with or without Medicaid eligibility
- The IBHP is a key to the YES system of care



YES treatment and support services



Assessment, Evaluation, and Testing

- Comprehensive Diagnostic Assessment (CDA)
- Psychological and Neuropsychological Testing
- Child and Adolescent Needs and Strengths (CANS)
- Alcohol and Drug assessment/testing
- Functional Assessments

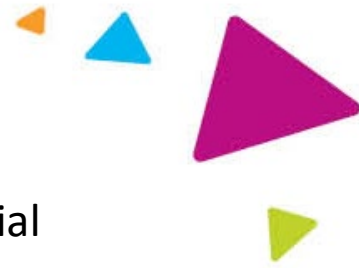
Coordinating care planning that includes:

- Child and Family Team (CFT)
- Individual Treatment Plans
- Crisis and Safety Plans
- Transition Plans
- Individualized Skills Building Treatment Planning

Crisis Response Services (24/7)

- Crisis Intervention
- Crisis Psychotherapy
- Mobile Response Team
- Crisis Centers

YES treatment and support services



Treatment Services

- Day Treatment
- Early Serious Mental Illness Services (ESMI)
- Inpatient care
- Intensive Home and Community-Based Services Program (IHCBS)
- Intensive Outpatient Programs (IOP)
- Medication Management
- Parenting with Love and Limits (PLL)
- Partial Hospitalization Program (PHP)
- Psychotherapy

Treatment Services

- Skills Building/Community Based Rehabilitation Services (CBRS)
- Skills Training and Development (STAD)
- Therapeutic after-school and summer programs (TASSP)

Case Management and Intensive Care Coordination

- Case Management
- Idaho Wraparound Intensive Services (IWInS)
- Intensive Care Coordination (ICC)

Residential Services

- Psychiatric Residential Treatment
- Residential Care

Support Services

- Family Support
- Psychoeducation and Training
- Respite
- Youth Support

Other YES Services not offered by Magellan:

- Treatment Foster Care
- Behavioral/Therapeutic Aide Services
- Behavioral Modification and Consultation

Crisis Services



Idaho crisis continuum of care



Someone to Call

-988-

24/7 crisis care via call, text, and chat

- 988: Idaho Crisis & Suicide Hotline

Goal: Triage crisis calls, texts, and chats, support and stabilize in the community.

- If **Able**: Begin coordination of care
- If **Unable**: 988 dispatches mobile team and/or refers to crisis center
 - Care-Traffic MRT dispatch, GPS tracking and follow-up
 - High Acuity: 988 can direct to ED and/or EMS

Someone to Respond

-Mobile Crisis-

24/7 statewide, in-person crisis care

- Community Bridges, Inc. (CBI)
- Benchmark Human Services

Goal: Respond rapidly and stabilize in the community.

- If **Able**: Begin coordination of care
- If **Unable**: Can transport/refer person to higher level of care
- Utilize the “ATC” software platform to increase efficiencies and improve coordination of care

Somewhere to Go

-Crisis Centers-

24/7 short-term crisis care

- Seven adult centers
- Four youth centers

Goal: Stabilize rapidly and connect to community supports

- If **Able**: Begin coordination of care
- If **Unable**: Coordinated higher level of care (ED/BH inpatient)
- Utilize the “ATC” software platform to increase efficiencies and improve coordination of care

Resources for Members & Families



How to find information for members and families

<https://magellanofidaho.com/>

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HEALTHCARE.

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Idaho Behavioral Health Plan

A new System of Care

Magellan Healthcare is pleased to work with the Idaho Department of Health and Welfare (IDHW) to advance mental health, substance use disorder and youth services. The Idaho Behavioral Health Plan (IBHP) coordinates behavioral health benefits for Medicaid members and other Idaho residents. Magellan is a managed behavioral healthcare organization with over 50 years of experience and administers the IBHP.

