

YES Family Survey and QR Recommendations

Overview

This document outlines Magellan’s recommendations and planned actions in response to findings from the Youth Empowerment Services (YES) Family Survey 2024 and the 2024 YES Quality Review. The recommendations aim to strengthen Idaho’s youth behavioral health system by ensuring services reflect the core principles of the YES system of care, community-based, collaborative, and individualized support for children and families. Through this response, Magellan reaffirms its commitment to supporting Idaho youth, families, and providers by advancing training and engagement, improving access to community-based and crisis services, and enhancing care coordination and data integration.

Recommendation 1:

Take steps to support Idaho families and providers to ensure that youth mental health services are delivered in a way that reflects the Youth Empowerment Services (YES) principles and practice manual. Specifically, efforts should be directed toward ensuring that services delivered to Idaho youth are better aligned with the YES principles of:

- community-based service array,
- collaborative care, and
- individualized care;

Key actions:

1. Ensure YES information is accessible

- a. Maintain accessibility of YES materials for both members and providers through Magellan’s website, including Appendix A: YES System of Care.
 - i. Engage stakeholders regularly to gather feedback and improve youth services through:
 - Interagency Clinical and Training (ICAT) meetings (monthly)
 - Member and Family Advisory Committee (MFAC) meetings (monthly)
 - IWG
 - One Kid One CANS (monthly)
 - Joint PLL (monthly)
 - Parents and Caregiver coordination meeting hosted by FYIdaho(ended August)
 - Youth listening sessions

- ii. Quarterly internal review of stakeholder input to inform training and system improvements to further enhance accessibility.
- iii. Quarterly updates to provider handbook and appendix C.
- iv. **Timeline:** Ongoing from 2025 forward
- v. **Progress:** As of December 2025, Magellan team is on track with all action items. Regular attendance at YES stakeholder meetings by Magellan team members, MFAC meetings monthly. Magellan updates materials at least quarterly and if necessary more often through eblast communications.
- vi. **Updated progress:** As of June 1, 2026, this item has been completed and continues to be ongoing.

2. Youth Listening Sessions in 2025

- a. Project led by FYIdaho under the YES Advocacy Contract
- b. Project was paused in quarter four of calendar year 2025. We would be happy to continue to support this effort if it continues with new vendor.
- c. Magellan team member was on the planning and implementation committee and participated in five listening sessions in schools.
- d. More than 100 youth participated in the project.
- e. FYIdaho completed a report to the community with detailed information on youth responses.
- f. **Updated progress:** As of June 1, 2026, this item has been completed.

3. Ongoing development and accessibility of training programs

- a. Continue availability of youth peer support training.
 - i. Monitor training attendance and effectiveness after each quarter.
 - ii. **Timeline:** Continue offering ongoing every quarter
 - iii. **Progress:** Summary of Youth Peer Support Training in 2025
 - 1. Four Trainings Completed (Quarterly)
 - 2. Q1: 22 Attendees
 - 3. Q2: 14 Attendees
 - 4. Q3: 16 Attendees
 - 5. Q4: 19 Attendees
 - 6. There are 16 participant slots available. Twice in 2025 Magellan extended access due to demand (Q1 and Q4).
 - 7. **Updated progress:** As of June 1, 2026, this item has been completed and youth peer support trainings are ongoing.

4. Development of Person-Centered Service Plan (PCSP) Code of Federal Regulations (CFR) compliance training.

- i. Evaluate and adjust training as needed
- ii. **Timeline:** Launch training in calendar year 2026
- a. Creation of targeted training that is focused on the YES Principles of Care and Practice Model (POCPM) to support network providers in delivering quality services.
 - i. **Timeline:** Training completed and available to providers in calendar year 2026.

- b. Create a Child and Family Team (CFT) training for providers across the network.
 - i. **Timeline:** Quarter one of calendar year 2026
 - ii. **Updated progress:** As of June 1, 2026, this item is completed with additional training coming August of 2026.

