



# Magellan Community Connection

Spring 2025



## Introducing the Magellan Community Connection!

Magellan of Idaho is excited to bring you the first issue of *Magellan Community Connection*! This newsletter is created just for Idaho Behavioral Health Plan (IBHP) members. In each quarterly issue, you'll find useful tips, important updates, and resources to support your wellbeing. Whether you're looking for wellness tips, health plan information, or useful tools, we're here to help you stay informed and connected.

Thank you for being a part of IBHP—we're proud to support you!

### Fraud alert: Scam targeting Native American Medicaid members

A scam is targeting Native American Medicaid members who need mental health or substance use treatment. Scammers pretend to be healthcare providers and offer false promises of help. **At this time, there are no known occurrences of this scam in Idaho.**

#### How the scam works

- Scammers approach people in public places like grocery stores, gas stations, or office buildings.
- They offer help with mental health treatment, rides, food, clothing, or even money to gain trust.
- Once they earn trust, they take people to fake treatment centers or sober homes.
- Some scammers even provide alcohol during the trip or at the fake treatment center.
- The scammers then bill for services not provided and steal other personal and medical information.

#### Warning signs of a fake treatment center

- Focuses on Native Americans going through addiction or homelessness.
- Offers free food, money, or gifts to convince people to go to treatment centers or sober homes.
- Provides little or no mental health or addiction treatment.
- Limits contact with family and community.
- Claims to support sobriety but gives alcohol instead.

**Real treatment centers do not randomly approach people or make unexpected offers.**

#### Protect yourself and others

This scam harms people and takes resources away from Native American communities. If you suspect fraud, report it right away. Call the Magellan member helpline at **1-855-202-0973**.

## Regional Medicaid offices

All offices are open: Monday – Friday, 8:00 a.m. to 5:00 p.m.

Statewide Medicaid helpline: **1-877-456-1233**

Some services are only available by phone. Please call before going to an office.

### Region 1

**Coeur d'Alene - Ironwood Building**  
1120 Ironwood Dr.  
Coeur d'Alene, ID 83814

### Kellogg Office

35 Wildcat Way, Ste. B,  
Kellogg, ID 83837

### Sandpoint and Ponderay Office

207 Larkspur St.  
Ponderay, ID 83852

### Region 2

**Grangeville - Camas Resource Center**  
216 South C St.  
Grangeville, ID 83530

### Lewiston – State Office Building

1118 F St., Lewiston, ID 83501

### Moscow Office

1350 Troy Hwy.  
Moscow, ID 83843

### Region 3

**Caldwell Office**  
3402 Franklin Rd.  
Caldwell, ID 83605

### Payette Office

515 N 16<sup>th</sup> St.  
Payette, ID 83661

### Region 4

**Boise – Westgate Building**  
1720 Westgate Dr.  
Boise, ID 83704

### Mountain Home Office

2420 American Legion Blvd.  
Mountain Home, ID 83647

### Region 5

**Burley Office**  
2241 Overland Ave.  
Burley, ID 83318

### Twin Falls – Pole Line Building

601 Pole Line Rd.  
Twin Falls, ID 83301

### Region 6

**Pocatello – Horizon Building**  
1090 Hiline  
Pocatello, ID, 83201

### Region 7

**Blackfoot – Blackfoot Services Complex**  
701 E Alice St.  
Blackfoot, ID 83221

### Idaho Falls Office

150 Shoup Ave.  
Idaho Falls, ID 83402

### Rexburg Office

333 Walker Dr.  
Rexburg, ID 83440

### Salmon – Field Office

111 Lillian St., Ste. 104  
Salmon, ID 83467

## Regional health district offices

### Region 1

**Panhandle Health District**  
8500 N Atlas Rd.  
Hayden, ID 83835  
Phone: 208-415-5101

### Region 2

**Public Health-Idaho North Central District**  
215 10<sup>th</sup> St., Lewiston, ID 83501  
Phone: 208-799-3100

### Region 3

**Southwest District Health**  
13307 Miami Ln.  
Caldwell, ID 83607  
Phone: 208-454-7722

### Region 4

**Central District Health**  
707 N Armstrong Pl.  
Boise, ID 83704  
Phone: 208-375-5211

### Region 5

**South Central Public Health District**  
1020 Washington St. N  
Twin Falls, ID 83301  
Phone: 208-737-5900

### Region 6

**Southeastern Idaho Public Health**  
1901 Alvin Ricken Dr.  
Pocatello, ID 83201  
Phone: 208-234-7169

### Region 7

**Eastern Idaho Public Health**  
1250 Hollipark Dr.  
Idaho Fall, ID 83401  
Phone: 208-522-0310

## IBHP Resources

Have questions? Call the member helpline anytime at **1-855-202-0973 (TTY 711)** or visit [MagellanofIdaho.com](http://MagellanofIdaho.com).

