

Magellan Healthcare

Public Sector Solutions

Addressing complex behavioral health challenges, and improving individuals' health and overall wellness for almost 30 years.



In partnership with state, county, and other governmental agencies, we achieve high-quality behavioral health (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 youth, individuals with complex BH conditions, maternal and infant mental health, and those experiencing crisis.

How we help our customers, members, and providers achieve success



Proven clinical excellence

- Integrated whole person care
- Clinical pathways designed to address gaps in care with a focus on achieving treatment goals
- Innovative, evidence-based, member-centric systems of care that improve outcomes



Recovery and resiliency-oriented whole health focus

- Advancing equitable access to needed BH services
- Peer and family support staff with lived experience guide members in navigating resources that support their recovery



Innovation and advanced data analytics

- Using meaningful data to support actionable interventions
- Interoperability features which enable seamless data exchange between systems, ensuring coordinated care, improved outcomes, and efficient resource utilization



Valued collaborative partnerships

- Community-based solutions to support complex Social Determinants of Health (SDoH) needs
- Supporting customer and provider partners with clinical improvements that result in cost savings



Local, community-based approach

- High-touch community engagement strategies using local staff and community-based resources to deliver our full continuum of care
- Provider advisory boards ensure local attention and accountability



Accessible, high-performing provider network

- Innovative service development accomplished with providers
- Value-based purchasing programs incentivize providers to achieve mutually beneficial outcomes



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.

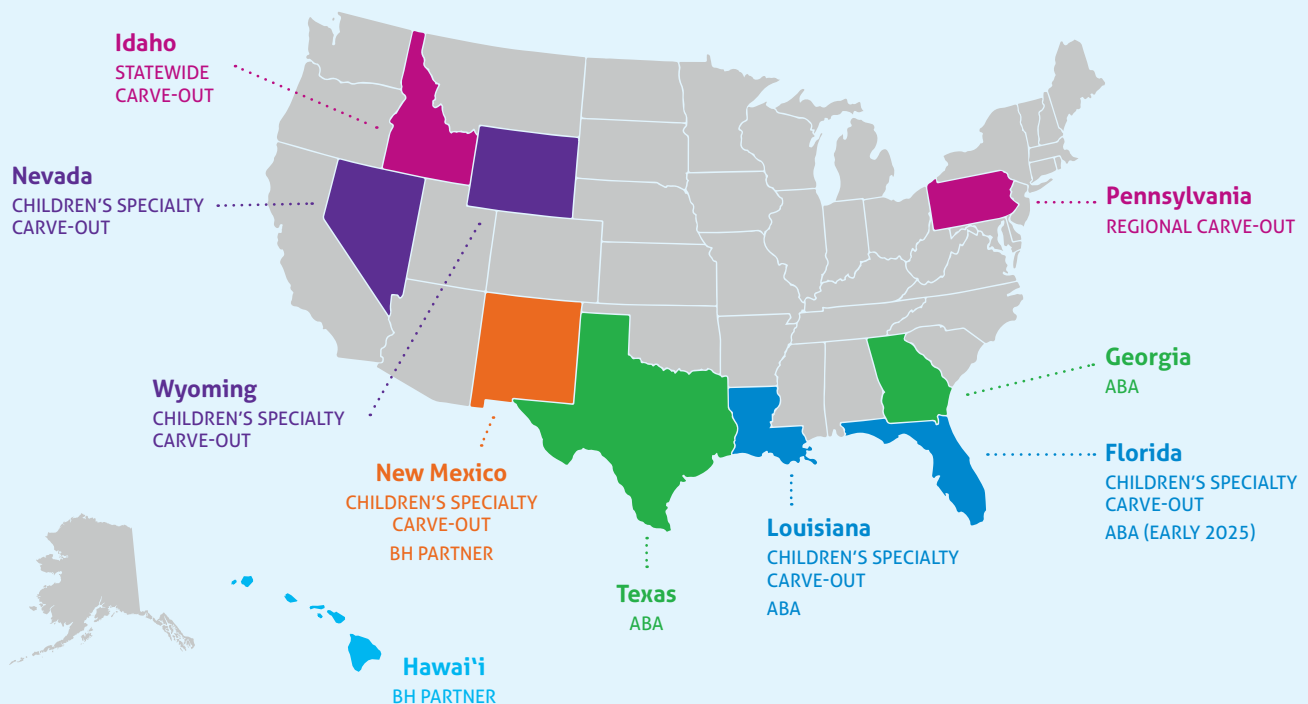



– Current Magellan of Florida Customer

Successful programs for publicly funded populations with complex behavioral health needs

Magellan provides outcomes-driven service to publicly funded populations with complex needs, including adults with serious mental illness and youth with severe emotional disturbance.

- Statewide and regional carve-out programs offering full spectrum of BH services
- BH partner to Medicaid health plans providing services integrated with their physical health programs, facilitating whole person care
- Specialty BH carve-out programs for children, youth, and young adults customized to the state’s needs
- Care management and utilization management for children’s Applied Behavior Analysis (ABA) services provided in collaboration with Medicaid health plans





Magellan is committed to high-quality behavioral healthcare that helps individuals and families achieve their goals.

Our approach focuses on innovation, clinical excellence, and whole-person wellness, empowering individuals to discover strengths and build hope. We partner with customers, members, providers, advocacy organizations, and other allies to transform the behavioral healthcare system and offer the best treatment options to support recovery, resilience, and a healthier future.

Service excellence

Flawless implementations of customized BH programs

- *Expansion:* Nearly 100 programs implemented/expanded over 50 years
- *Timeliness:* 100% of programs implemented on time
- *Accuracy:* 100% absence of performance penalty fees
- *High performance:* 100% of performance guarantees met in 2023 and reduced administrative costs for providers and partners

Over nine years of claims administration and payment excellence

- Nearly 80 million claims successfully processed through our claims infrastructure
- Over \$15.3 billion total paid value
- 99.86% consistent average financial accuracy rate

Member focused outcomes

- **100% compliance** with medical spend targets and provider access standards in urban and rural areas for all levels of care
- **75% savings** towards youth care programs vs. inpatient care
- **Meaningful improvement in health outcomes:**
 - 170% physical activity
 - 88% restful sleep
 - 62% healthy eating
- **Reduction in negative outcomes:**
 - 100% decrease in suicide attempts
 - Over 84% decrease in spending on mental health inpatient admissions and hospitalizations



I am extremely proud of the outcomes [Magellan] has been able to achieve to help youth stay at home, in school and out of trouble. [Despite the] rural frontier setting that experiences provider shortages...[Magellan] still manages to best national averages, while maintaining high family and youth satisfaction. That is a true achievement and showcases the leadership and dedication of all involved.

– Current Magellan of Wyoming 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—five organizing principles developed to optimize the performance of healthcare organizations, enhance care for patients, and reduce cost of care.



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 Care Team Experience

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



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.



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 Population Health

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



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.