



Magellan Community Connection

Summer 2026



Stay informed and connected!

Get useful tips, updates, and resources in the summer 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 to improve your care

Magellan and the IBHP are working to support you and your family. One way they do this is through a behavioral health Quality Improvement Committee (QIC).

A QIC is a group of people who work together to make sure your behavioral health care is safe and of high quality. This group includes staff from Magellan, the Idaho Department of Health and Welfare, providers, community groups, and patient advocates. It also includes doctors and therapists.

This team reviews how care is working and looks for ways to improve it. Their goal is to make sure you get the best care possible.

Here's what they focus on:

- **Patient safety and rights:** They review complaints to make sure everyone is treated fairly and safely.
- **Care standards:** They set clear guidelines so providers use safe, proven, and evidence-based treatments.
- **Access to care:** They check how quickly members can get appointments and if enough providers are available.
- **Member experience:** They listen to member feedback to help improve services.

ACT and Adult Peer Support services brought back

Assertive Community Treatment (ACT) and Adult Peer Support services are now available again for eligible IBHP members.

- **ACT** is a team-based service that provides care in the community for people with severe and persistent mental health needs. The goal is to help members stay well, avoid crises, and live more independently.
- **Adult Peer Support** connects members with trained people who have lived experience. These peers offer support, give encouragement, and help guide members through recovery.

Please note that Magellan does not provide training or certification for Adult Peer Support. For more information about peer services, including training and certification options, visit:

MagellanofIdaho.com/idaho-peer-services.

The 10 principles of Wraparound

Within the Youth Empowerment Services (YES), Idaho's Children's mental health system of care, we are focused on the 10 principles of Wraparound. Wraparound is a team-based care planning process for youth with serious emotional or behavioral needs which is different from other team meetings or service plans. Each month, we highlight these principles to help guide our work with youth and families.

This month, we focused on two key principles:

Natural Supports

Natural supports are people the youth and family trust, value, and respect. They can be unpaid supports (e.g., friends, family, coworkers, neighbors) or people who choose to go beyond their formal role (e.g., former teacher, coach, bus driver). It is highly encouraged to have as many natural supports in the Wraparound team as possible, since these are the people that the youth and family can rely on post the professional services

Community-Based Services

Wraparound uses resources in the youth and family's own community. The goal is to help the youth stay at home whenever possible. The team builds on the supports already around the family and looks for help in their community first. If needed, they look outside the community.

Reminder: The 10 principles are not just ideas, they guide the work we do every day to support families. Thank you for your commitment.

New resources available

Transition-Aged Youth game plan

The Transition-Aged Youth game plan helps young people get ready for adulthood. It explains what processes/benefits change at age 18, how to get behavioral health and Medicaid services, and ways to build independence.

[Download the Transition-Aged Youth Game Plan](#)

New Youth Empowerment Services (YES) flyer

The Youth Empowerment Services (YES) flyer has updated information about Idaho's behavioral health system for youth under age 18. It also includes a simple step-by-step guide to help families find services and support.

[Download the updated YES Flyer](#)

Find it on MagellanofIdaho.com

Visit [MagellanofIdaho.com](https://magellanofidaho.com) and click on “**For Members**” to find the information you need.

From there, you can:

- Learn about your **benefits and services** under IBHP: [Magellanofidaho.com/benefits-and-services](https://magellanofidaho.com/benefits-and-services)
- **Find a provider** near you: [Magellanofidaho.com/provider-search](https://magellanofidaho.com/provider-search)
- Access **member handbooks and forms**: [Magellanofidaho.com/member-handbooks-and-forms](https://magellanofidaho.com/member-handbooks-and-forms)

The website also explains the IBHP and who can get services. If you have Idaho Medicaid, you are already enrolled and can start using services right away. If you do not have Medicaid, you may still qualify based on certain requirements. You can visit the **Eligibility** page at [Magellanofidaho.com/web/magellan-of-idaho/w/eligibility](https://magellanofidaho.com/web/magellan-of-idaho/w/eligibility) to learn more about your options and how to apply.

Regional Medicaid offices

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

Blackfoot – Blackfoot Services Complex

701 E Alice St.
Blackfoot, ID 83221

Region 7

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 Community Centers

Idaho's network of recovery centers provides safe, supportive spaces for people in, or seeking, substance use 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 IBHP

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**

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)

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)

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HEALTHCARE.