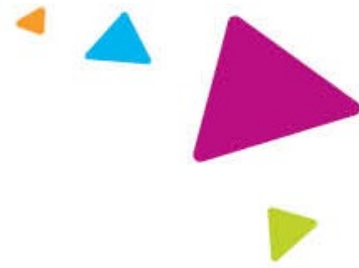
Contact Us

Members: 1-855-202-0973 (TTY 711)
24 hours a day, 7 days a week

Providers and Others: 1-855-202-0983
8 a.m. to 6 p.m. MT, 7 a.m. to 5 p.m. PT

- For Members →**
Learn about eligibility, benefits, helpful resources and more
- For Providers →**
Join the network and find handbooks, clinical guidelines, training and more
- About Us →**
Learn about Magellan of Idaho
- Crisis Dashboards ↗**
Monitor insights

How to find information for members and families



Welcome Members

Emotional wellbeing is the foundation of resilience — how you react to life's challenges and grow from your experiences.



Member Portal

Access your Magellan behavioral health information



Member Information

Information and resources for IBHP members.



Benefits and Services

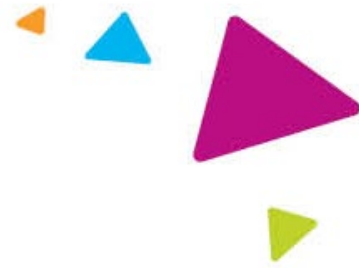
IBHP member benefits and services.



Find an IBHP Provider

Find your next IBHP network provider.

Provider search tool



Members can find providers via our web-based provider search

<https://magellanofidaho.com/provider-search>

Find a Provider

Search by Location Find a specific Provider

Location * 📍 Enter city, st 10 Miles ▾	Provider List * ☰ Select ▾	Availability Accepting New Patients ▾
Type of Visit Show all ▾	Specialty No Preference ▾	Profession No Preference ▾
Gender No Preference ▾	Ethnicity No Preference ▾	Language No Preference ▾
Accommodations No Preference ▾	Ages Treated All ▾	Level of Care No Preference ▾

🔍 Search ✕ Reset

or calling the Magellan Member Helpline at 1-855-202-0973 (TTY 771). Available 24/7.

Intensive Care Coordination



Care Coordination – How it works on our end



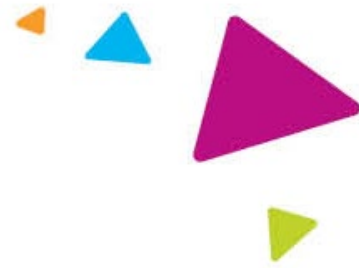
To initiate Intensive Care Coordination (ICC):

- Your team sends us a **referral form** (found here: <https://magellanofidaho.com/provider-forms1>; email to IBHPClinical@magellanhealth.com).
- Our team begins attempting contact **within 3 business days** of receipt of referral (if the referral is urgent, please indicate that in the referral email, and we will prioritize that referral).
- If member/family **agrees** to Intensive Care Coordination:
 - **Youth:**
 - Through assessment & person-centered service plan (PCSP) assist youth & family to identify & access services needed
 - Facilitate Child Family Team (CFT) meetings to coordinate support, assist with accessing needed services
 - Regular evaluation of services provided to ensure positive outcomes
 - Assist CFT in securing admission to Psychiatric Residential Treatment when relevant
 - Facilitate Medicaid transport for youth & families to/from Residential Treatment, ensure Interstate Compact for Placement of Children is accurately filed with state.
 - **Adults:**
 - Conduct full assessments and care plans
 - Act as single point of accountability/coordination for multi-agency, multi-system process
 - Daily follow-ups on crisis contacts, ensure safety and connection to resources
 - Review PASSR & reach out to members in SNFs to ensure linked to proper resources

Eligibility & Funding



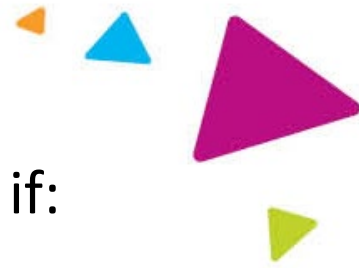
Eligibility & funding



Who can get IBHP services?