5. Integration of YES POCPM

- a. Integrate the POCPM into Intensive Care Coordination (ICC) Desk Reference Guide.
 - i. **Timeline:** Quarter one of calendar year 2026
 - ii. **Updated progress:** As of June 1, 2026, POCPM is integrated into ICC training materials.

Recommendation 2:

Take steps to improve the accessibility of community-based services for youth who have the most intensive needs (i.e., those with a Child and Adolescent Needs and Strengths (CANS) level of care score of the highest rating).

Key actions:

1. Improve accessibility of community-based services for high-need youth

- a. Streamline contracting process for community-based services to make addition of new services appealing and minimally administratively burdensome.
 - i. Regular reviews to ensure timely onboarding of high-need services
 - ii. Develop a strong value proposition model for providers
 - iii. **Timeline:** Ongoing
 - iv. **Progress:** In June 2025, Magellan added a Contracts Manager to the Network Team. Since that time, efforts have been underway to streamline contracting processes and enhance efficiency. Magellan has also revised several contracting documents to improve clarity for providers and strengthen the organization's ability to track and identify areas of need for community-based services across the state.
 - v. **Updated progress:** As of June 1, 2026, this item is completed. We continue to recruit and contract community based providers.
- b. Addition of value-based contracting for both inpatient and outpatient
 - i. Exploration of non-fiscal incentives
 - ii. **Timeline:** Fourth quarter of calendar year 2025 into calendar year 2026
 - iii. **Updated progress:** As of June 1, 2026, we are preparing to launch our inpatient value-based initiatives. Timeline for this is summer 2026.
- c. Simplify administrative processes
 - i. Opportunities to simplify and improve processes such as claims submissions and authorizations.
 - ii. Explore auto-approvals of authorizations
 - iii. **Timeline:** Ongoing, quarter one of calendar year 2026
 - iv. **Updated progress:** As of June 1, 2026, Magellan is always looking for opportunities to reduce provider administrative burdens. This will continue to be

explored and reviewed. This item is on the agenda for the next Provider Advisory Committee.

2. System enhancements and data accessibility

- a. Maintain integrated CANS, Comprehensive Diagnostic Assessment (CDA), and Person-Centered Service Plan (PCSP) data within Person-Centered Intelligence Solution (P-CIS) system.
 - i. **Timeline:** Ongoing
- b. Enhance member portal
 - i. Member portal went live April 2025 and enhancements will continue to be made such as live chat.
 - ii. **Timeline:** Quarter four of calendar year 2025
 - iii. **Updated progress:** As of April 2025, this item has been completed with ongoing monitoring
- c. System improvements based on provider feedback received through multiple sources including: Provider Advisory Committee's, provider visits, provider emails and concerns, and Idaho Association of Community Providers. Feedback will be evaluated by Magellan team members and action items decided upon to address feedback as we are able to within the contract structure and best clinical practices
 - i. **Timeline:** Ongoing
 - ii. **Progress:** Magellan continues to make system improvements based on feedback received from multiple sources, including Provider Advisory Committee meetings, provider site visits, direct emails and concerns, and input from the Idaho Association of Community Providers.
 - iii. Common feedback themes have focused on streamlining administrative processes, improving communication channels, and increasing transparency around network updates. In response, Magellan has implemented several actions, such as refining provider communications, updating key documents for clarity, and enhancing internal tracking tools to better identify and address network needs.
 - iv. Magellan staff review all feedback collaboratively to determine feasible action items within contract parameters and alignment with best clinical and operational practices. Feedback is prioritized based on impact to provider experience and member access, with progress and updates reported through provider relations channels and advisory meetings.
 - v. **Updated progress:** As of June 1, 2026, this item will remain a priority ongoing as we work towards continuous quality improvement for the providers' experience in the platforms we use.

3. Improve access to provider information

- a. Find a provider tool system enhancement.
 - i. Explore changes and revisions of provider tool to make it more user friendly and easier to use.
 - ii. Verify accuracy of data in the provider search tool and adjust as needed.

- iii. **Timeline:** Ongoing and through calendar year 2026
- iv. **Updated progress:** As of June 1, 2026, this item will remain an ongoing effort and process.

