



Magellan Community Connection

Spring 2026



Stay informed and connected!

Get useful tips, updates, and resources in this Spring issue of the *Magellan Community Connection*!

This quarterly newsletter is designed just for Idaho Behavioral Health Plan (IBHP) members. Whether you're looking for wellness tips, health plan information or useful tools, we're here to support you and help you stay informed and connected.

Quality Corner: Helping make behavioral healthcare better

Magellan works all year to make sure members get good behavioral healthcare. In 2025, the Magellan Quality team:

- Looked at 352 reports about serious events that happened to members.
- Investigated more than 100 cases to make sure care was safe and followed best practices.
- Reviewed over 755 treatment records to check that care met clinical guidelines.
- Wrote more than 90 reports to guide improvements in behavioral health services.

The team also works with the Idaho Department of Health and Welfare's Competency Center to make the system better. All of this helps make care safer, higher quality, and more reliable for members across Idaho.

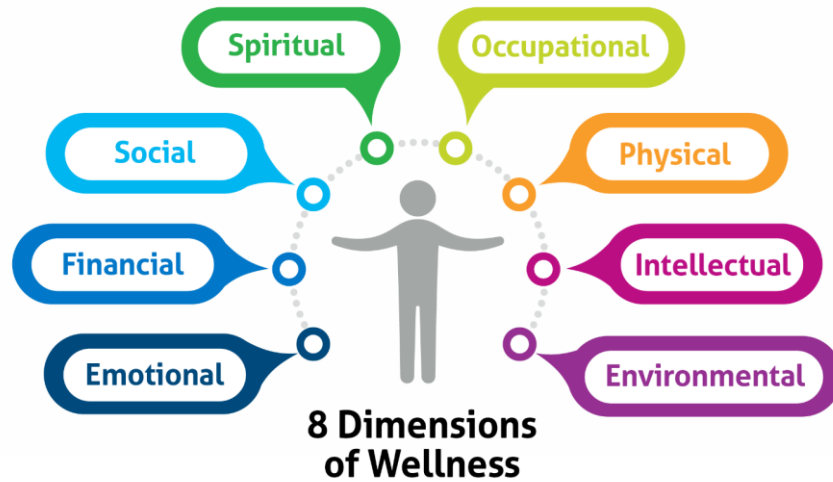
The eight dimensions of wellness

Wellness is about taking care of all parts of your life, and everyone's path to wellness is different. There are eight parts of wellness: emotional, physical, work (occupational), thinking (intellectual), money (financial), social, environment, and spiritual. All of these areas are connected, and one can affect the others.

For example, if money is tight (financial), it might cause stress or worry (emotional). That stress can affect your health (physical) or make work harder (occupational). It can even affect your relationships (social) or make you question what matters most to you (spiritual).

Because all areas are connected, it helps to look at each one and see what you're strong at and where you might need support. This can help you take small steps to feel healthier and more balanced.

Magellan has tools to help you explore all eight areas of wellness. Learn more and find resources on our website at magellanofidaho.com/web/magellan-of-idaho/w/about-recovery-resiliency.



Provider highlight: Prism Psychology

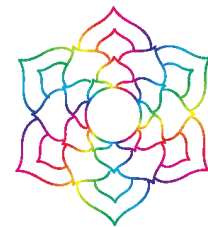
Prism Psychology in Coeur d’Alene is now a provider in the Idaho Behavioral Health Plan network. Prism Psychology supports children and families as a Wraparound service provider supporting the Youth Empowerment Services (YES) system of care.

Prism Psychology works with Idaho’s YES system to support youth who have serious behavioral health needs. The program uses a team-based approach to help youth and families get the support they need. The goal is to help youth stay stable at home, in school, and in their communities.

