



MAGELLAN *Public Sector Solutions*

MAGELLAN BEHAVIORAL HEALTH OF PENNSYLVANIA:

Delivering the Best Total Health Care at a Manageable Cost

Delivering and managing health care has never been more complex than it is today. With budget pressures, increased health care costs, mental health parity and the pending federal health care reform, states and counties must balance ensuring affordable health coverage and the continuation of human services programs for all citizens while being mindful of the corresponding costs. At Magellan, we understand this balance. We can help you deliver the best total health care outcomes at a manageable cost.

What We Offer

Magellan Behavioral Health of Pennsylvania, in collaboration with our county customers, manages behavioral health benefits for HealthChoices members in five Pennsylvania counties. We are a solid, stable company with strong national expertise in innovation and issues on the national health care landscape.

With our local focus and national scope, we offer clinical excellence, operational efficiency, leading-edge technology, first-class provider support and reinvestment in Pennsylvania.

Clinical Excellence

Grounded in a philosophy of integrity, innovation and health care analytics, Magellan is recognized for clinical excellence across the industries we serve.

- Ongoing measurement of clinical outcomes, customer service and action plans continually improve service and maximize results.
- Sophisticated health care data analytics and modeling are based on one of the largest behavioral health care databases in the industry.
- Provider networks are credentialed—and regularly re-credentialed to the highest quality standards.
- Compliance standards ensure that the highest levels of ethics and integrity are maintained.

Operational Efficiency

Built on decades of experience working with our customers, members, providers and employees, our operational infrastructure is designed to meet the needs of behavioral health care management while offering seamless integration with our customers' operations. Our operational efficiency maximizes satisfaction and drives down costs, enabling us to:

- Consistently exceed established thresholds for customer, member and provider satisfaction
- Deliver timely, data-driven clinical determinations
- Efficiently implement and manage contracts of every size and level of complexity

Leading-Edge Technology

We deliver state-of-the-industry tools to predict and shape the delivery of high-cost services, while reporting useful information for customers, members and other stakeholders that improves quality—and simplifies their operations. Our sophisticated systems are flexible and easily integrated with county and state systems to create a seamless, efficient user experience:

- Award-winning Web portals offer customers, members and providers easy access to information and industry-leading Web-based applications.
- State-of-the-industry dashboard reporting produces performance transparency and real-time, actionable data.
- Benchmark analysis and predictive modeling based on data assets are unsurpassed in the industry.

First-Class Provider Support

We are the behavioral health care partner of choice for our providers. We are committed to reducing their administrative burden and increasing educational and learning opportunities so they can focus on care. Our provider tools and services include:

- Continuing education credits
- Online training opportunities
- A dedicated provider relations staff
- An award-winning provider website

As a result, our provider satisfaction rate is consistently more than 94 percent.

Reinvestment in Pennsylvania

Through the Pennsylvania HealthChoices community reinvestment program, Magellan offers recovery-oriented, community-based services not otherwise available to public sector program enrollees. The program has generated cost savings as a result of increasing access to appropriate, less expensive care and expanding the continuum of services in alignment with evidence-based models—therefore maximizing clinical appropriateness and quality. Further, by reinvesting savings into the community, individuals are empowered to live healthier, more meaningful lives.

During the last five years, Magellan, in partnership with Bucks, Delaware, Lehigh, Montgomery and Northampton counties, has leveraged reinvestment funds to fund new treatment and recovery initiatives and programs that are national best-practice models. Two examples:

- *Self-directed care (SDC) programs*—Families purchase goods and services that are not covered by insurance but have the potential to enhance treatment. Programs have been established for adults and children with autism.
- *Certified Peer Support (CPS) services*—Certified individuals who have received mental health services and gained insights and understanding from these experiences provide support for adults with mental health needs.

Our Results

Our Pennsylvania customers are seeing some of their most vulnerable residents become healthier, productive members of their communities through innovative programs that focus on wellness, self-direction, personal empowerment and accountability.

Learn More about Magellan

We can help you operate efficiently with less, while providing service to more people with greater needs. To learn more about Magellan, visit our website, www.MagellanofPA.com, or e-mail BHSales@MagellanHealth.com.