4. **Provider recruitment, training, and engagement**

- a. Targeted recruitment of specialized providers
 - i. Expand Wraparound network to increase access across all regions and ensure accessibility statewide.
 - ii. Work with Idaho Department of Health and Welfare (IDHW) partners on opportunities for supporting growth of Intensive Home and Community-Based Services (IHCBS).
 - iii. **Timeline:** Ongoing
 - iv. **Progress:** As of December 2025, Magellan has conducted targeted recruitment efforts to ensure Wraparound service access across all regions. Contracting is currently underway with providers in Region 1, which will complete statewide access to in-person Wraparound services. The Magellan team has also participated in meetings focused on Multisystemic Therapy (MST) sustainability and strategic planning and will continue collaborating with IDHW on planning for Intensive Home and Community-Based Services (IHCBS) in 2026. Actively engage with collegiate institutions.
 - v. **Update progress:** As of June 1, 2026, Magellan has at least one wraparound provider in every region. Ongoing collaboration with IDHW on IHCBS services will continue through calendar year 2026. IHCBS services were highlighted at the town halls in May 2026. Magellan has approved additional modalities to support service expansion.
- b. Develop outreach plan to recruit recent graduates into the behavioral health workforce.
 - i. **Timeline:** Quarter four of calendar year 2025
- c. Peer networking and collaboration
 - i. Develop and launch peer review system for Substance Use Disorder (SUD) services with the possibility to expand to other providers.
 - ii. **Timeline:** Quarter two and quarter three of calendar year 2025
 - iii. **Progress:** This was completed in May 2025 and will be an annual process every spring moving forward.
 - iv. **Updated progress:** As of June 1, 2026, SUD peer reviews occur every spring we have completed two so far during the course of the contract. These are highly effective in sharing best practice and ideas between providers.
- d. Enhance provider feedback loops
 - i. Satisfaction surveys
 - ii. Solicit input on trainings from stakeholder groups
 - 1. ICAT
 - 2. Provider Advisory Committee (PAC)
 - iii. **Timeline:** Ongoing
 - iv. **Progress:** In 2025, Magellan staff participated in ICAT and facilitated the PAC meetings. Three PAC meetings were held on a bi-monthly basis, each including a

diverse group of providers representing multiple regions and levels of care. Provider Satisfaction and Member Satisfaction Surveys were completed in April 2025 and September 2025, respectively.

Recommendation 3:

Take steps to improve care coordination for youth who have the most intensive needs (i.e., those with a CANS level of care score of the highest rating).

Key actions:

1. Support and enhance care coordination system

- a. Strengthen the use of PCSP in community settings
 - i. Empower community providers to lead PCSP development
 - v. Rollout training for CFR compliance of PCSP to increase workforce
 - ii. Create targeted outreach for providers on CFT involvement
 - iii. **Timeline:** Quarter one of calendar year 2026
 - iv. **Progress:** Training for PCSPs is completed and will be rolled out in quarter one of calendar year 2026. This will include detailed communications about PCSP's and how they can be done, billing, and training process.
 - v. **Updated progress:** As of June 1, 2026, this item has been completed
- b. Concurrent ICC/Wraparound and community-based case management (CM) services for comprehensive care.
 - i. Develop clear communication strategies to ensure providers and members are aware of and can access these enhanced services.
 - ii. Clarify that community-based CM is not duplicative of ICC/Wraparound through stakeholder meetings and provider materials.
 - iii. **Timeline:** Quarter three/quarter four of calendar year 2025
 - iv. **Progress:** We have posted a Care coordination flyer on the website that outlines Case management, ICC, and Wraparound services. Magellan revised materials in Appendix C to clarify and provide additional information that case management and wraparound/ICC are not duplicative.
 - v. **Updated progress:** As of June 1, 2026, this item will be ongoing for provider education. ICC was highlighted in Town halls in May 2026.

