



Magellan Community Connection

Winter 2025



Stay informed and connected!

Magellan Healthcare is excited to bring you the Winter 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!

Quality Corner: Magellan earns national quality accreditation

Magellan is proud to share we received Full Accreditation from the National Committee for Quality Assurance (NCQA*). This award lasts from November 3, 2025, through November 3, 2028.

What this means for you

This national quality review shows Magellan meets strong standards for your care. It means Magellan:

- Is trusted at the national level to help you get the care and support you need.
- Follows clear, consistent rules to support your mental health and substance use needs.
- Works hard to make sure you receive safe, helpful, and timely services.
- Stays focused on providing high-quality care to all IBHP members.

*NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA MBHO Accreditation standards are intended to help organizations achieve the highest level of performance possible, reduce patient risk for untoward outcomes, and create an environment of continuous improvement.

Member and Family Advisory Committee (MFAC): Now accepting 2026 applications

Magellan is seeking IBHP members and parents/caregivers to join the 2026 MFAC. Members share real experiences to help improve IBHP mental health and substance use services.

What MFAC members do

- Give honest feedback about their experiences with IBHP services
- Help Magellan understand what is working well and what could be improved
- Share ideas that support better care for all members
- Speak only for themselves, not for a provider, agency, or organization

Meeting details

- **Start date:** February 19, 2026

- **Schedule:** Every other month on the third Thursday from 1:00-2:00pm MT / 12:00-1:00pm PT
- **Commitment:** One-year
- **Stipend:** \$75 for each meeting attended (must attend 75% or more of the meeting)
- **Location:** Meetings are held virtually over Zoom.

Who can apply

If you're an interested IBHP member's parent/caregiver and want to share your experiences to help improve services:

- Visit [Magellanofidaho.com/member-family-advisory-committee](https://magellanofidaho.com/member-family-advisory-committee) to learn more and apply
- Submit your application by January 19, 2026

Spotlight on IBHP services: Wraparound Intensive Services (WInS)

What is Wraparound?

Wraparound is a planning process that brings people together to support a youth, with serious emotional or behavioral needs, and their family. Families choose the people they trust to be on their team.

Who's on the team?

A team may include:

- **Natural supports:** Family members, friends, neighbors, or mentors who will stay in the youth's life long after Wraparound ends
- **System partners:** People from child welfare, juvenile probation, schools, developmental disability programs or other community programs
- **Formal supports:** Counselors, community-based rehabilitation services (CBRS) workers, or other service providers

Before joining the team, each person attends a short Wraparound orientation to understand how the process works and what their role will be. After orientation, they can decide if they want to take part.

What if the youth or family feels unsure?

It is very common for families to feel unsure about inviting certain people to their team. They may feel:

- Uncomfortable sharing personal information
- Unsure about the relationship
- Worried about inviting people who work in legal or child welfare systems

Wraparound coordinators are trained to help families talk through these concerns. Families always make the final decision about who is, or is not, on their team.

How team-based planning works

Once the team is formed, everyone works together to support the youth and family. The team creates a team mission statement that lists the family's main goals and hopes. The team reviews the mission statement often to stay on track.

In Wraparound, the youth and family are in charge. Each team member:

- Shares ideas to help the family build skills

- Takes action steps to support the plan
- Works toward goals that reflect the family's voice and choices

This teamwork helps the family receive better, more coordinated care.

Regular feedback and check-ins

Wraparound planning includes regular check-ins to talk about progress and where support is still needed.

Before Wraparound ends, team members receive a short survey to share feedback. Here's what some team members have said about the process:

- "My Wraparound team believed in me and helped me get this far." — Youth
- "These meetings help us stay on the same page." — School principal
- "I appreciate the support and communication." — Probation officer

Why it matters for families

Team-based Wraparound planning helps families by:

1. **Building support:** Helps families feel less alone by bringing together people who care.
2. **Coordinating care:** Creates one clear plan when services come from many places.
3. **Creating long-term success:** Builds skills, hope, and stability that last long after services end.

Want to learn more?

You can join a Wraparound 101 course to better understand how it works. See the Calendar tab for dates: healthandwelfare.idaho.gov/providers/center-excellence/idaho-wins-wraparound-competency-center

Crisis centers: Free, 24/7/ support when you need it most

If you or someone you support is having a mental health or substance use crisis, Idaho's crisis centers are here to help. They offer free, confidential, and caring support from trained staff who listen, help you feel safe, and guide you toward the next steps that fit your needs.

What a crisis can look like

A crisis is different for everyone. It may include:

- Thoughts of suicide
- Abuse or neglect
- Bullying or harassment
- Loss of a loved one
- Stress that feels too hard to manage
- Trouble coping with mental health symptoms
- Substance use or misuse

What happens at a crisis center

When you arrive, staff welcome you and guide you through a simple check-in. Services may include:

- Basic health screening
- Mental health or substance use assessments
- Support from trained crisis professionals
- Peer support or recovery coaching
- Safety planning

- Help connecting to ongoing care

Key things to know

- Crisis centers are free and open 24/7/365.
- Available to accept walk-ins 24/7.
- No referral or insurance is required.
- You can stay for up to 23 hours and 59 minutes.
- You can return anytime you need support.

Each center has its own safety rules. Generally, people must come on their own (not forced), be medically stable, not violent or threatening, and meet age requirements (18+ for adults or 5–17 for youth).

Find a crisis center

Visit MagellanofIdaho.com/crisis-support to find a crisis center for youth or adults near you.

Need help now?

If you are in crisis and need to talk right away, **call or text 988**.

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

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)

Magellan
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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

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