



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 16th 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 10th 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.

Find an IBHP Provider

1. Visit 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

Learn more about services covered by the Idaho Behavioral Health Plan

1. Visit MagellanofIdaho.com.
2. Click the *For Members* tab.
3. See *Benefits and Services*.

Know your Member Rights and Responsibilities

1. Visit MagellanofIdaho.com.
2. Click the *For Members* tab.
3. See *Rights and Responsibilities*.

View the Member Handbook

1. Visit 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.

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Crisis Information

A mental health crisis is when someone's thoughts feeling, 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 7th 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)

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