



# Magellan Community Connection

Fall 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 [MagellanofIdaho.com](https://magellanofidaho.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 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

## 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

## 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)

## 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 member handbook mailed to you, call the member helpline.**

**Follow us on Facebook!**

[Magellan Healthcare of Idaho](http://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.

<b>Region 1</b> <b>208 Recovery Center</b> 1121 E. Mullan Ave., Ste 201 Coeur d'Alene, ID 83814 <i>Phone:</i> 208-261-1015 <i>Website:</i> <a href="http://208recovery.org">208recovery.org</a>	<b>Region 2</b> <b>Latah Recovery Center</b> 531 S Main St. Moscow, ID 83843 <i>Phone:</i> 208-883-1045 <i>Website:</i> <a href="http://latahrecoverycenter.org">latahrecoverycenter.org</a>
<b>Region 2</b> <b>First Step 4 Life Recovery Center</b> 903 D St., Ste 101 Lewiston, ID 83501 <i>Phone:</i> 208-717-3881	<b>Region 3</b> <b>Gem County Recovery Center</b> 115 S McKinley Ave Emmett, ID 83617 <i>Phone:</i> 208-398-5151 <i>Website:</i> <a href="http://gemrecovery.org">gemrecovery.org</a>
<b>Region 3</b> <b>Southwest Idaho Recovery Center</b> 204 9 <sup>th</sup> Ave. S Nampa, ID 83651 <i>Phone:</i> 208-505-5497 <i>Website:</i> <a href="http://sircc-tencsinc.com">sircc-tencsinc.com</a>	<b>Region 4</b> <b>P.E.E.R Wellness Center</b> 7091 W Emerald St. Boise, ID 83704 <i>Phone:</i> 208-991-3681 <i>Website:</i> <a href="http://peerwellnesscenter.org">peerwellnesscenter.org</a>
<b>Region 5</b> <b>Recovery in Motion</b> 560 Shoup Ave. Twin Falls, ID 83301 <i>Phone:</i> 208-712-2173 <i>Website:</i> <a href="http://recoveryinmotionrcc.org">recoveryinmotionrcc.org</a>	<b>Region 6</b> <b>The Center for Hope</b> 209 Idaho St. American Falls, ID 83211 <i>Phone:</i> 208-226-4873 <i>Website:</i> <a href="http://centerforhopeif.org">centerforhopeif.org</a>
<b>Region 6</b> <b>The Center for Hope</b> 1001 N. 7 <sup>th</sup> Ave., Ste 150 Pocatello, ID 83201 <i>Phone:</i> 208-417-1749 <i>Website:</i> <a href="http://centerforhopeif.org">centerforhopeif.org</a>	<b>Region 6</b> <b>The Center for Hope</b> 168 S Main St. Soda Springs, ID 83276 <i>Phone:</i> 208-589-7432 <i>Website:</i> <a href="http://centerforhopeif.org">centerforhopeif.org</a>
<b>Region 7</b> <b>The Center for Hope</b> 530 E Anderson Idaho Falls, ID 83401 <i>Phone:</i> 208-538-1888 <i>Website:</i> <a href="http://centerforhopeif.org">centerforhopeif.org</a>	