



MAGELLAN *Public Sector Solutions*

Transforming Service Delivery for Pennsylvania HealthChoices Enrollees

Transforming the behavioral health service delivery system through treatment and support that promotes the principles of recovery and resiliency for all service recipients and family members—this is the mission that Magellan and the Commonwealth of Pennsylvania have shared for more than a decade. Since February, 1997, Magellan has worked to continually improve service delivery for approximately 210,000 Medicaid-eligible children, adolescents and adults in Lehigh, Northampton, Delaware, Bucks and Montgomery Counties by:

- Creating and delivering innovative and evidence-based programs and supports grounded in the principles of recovery and resiliency;
- Developing and monitoring measurable outcomes.

I have been to other recovery trainings but this was the most practical and increased my understanding greatly.”
– PA HealthChoices Provider

New Initiatives

Recently, through our partnerships with the Counties, we have initiated several new projects that have been successful in working toward realizing our shared Vision in the HealthChoices program. For example, we:

- Kicked off the Certified Peer Specialists program in 2006.
- Established an Intensive Psychiatric Rehabilitation program in collaboration with the Penn Foundation in 2007.
- Launched provider training program to strengthen child and family competencies.
- Launched a Community Treatment Team in 2007 to coordinate mental health services at the Bucks County prison. The program achieved its initial goal of serving 25 members during the first year.
- Initiated a one day provider recovery training and recognition program attended by more than 175 participants.
- Developed a recovery focused outpatient audit tool in collaboration with Lehigh and service recipients.
- Partnered with a major health plan to reduce unnecessary utilization of emergency services.
- Generated reinvestment funds that totaled approximately 8.8 percent of total revenue during the past five years.

The following are a few examples of initiatives with positive results that we have completed in the Pennsylvania HealthChoices program:

Self-Directed Care for Families of Children with Autism

In 2007 Magellan implemented a self-directed care pilot program in Lehigh for families with children with a diagnosis on the autism spectrum. This program enables families to purchase goods and services that are often not covered by insurance but have the potential to enhance treatment quality, increase the likelihood of attaining treatment and resiliency goals, and ultimately enhance the quality of life for the children and families involved.

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From the initial results, parents report a dramatic improvement in their overall level of stress, most notably within the domains of parental distress and difficulty of their child. Parents also report improvement in their satisfaction with their child’s expected progress and supportive services. Based on the initial results, a reinvestment plan is in development to expand the program to 150 families throughout the County.

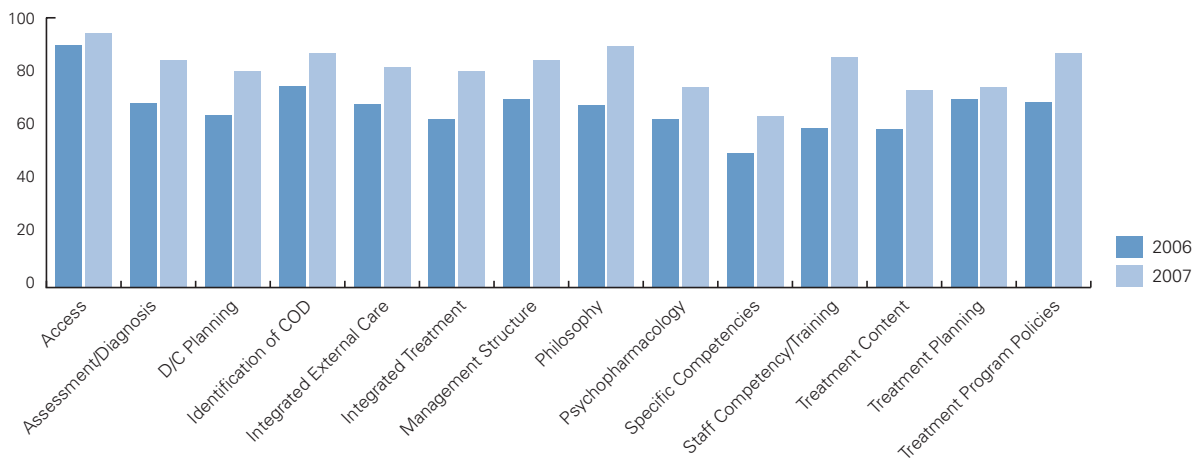
Increasing Kept Appointments

In Delaware County, there were high rates of appointment no-shows among members discharged from residential substance abuse treatment facilities. To address this issue, a collaborative workgroup of key stakeholders conducted in-depth research to identify barriers. As a result, an engagement specialist (ES) position was established in 2007 to assist consumers in successfully transitioning to ambulatory follow-up care. The results of this program are impressive with kept appointments improving from 58 percent in both 2005 and 2006 to 70 percent in 2007.

Co-Occurring Competency Initiative

Magellan, along with providers in Bucks County, the Bucks County Behavioral Health System (BCBHS), and other stakeholders, launched the co-occurring competency initiative to enhance services to persons with co-occurring substance use and mental health disorders. A key component of this initiative is a readiness site visit for each provider agency to ensure they are ready for state certification. Scores from the Comorbidity Program Audit and Self-Survey (COMPASS) tool are used to assess program competencies in multiple domains. The data shows that gains were made in each domain between 2006 and 2007.

COMPASS Scores 2006/2007 Comparison



Today, a total of 102 clinicians with certified co-occurring disorder competency credentials now practice in Bucks County as a result of the training and readiness site visits.