2. Member and family engagement

- a. Service engagement
 - i. Explore allowing brief therapy engagement prior to CDA completion
 - ii. **Timeline:** Quarter three/quarter four of calendar year 2025
 - iii. **Progress:** Magellan partnered with St. Lukes to start a pilot program for this. As of December 2025, it has started and is going well.
- b. Review CANS scores to identify children who may be underserved and proactively reach out to providers to facilitate connections to necessary services.
 - vi. RECON tool autogenerates a referral task to care coordination team when a youth identifies with a CANS of 2 or 3.
 - i. **Timeline:** Ongoing

- c. Youth and family feedback
 - i. Continue to collect feedback from youth and families regarding care coordination effectiveness through a survey at the end of care. Magellan will review at least annually but more often as indicated to identify opportunities to approve our programming.
- d. Magellan will send out an annual member experience survey
 - i. **Timeline:** Quarter two or quarter three of calendar year 2025
 - ii. **Progress:** Member surveys were sent out in April 2025
 - iii. **Updated progress:** As of June 1, 2026, member surveys will be sent by August 3, 2026

3. Youth listening sessions in collaboration with FYIdaho. On going collaboration with YES Advocacy contract will occur as opportunities are identified.

- i. **Timeline:** Quarter three/quarter four calendar year 2025, and then annually move forward.
- ii. **Progress:** Youth listening sessions were completed a total of five with 100 youth participating. We will be engaging in ongoing collaborations with the new YES advocacy contract holder as opportunities arise.

Recommendation 4:

Continue to improve the adequacy of mental health crisis response services for youth in Idaho by continuing and expanding current efforts to train providers and educate families.

Key actions:

1. Expand crisis training options for providers and paraprofessionals

- a. Develop and implement Crisis Prevention Intervention (CPI) replacement crisis training on Psych Hub to expand access to crisis response and intervention services.
- b. Develop crisis training for providers and paraprofessionals with Psych Hub.
- c. Develop add-on training about the crisis continuum of care to increase awareness of all crisis services.
 - i. **Timeline:** Quarter three/quarter four of calendar year 2025
 - ii. **Progress:** This was completed and rolled out to the network in quarter four of calendar year 2025

2. Expand the youth crisis response system and increase community engagement by enhancing service accessibility, awareness, and coordination

- a. Extend Mobile Response Team (MRT) operating hours to seven days a week with 24/7 coverage.
 - i. **Timeline:** Quarter three of calendar year 2025
 - ii. **Progress:** 24/7 Mobile Crisis went live July 2025, and we have noted the expanded hours are being utilized.
- b. Partner with tribal organizations to increase access to crisis supports for members.
 - i. **Timeline:** Quarter three of calendar year 2025

- ii. **Progress:** This was completed. Magellan Crisis Systems Director met individually with each tribe to review and explain the crisis system, including procedures for working on tribal land, collaborating with tribal law enforcement, and, when necessary, transporting individuals off tribal land for higher levels of care. Agreements were co-developed with each tribe in a format suitable for tribal council review and approval. Written agreements were finalized with the Kootenai Tribe on Feb. 18, 2025, Duck Valley on Aug. 20, 2025, and the Nez Perce Tribe on Sept. 24, 2024, and a verbal agreement was reached with the Coeur d'Alene Tribe on June 5, 2025, due to the open nature of the reservation. Engagement with Fort Hall is ongoing, and discussions continue toward a mutually acceptable agreement.
 - c. Share youth peer support training opportunities with tribal organizations
 - i. **Timeline:** Quarter three of calendar year 2025
 - ii. **Progress:** This was completed and we are planning additional targeted outreach to tribes in 2026 to increase youth peer services for this population. We are also actively working to add a tribal member to our MFAC for 2026.
- 3. Update and refresh crisis system marketing materials (e.g., posters, outreach materials).**
- i. **Timeline:** Quarter three of calendar year 2025 and ongoing as needed.
 - ii. **Progress:** This was completed and we are planning on updating/creating new crisis marketing materials in 2026. For 2025, we refreshed the Crisis System overview flyer with new metrics and information. We have also been including crisis center and crisis contact information in both the member and provider newsletter.
- 4. Conduct a targeted awareness campaign through community presentations, stakeholder outreach, and dissemination of digital information (e-blasts, website updates).**
- i. **Timeline:** Ongoing
 - ii. **Progress:** This work was completed through a collaborative effort among Magellan's Crisis Systems Director, Marketing Communications Manager, and Network team. Outreach activities included engagement with local police departments, participation in community events, collaboration with regional advisory committees, and coordination with youth-serving groups and alliances. Each edition of the member newsletter includes locations and contact information for all youth crisis centers. In addition, during provider site visits, informational YES and Crisis flyers were distributed to more than 800 providers and agencies.
- 5. Implement community-based engagement efforts to meet members where they are, including outreach in primary care offices, libraries, schools, and other local venues.**
- i. **Timeline:** Ongoing as needed

