



Opioids are everywhere. So is Magellan.

Opioids enter people's lives in myriad ways, sometimes necessarily and without negative impact. Dependence or addiction can start with triggers like chronic pain or surgery. Lack of education about these medications, or inappropriate prescribing, can lead to overuse and abuse. Others may self-medicate with opioids to numb the pain of mental illness. People develop a tolerance to the drug, needing more and more for the same effect. When they try to stop, they can't. The results can be harmful to the individuals, their families and their communities.

There is help. No matter where or how someone encounters opioids, or where they may be in the cycle of use, dependence or addiction, Magellan Health stands ready with solutions. Our robust product portfolio combines clinical, pharmaceutical and technological expertise to identify potential or current opioid users and meet them where they are.

Before opiates are prescribed

- **ComfortAble™ Chronic Pain Digital Cognitive Behavioral Therapy (DCBT)** is a private, secure and convenient program that helps members reduce the frequency or intensity of their pain and/or improve functioning.
- **Chronic Pain Case Management**, currently being piloted with one of our health plan clients, offers members personal health coaches, supported by clinical experts, who use digital therapy and motivational interviewing to help members manage their pain.
- **Specialty Benefits Management** can identify the lowest level of intervention for a specific issue or procedure, minimizing or postponing treatment that could result in pain or surgery. Magellan's physician experts work directly with providers to guide care in areas such as Radiology, Oncology, Cardiology, and Musculoskeletal and Physical Medicine.
- **Behavioral Health** programs identify and address conditions that may lead to self-medication:
 - **Care Management** helps members get the behavioral health treatment they need from the right source, tapping into community resources, self-help tools, providers and treatment facilities.
 - **Screen and Engage**, a digital evidence-based screening tool, helps primary care providers quickly identify potential behavioral health problems and direct members to treatment.
 - **DCBT modules**—for depression, anxiety, sleep problems, obsessive-compulsive disorder, substance use disorder and chronic pain—provide private, convenient access to CBT for rural members or those who may be hesitant to seek help.
 - **Digital tools and resources** help members understand their behavioral health condition, learn ways to manage it and improve their physical health.



When opioids are prescribed

- **Clinical Edits and Dosing Limits** reinforce CMS and CDC best practices, such as requiring review and authorization of opiate prescriptions based on number of claims, morphine milligram equivalent (MME) dose and duration of treatment.
- **Comprehensive Prior Authorization Criteria for Long- and Short-Acting Opioids** leverages universal criteria and CDC guidance to ensure appropriate diagnosis, trial of non-opiate alternatives and evidence-based monitoring, reducing the risk of abuse, misuse, dependence and addiction.
- **Claims Surveillance, Advanced Analytics and Pharmacist-Led Academic Detailing** use clinical algorithms to identify members and providers with increased risk factors, such as doctor/pharmacy shopping or overprescribing. We work with outlier providers on evidence-based prescribing and alert them to high-risk members.
- **Care Management** proactively engages members early in treatment to reduce the likelihood of long-term therapy and prevent opiate dependence and addiction. Our 360-degree approach addresses physical and behavioral health as well as pharmacy use.
- **Opioid New Start** educates members who have been prescribed opiates for the first time. Videos, virtual therapy, and educational tools teach members about opiates and their risks, helping them use them appropriately.
- **Drug Disposal Assistance** directs members to safe dispensing facilities in their area.
- **Toll-Free Hotline** is available 24/7 for members who need help understanding their opiate prescription or feel like they have a problem. Our behavioral health experts support, educate and encourage members, directing them to local and national resources as needed.

When opioids become a problem

- **Specialty Managed Care Plans and Carve-Out Programs** treat the whole person by looking at his or her overall health and addressing physical problems that contribute to addiction.
- **Care Management Programs** employ specialized opioid addiction pathways to give members individualized treatment plans.
- **Office-Based Opioid Treatment and Medication-Assisted Treatment** increase access to care and enable members to fight addiction in a comfortable outpatient environment, avoiding hospitalization or institutionalization. Magellan continues to build our network and work with providers to offer these services.
- **Peer Support Programs** leverage our Certified Peer Support Specialists, recovering addicts who help others on their road to recovery. Through coaching, encouragement, and connection with community resources, they create supportive environments for people in treatment.
- **MY LIFE**, offered through our state-sponsored programs, is a safe place for children and adolescents to discuss ways they or a loved one are impacted by addiction and mental illness, providing support through a network of friends who are going through the same thing.

Magellan offers many ways to address the opioid problem—at any stage one experiences them. Our behavioral health products forged from decades of serving the public, our specialty healthcare solutions supported by clinical excellence, and our industry-leading, customized pharmacy programs are ready to answer the call as public and private sector organizations look for answers. We are committed to a coordinated resolution, supporting our mission to help lead humanity to healthy, vibrant lives.

Visit MagellanHealth.com to learn more.