### Find an IBHP Provider

1. Visit [MagellanofIdaho.com](http://MagellanofIdaho.com).
2. Click *Find a Provider* at the top of the page.

### Report fraud, waste, and abuse

Call the Special Investigation Unit helpline at 1-800-755-0850 (TTY 711) OR

Email Magellan's Corporate Compliance Unit at [Compliance@MagellanHealth.com](mailto:Compliance@MagellanHealth.com)

### Learn more about services covered by the Idaho Behavioral Health Plan

1. Visit [MagellanofIdaho.com](http://MagellanofIdaho.com).
2. Click the *For Members* tab.
3. See *Benefits and Services*.

### Know your Member Rights and Responsibilities

1. Visit [MagellanofIdaho.com](http://MagellanofIdaho.com).
2. Click the *For Members* tab.
3. See *Rights and Responsibilities*.

### View the Member Handbook

1. Visit [MagellanofIdaho.com](http://MagellanofIdaho.com).
2. Click the *For Members* tab.
3. See *Member Handbooks and Forms*.

If you would like the handbook mailed to you, call the member helpline.

### Follow us on Facebook!

[Magellan Healthcare of Idaho](http://Magellan Healthcare of Idaho)



## Crisis Information

A mental health crisis is when someone's thoughts, feelings, and behaviors put them at risk of harming themselves or others. It can also occur when someone is unable to function daily or take care of themselves.

If you or someone you know is in crisis, call or text **988** to reach the **Idaho Crisis and Suicide Hotline**. Help is available all day, every day.

**Call 988**

**24 hours a day  
7 days a week**

## Adult crisis centers

### Behavioral Health Crisis Center of East Idaho

1650 N Holmes Ave.  
Idaho Falls, ID 83401  
*Phone: 208-522-0727 (TTY 711)*

### Clarvida Community Crisis Center of Southwest Idaho

7192 Potomac Dr.  
Boise, ID 83704  
*Phone: 833-527-4747 (TTY 711)*

### Crisis Center of South Central Idaho

570 Shoup Ave. W  
Twin Falls, ID 83301  
*Phone: 208-772-7825 (TTY 711)*

### Northern Idaho Crisis Center

2195 Ironwood Ct. Ste. D  
Coeur d'Alene, ID 83814  
*Phone: 208-625-4884 (TTY 711)*

### Rural Crisis Center Network

Lewiston, Orofino and Moscow, ID  
*Phone: 877-897-9027 (TTY 711)*

### Southeast Idaho Behavioral Crisis Center

1001 N 7<sup>th</sup> Ave. N, Ste. 160  
Pocatello, ID 83201  
*Phone: 208-909-5177 (TTY 711)*

### Western Idaho Community Crisis Center

524 Cleveland Blvd., Ste. 160  
Caldwell, ID 83605  
*Phone: 208-402-1044 (TTY 711)*

## Youth crisis centers

### Clarvida Youth Support Center

**Ages 5 – 9 (Resources only)**  
**Ages 10 – 17 (Full service)**  
9196 W. Emerald Ste. 100  
Boise, ID 83704  
*Phone: 1-833-527-4747 (TTY 711)*

### ProActive Youth and Family Support Center

**Ages 5 – 17**  
264 Main Ave. S  
Twin Falls, ID 83301  
*Phone: 208-969-9841*

### Rise Up Teen and Child Crisis Center of East Idaho

**Ages 5 – 17**  
1140 Science Center Dr.  
Idaho Falls, ID 83403  
*Phone: 208-826-0994 (TTY 711)*

### Western Idaho Youth Support Center

**Ages 5 – 17**  
308 E Hawaii Ave.  
Nampa, ID 83686  
*Phone: 208-899-4727 (TTY 711)*

**Magellan**  
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