Who may benefit

This program may help youth who:

- Have significant behavioral health needs
- Are involved with multiple systems (such as school, mental health, or child welfare)
- May be at risk for higher levels of care or out-of-home placement
- Need coordinated support from multiple providers and services



How the program works

The program follows four main steps:

1. **Engagement:** Build relationships and identify family strengths.
2. **Planning:** Create a coordinated support plan.
3. **Implementation:** Connect youth and families with services and supports.
4. **Transition:** Help youth and families build long-term stability and independence.

This approach helps youth and families build connection, stability, and long-term success.

For more information about Prism Psychology, visit their website at prismpsihology.com or call them at 208-966-4206.

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 Rd.
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

Idaho Recovery Centers

Idaho's network of Recovery Community Centers provides safe, supportive spaces for people in recovery. These centers offer peer support, education, and wellness activities that help people maintain sobriety, build connections, and achieve long-term recovery.

Region 1

208 Recovery Center

1121 E. Mullan Ave., Ste 201
Coeur d'Alene, ID 83814
Phone: 208-261-1015
Website: 208recovery.org

Region 2

Upriver Youth Leadership Council

413 Main St.
Kamiah, ID 83536
Phone: 208-743-0392

Region 3

Recovery Oriented Community

100 Illinois Ave.
Council, ID 83612
Phone: 208-500-3035
Website:
theroc.center/therocincouncil

Region 5

Recovery in Motion

560 Shoup Ave.
Twin Falls, ID 83301
Phone: 208-712-2173
Website: recoveryinmotionrcc.org

Region 6

Center for Hope - Satellite

181 NW Main St.
Blackfoot, ID 83401
Phone: 208-417-1749
Website: centerforhopeif.org

Region 2

Latah Recovery Center

531 S Main St.
Moscow, ID 83843
Phone: 208-883-1045
Website:
latahrecoverycenter.org

Region 3

Gem County Recovery Center

115 S McKinley Ave
Emmett, ID 83617
Phone: 208-398-5151
Website: gemrecovery.org

Region 4

P.E.E.R Wellness Center

8515 W Overland Rd.
Boise, ID 83709
Phone: 208-991-3681
Website:
peerwellnesscenter.org

Region 6

Center for Hope - South

209 Idaho St.
American Falls, ID 83211
Phone: 208-226-4873
Website: centerforhopeif.org

Region 7

Center for Hope

530 E Anderson
Idaho Falls, ID 83401
Phone: 208-538-1888
Website: centerforhopeif.org

Region 2

First Step 4 Life Recovery Center

1448 G St.
Lewiston, ID 83501
Phone: 208-717-3881

Region 3

Southwest Idaho Recovery Center

204 9th Ave. S
Nampa, ID 83651
Phone: 208-505-5497
Website: sircc-tencsinc.com

Region 4

Recovery Oriented Community

200 E Park St.
McCall, ID 83638
Phone: 208-278-7977
Website: theroc.center

Region 6

Center for Hope - Satellite

168 S Main St.
Soda Springs, ID 83276
Phone: 208-589-7432
Website: centerforhopeif.org

Region 7

Center for Hope - Satellite

859 S. Yellowstone
Rexburg, ID 83440
Phone: 208-821-0067
Website: centerforhopeif.org

IBHP Resources

Have questions? Call the member helpline anytime at **1-855-202-0973 (TTY 711)** or visit Magellanofidaho.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*.

Find an IBHP Provider

1. Visit Magellanofidaho.com.
2. Click *Find a Provider* at the top of the page.

View the Member Handbook

1. Visit Magellanofidaho.com.
2. Click the *For Members* tab.
3. See *Member Handbooks and Forms*.

Know your Member Rights and Responsibilities

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

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

Youth Empowerment Services

Visit Yes.Idaho.gov.

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

Follow us on Facebook!

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

2301 N Ironwood Place
Coeur d'Alene, ID 83814
Phone: 208-625-4884 (TTY 711)

Rural Crisis Center Network

Lewiston, Orofino & 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 (TTY 711)

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)