Recommendation 5:

Continue to improve the implementation of CANS in Idaho so that its use reflects guidelines provided by the CANS developer.

Key actions:

1. Enhance CANS utilization through collaboration and feedback

- a. Maintain ongoing collaboration with Transformational Collaborative Outcomes Management (TCOM) and participation in the One Kid One CANS initiative by attending monthly meetings to refine the use of CANS within the system.
- b. Actively collect and provide feedback from providers and care managers to inform system updates through IDHW, focusing on improving care continuity in P-CIS.
 - i. **Timeline:** Ongoing
 - ii. **Progress:** Some of the feedback and resolutions from this work include:
 1. CANS access in PCIS with AUD in place: Some providers were unable to access CANS in PCIS despite having the appropriate AUD. This was resolved by collaborating with the compliance team to clarify Idaho-specific requirements and develop a process that accommodates these requirements, which differ from the standard AUD workflow.
 2. CANS visibility and submission status: Providers reported instances where they could access documents as designed but could not see CANS that were in a saved (unsubmitted) status. This is being addressed through a project request to develop an alert or reminder when a CANS remains in saved status for a set number of days, since CANS are not visible to others until they are submitted.
 3. Timeliness of assessments from Liberty: Families experienced delays in receiving timely assessments from Liberty. This concern has been communicated to IBHP-GB so it can be addressed through contract monitoring and follow-up with the vendor.

2. Improve member and care manager engagement on CANS

- a. Train care managers in CANS concepts (without requiring completion) to enhance support for members and providers.
- b. Develop and deliver clear, member-focused language and talking points about CANS
 - i. Collaborating with TCOM Center of Excellence and the member line team, addressing member questions, and improving understanding.
 - ii. **Timeline:** Quarter four of calendar year 2025 and ongoing
 - vii. **Progress:** Magellan trains all their internal team to ensure knowledge of the CANS as applicable. Magellan continues to collaborate with the wraparound competency center via biweekly collaboration meetings.

YES Quality Review Report:

Recommendation 1:

Create a uniform referral form and protocol statewide.

Key actions:

- 1. Magellan will continue building upon its efforts to streamline and enhance the referral process and service availability for youth.**
- 2. Review the referral process with an eye for streamlined member and provide friendly processes and streamlining at least annually.**
- 3. Gather feedback from stakeholders at applicable meetings and include that feedback in review of processes and procedures.**
 - i. **Timeline:** Ongoing
- 1. Standardize Wraparound referral form will remain accessible on the website, enabling any provider who identifies a youth in need to efficiently submit a referral to a Wraparound Provider. Magellan will establish clear standards for accepting these forms, ensuring consistency across network providers.**
 - i. **Timeline:** Ongoing
 - ii. **Progress:** The standardized wraparound referral form has always been available on the website. Magellan continues to work in collaboration with the Wraparound competency center to incorporate any updates/feedback to the form. At this point, no edits have been necessary. The wraparound competency center also trains the referral form.
- 2. Explore closed loop referral system.**
 - i. **Timeline:** Quarter four of calendar year 2025
 - ii. **Progress:** Magellan continues to educate and support the ICC Care Managers in coordination of care, including confirming a family received outreach from a wraparound facilitator and if they agreed to engagement.
- 3. Self-referral forms will be updated to be more member-centric, with new forms being developed and sent through MFAC for feedback, ensuring that they align with the needs of families and members.**
 - a. Revise self-referral forms
 - b. Gather feedback
 - i. Implement new form.
 - ii. **Timeline:** Calendar year 2026

Recommendation 2:

Prevent escalation in youth needs by creating simple, public rules for service priority.