- Youth and adults with Medicaid
 - To apply for Medicaid, or to recertify or update info, call IDHW’s Self Reliance 1-877-456-1233 (TTY 711)
- Some youth who are not eligible for Medicaid based on income may qualify for YES Medicaid if they have a “serious emotional disturbance” or SED
 - Obtain independent assessment through Liberty
 - Email: IdahoYES@LibertyHealth.com
 - Phone: 1-877-305-3469 (TTY 711) or 208-258-7980 (TTY 711)
 - Web: IdahoIAS.com
 - Fax: 208-258-7985
- Youth who have an SED but are *not* eligible for YES Medicaid may qualify for Other State Funding
 - Complete an eligibility screening 1-855-202-0973

Eligibility & funding



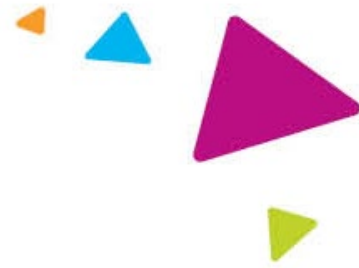
- If someone does not have Medicaid, they may still be eligible for IBHP services if:
 - They are adults (18+) with a Serious Mental Illness (SMI/SPMI), based on income.
 - They are adults or adolescents in a priority population with a substance use disorder, based on income.
 - They are individuals ordered by a court to receive mental health services.
 - They are youth under 18 with a Serious Emotional Disturbance (SED), based on family income.
- Call the Magellan Member Helpline, available 24/7, at 1-855-202-0973 (TTY 711)
- Who is not eligible for IBHP services?
 - Do not live in Idaho
 - Only have Medicare Savings Program coverage
 - Are an undocumented immigrant or are otherwise not legally living in the U.S.
 - Are dually eligible for Medicare and Medicaid in one of these plans:
 - Medicare-Medicaid Coordinated Plan (MMCP)
 - Idaho Medicaid Plus (IMPlus) plan

*Unless you are receiving an IBHP service that is not covered by Medicaid.

More eligibility information available at magellanofidaho.com/web/magellan-of-idaho/w/eligibility.

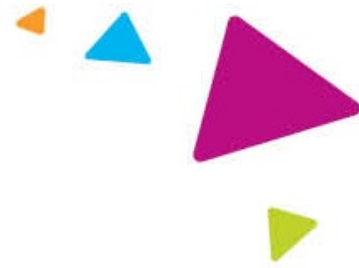
Questions & Contact Information





Questions?

Contact information



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- 24 hours a day, 7 days a week

- Providers and Others:** 1-855-202-0983
- 8 a.m. to 6 p.m. MT, 7 a.m. to 5 p.m. PT

Provider inquiries: IdahoProvider@MagellanHealth.com

Member inquiries: MagellanIDmfam@MagellanHealth.com

(This inbox is for Magellan members and their families to submit questions about the Idaho Behavioral Health Plan.)

Tribal provider inquiries: IDTribalRelations@MagellanHealth.com

Provider trainings: MagellanIdahoTraining@MagellanHealth.com

Recovery & Resiliency services: IdahoRR@MagellanHealth.com

Magellan Special Investigations: siu@MagellanHealth.com

Marketing & Communications: serranob@magellanhealth.com

Meet your presenters



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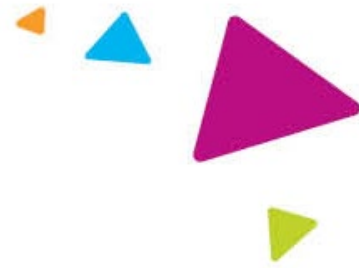


THANK YOU!





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