



Magellan Community Connection

Summer 2025



Stay informed and connected!

Magellan is excited to bring you the Fall 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 update

Parents/legal guardians of youth with Magellan/IBHP membership, with or without Medicaid, can now create their own profile in the Magellan member portal, even if they don't have Medicaid themselves.

The portal makes it easy for Idaho Behavioral Health Plan (IBHP) members and their families to find behavioral health information in one place. After creating your account, you can:

- View claims and bills
- Track your care plan
- See behavioral health assessments like the CANS

You also have access to personalized resources, such as videos, articles, webinars and more.

Need help getting started? Visit [Magellanoftidaho.com](https://magellanoftidaho.com). Click the *For Members* tab at the top of the page, click on *Member Resources* and you will find the *Member Portal Step-by-Step guide*.

Idaho crisis services dashboard now available

The [Magellan of Idaho crisis dashboard](#) shows how people across the state are using crisis services. With the dashboard, you can:

- Learn about the full crisis system, including hotlines, mobile response, and crisis centers
- See how many people are reaching out, why they ask for help, and the kind of support they receive
- Understand where services are most needed and how they're being used in different areas

This information helps Idaho improve crisis services so people can get help quickly, no matter where they live.

Resources in the Lobby launches at Cottonwood Creek Behavioral Hospital

On Aug. 7, 2025, Magellan Healthcare launched *Resources in the Lobby* at Cottonwood Creek Behavioral Hospital. The program connects caregivers with a family support navigator during visiting hours to provide quick support and helpful resources.

During the first session, the navigator met with several parents and received positive feedback. Magellan, caregivers, and Cottonwood staff are excited to see the program grow as more families learn about it.

The program will continue the first Thursday of every month during Cottonwood's visiting hours.

Magellan 'Quality Corner' Coming Soon

Be on the lookout in the next edition of the Community Connection for the Quality Corner! This section will share how Magellan works to make sure services are high quality, safe, and focused on giving members the best experience possible.

Spotlight on IBHP services: Wraparound Intensive Services (WInS)

What is wraparound?

Wraparound helps families with complex needs who may be working with many systems or services. It's designed to bring everyone together—youth, family and providers—to build one coordinated plan of care.

Learn more:

- What is Wraparound? video: [English](#) and [Spanish](#)
- [Wraparound for Families Booklet \(see page 5 for Wraparound Principles\)](#)
- [Care Coordination Flyer](#)

What makes Wraparound different

In Idaho, the Wraparound Intensive Services (WInS) model is guided by a core principle: *family-driven and youth-guided care*. You may also hear it described as *youth-driven and family-guided* or *family voice and choice*. Whatever the term, the idea is the same—youth and families lead the way, and the Wraparound team builds a care plan around their needs and goals.

What family-driven and youth-guided looks like

- **Youth and families share their ideas, and the team listens.** The Wraparound team supports them but doesn't make decisions for them.
- **Older youth (ages 14–21) take a stronger lead.** They pick team members, set goals, choose strategies, and involve their families for guidance and support.

Why this matters

When youth and families are included in planning, they feel heard and supported. This builds trust, strengthens relationships with the care team, and helps families stay committed to their plan of care.

Interested in Wraparound?

If you know a youth or family who may benefit, please contact an agency in your area or reach out to Magellan for more information. For a complete list of Wraparound providers in Idaho, please visit the [MagellanofIdaho.com Covered Services for Youth](#) page.

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

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 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)

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](#)



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 individuals 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 Latah Recovery Center 531 S Main St. Moscow, ID 83843 Phone: 208-883-1045 Website: latahrecoverycenter.org
Region 2 First Step 4 Life Recovery Center 903 D St., Ste 101 Lewiston, ID 83501 Phone: 208-717-3881	Region 3 Gem County Recovery Center 115 S McKinley Ave Emmett, ID 83617 Phone: 208-398-5151 Website: gemrecovery.org
Region 3 Southwest Idaho Recovery Center 204 9 th Ave. S Nampa, ID 83651 Phone: 208-505-5497 Website: sircc-tencsinc.com	Region 4 P.E.E.R Wellness Center 7091 W Emerald St. Boise, ID 83704 Phone: 208-991-3681 Website: peerwellnesscenter.org
Region 5 Recovery in Motion 560 Shoup Ave. Twin Falls, ID 83301 Phone: 208-712-2173 Website: recoveryinmotionrcc.org	Region 6 The Center for Hope 209 Idaho St. American Falls, ID 83211 Phone: 208-226-4873 Website: centerforhopeif.org
Region 6 The Center for Hope 1001 N. 7 th Ave., Ste 150 Pocatello, ID 83201 Phone: 208-417-1749 Website: centerforhopeif.org	Region 6 The Center for Hope 168 S Main St. Soda Springs, ID 83276 Phone: 208-589-7432 Website: centerforhopeif.org
Region 7 The Center for Hope 530 E Anderson Idaho Falls, ID 83401 Phone: 208-538-1888 Website: centerforhopeif.org	