



# Magellan Community Connection

Spring 2025



## Introducing the Magellan Community Connection!

Magellan is excited to bring you the Spring Issue of the *Magellan Community Connection*! This newsletter is designed 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 the IBHP—we're proud to support you!

## Magellan member portal

The Magellan member portal is for Idaho Behavioral Health Plan (IBHP) members. It is easy to use and helps you find all your behavioral health information in one place.

Once you create your account, you can:

- See your claims or bills for services
- Track your care plan
- View behavioral health assessments like the CANS

You can also access personalized resources such as videos, articles, webinars, and more related to your behavioral health.

**Please note:** Please have your Magellan or Medicaid ID ready to create an account for you or your child(ren). This requirement will change in August.

## Need help getting started?

Visit [MagellanofIdaho.com](https://MagellanofIdaho.com). Click the *For Members* tab at the top of the page. Look for the *Member Portal Step-by-Step Guide* under *Member Resources*.

## 24/7 mobile crisis support begins July 1

Starting July 1, Idaho Mobile Response Teams (MRTs) will be available 24 hours a day, 7 days a week to help during a behavioral health crisis.

This service is free for everyone. If you or someone you know needs help right away, **call or text 988 to reach the Idaho Crisis & Suicide Hotline**. Help is always available, day or night.

## Magellan programs that support you and your family

Since Magellan began managing the Idaho Behavioral Health Plan (IBHP), new programs have launched to support individuals and families across the state.

### Child and Adolescent Needs and Strengths (CANS)

The CANS is a tool that helps providers and families work together to understand a child's strengths and areas needing support. It helps guide care planning to ensure your child's unique needs are met.

- The CANS is not a test or interview. It is a tool to help create the best plan for your child and family.
- The CANS is required to be updated every 90 days for child/youth progress tracking.

### Parenting with Love and Limits (PLL)

Do you feel like it's hard to connect with your child or teen? PLL is a program that helps youth ages 10-18 and their families build stronger relationships. It teaches parents how to set rules and consequences and helps families communicate and support each other better.

- PLL is a short-term program that lasts 8-10 weeks.
- Families attend group and individual family sessions each week.
- The program helps families to address intense emotions and behavioral concerns..

### Idaho Wraparound Intensive Services (WInS)

Wraparound helps kids and teens with complex needs. If your family works with more than one system, such as schools, child welfare, or health providers, Wraparound brings everyone together to create one care plan that supports your child and family. You help lead the plan, and the team supports you every step of the way. Wraparound also:

- Gives your child and family a voice in the care process.
- Builds a strong support system around your child's and family's needs.
- Helps your child stay at home, in school, and on a positive path.
- Learn more about WInS at [yes.idaho.gov](https://yes.idaho.gov).

### Assertive Community Treatment (ACT)

ACT is for adults who have serious and ongoing mental health needs. It includes help with substance use and is available 24/7.

- A full care team works together to help you recover.
- ACT helps people:
  - Stay out of the hospital or jail.
  - Focus on their strengths and goals.

### Early Serious Mental Illness (ESMI)

ESMI helps young people ages 15-30 who are going through early signs of psychosis. Psychosis can be part of conditions like schizophrenia or bipolar disorder. Getting help early can lead to better results and a healthier future.

- A care team helps you set and reach your goals, like going back to school or work.
- ESMI is an evidence-based, team approach that helps young people recover.

## Words to know and understand

Here are some common behavioral health terms that may come up during your care. Knowing what they mean can help you feel more informed and confident.

- **Behavioral health** – How your thoughts, feelings, and actions affect your overall health. It includes mental health and how you handle stress, relationships, and daily decisions.
- **Covered services** – Services that Medicaid or your insurance will pay for if you meet certain rules.
- **Crisis** – A time when you feel very upset or unsafe and need help right away to stay safe and calm.
- **Crisis and safety plan** – A list of steps to follow if you're in a crisis. It includes who to call, what to do, and how to stay safe.
- **Eligibility** – Meeting the rules needed to get a service or be in a program.
- **Prior authorization** – When a doctor or provider asks permission from Medicaid or your health plan before providing a service.
- **Stabilization** – Getting help quickly to calm down during a mental health crisis. It helps you feel safe and figure out what to do next.
- **Substance Use Disorder** – When a person keeps using drugs or alcohol even though it causes struggles.

## Find free help near you

Find Help Idaho is a free website that helps people find local support and services. You can use it to look for food, housing, childcare, job help, mental health care, and more. No sign-up required.

It's easy to use. Visit [www.findhelpidaho.org](http://www.findhelpidaho.org), type in your ZIP code, and see what help is near 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.

### How the scam works

1. Scammers approach people in public places like grocery stores, gas stations, or office buildings.
2. They offer help with mental health treatment, rides, food, clothing, or money to gain trust.
3. Once they earn trust, they take people to fake treatment centers or sober homes.
4. Some scammers provide alcohol during the trip or at the fake treatment center.
5. 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 substance use issues 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 substance use treatment.
- Claims to support sobriety but gives alcohol instead.
- Limits contact with family and community.

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

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 (TTY 711)**.

## New cost rules for state-funded services

Magellan is making a change to how members not covered by Medicaid, or who get services not covered by Medicaid qualify for behavioral health services.

### Here's what's new:

- People may need to help pay for services before getting other help from the state through Magellan.
- The most anyone will need to pay is 5% of their yearly income (after certain deductions).
- If someone has already paid that 5%, they can get help from Magellan for services.
- If they haven't paid that 5%, they may not qualify—unless they have a hardship.

### What is a hardship?

A hardship means someone can't pay their 5% without giving up things like food, housing, or childcare. In that case, Magellan might lower or remove the amount they need to pay.

### What else to know:

- This rule does not apply to people getting help for substance use disorder (SUD) services.
- If a child is in a residential treatment program now, this won't apply until their next yearly eligibility review.
- This new cost share rule will start for new people applying on or after July 1, 2025.
- Current members can keep their services until their next yearly eligibility review. At that time, they will learn about how the new cost rule will apply to them.
- Magellan will ask about income when someone applies for help. The information is given through a simple phone call.

We'll talk with families and providers before this change starts on July 1, 2025. If you have questions or think this might affect you, please reach out to Magellan.

## 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

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## 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).

### 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*.

### Find an IBHP Provider

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

### View the Member Handbook

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

### Know your Member Rights and Responsibilities

1. Visit [MagellanofIdaho.com](http://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](mailto:Compliance@MagellanHealth.com)

### Youth Empowerment Services

Visit [Yes.Idaho.gov](http://Yes.Idaho.gov).

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

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**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 & 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 (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)

**Magellan**  
HEALTHCARE.