Key actions:

- 1. Develop clear and consistent service priority protocols**
 - a. Engage in discussion with providers about how they determine service priorities for members.
 - b. Work with IDHW to understand how protocols for prioritizing access align with state standards.

- i. **Timeline:** Calendar year 2026
- ii. **Progress:** This work has been discontinued and determined that provider education on array of services is needed. Which will take place during State Fiscal Year 2027.

2. Identify and define priority populations for timely access to services

- a. Identify community populations with the highest need for timely behavioral health intervention (e.g., youth with complex needs, high-risk transitions, or acute crisis histories).
 - i. **Timeline:** Calendar year 2026
 - ii. **Progress:** Focus for State Fiscal Year 2027 recruitment will be for Intensive Home and Community-Based services, IOP, PHP, and Day Treatment.

Recommendation 3:

Develop a network of specialized treatment providers for a defined group of youth with complex needs.

Key actions:

1. Build a robust network of specialized treatment providers for youth with complex needs.

- a. Reduce administrative barriers to encourage provider participation and service expansion across the Magellan network (ongoing).
 - i. Evaluate administrative burdens on providers.
 - ii. Solicit feedback from providers on administrative pain points.
 - iii. Develop strategies to address items while ensuring quality services and accountability.
 - iv. **Timeline:** Calendar year 2026
 - v. **Updated progress:** As of June 1, 2026, Magellan is implementing a recruitment plan for IHCBS, IOP, PHP, and Day treatment for the second half of calendar year 2026. These services were highlighted as expansion opportunities in Town Hall meetings in May 2026.
- b. Use single case agreement data to identify service gaps and target network growth where needs are greatest (ongoing).
 - i. **Timeline:** Quarter four of calendar year 2025
 - ii. **Updated progress:** As of June 1, 2026, we continue to use this strategy to expand the network ongoing.

2. Strengthen peer and family support integration across the provider network

- a. Expand youth peer support (YPS) training presence and ensure integration in service delivery.
 - i. **Timeline:** Ongoing
 - ii. **Progress:** Magellan expanded some of the trainings to include more providers due to demand. The December training timeline was adjusted to meet increased provider interest and need.

- b. Share peer support information with youth, families, and providers through PAC presentations, newsletters, and outreach activities.
 - i. **Timeline:** Quarter four of calendar year 2025 and moving forward.
 - ii. **Progress:** Recovery and Resilience team attended three PAC meetings in quarter four calendar year of 2025 and presented on all types of peer services including Youth Peer support. They highlighted the process to get trained for the endorsement and the scope of practice for youth peer providers.
- c. Provide network team data on agencies interested in adding YPS to their services and support them with resources to begin offering the service.
 - i. **Timeline:** Quarter four of calendar year 2025 and ongoing.
 - ii. **Updated progress:** As of June 1, 2026, we continue to support providers who are interested in adding YPSS.

3. Advance best practices in treating youth with complex and dual diagnoses

- a. Collaborate across teams to identify and implement training and treatment protocols emphasizing youth voice and choice in higher levels of care.
 - i. **Timeline:** Quarter one of calendar year 2026
 - ii. **Progress:** As of June 1, 2026, this will be included in State Fiscal Year 2027 work.
- b. Work with organizations such as Extension for Community Health Outcomes (ECHO) and/or The Resource for Advancing Children's Health (REACH) to increase provider collaboration and specialized training opportunities.
 - i. **Timeline:** Ongoing
- c. Solicit provider feedback on Psych Hub trainings to inform the development of future sessions targeted toward youth with complex needs (ongoing).
 - i. **Timeline:** Ongoing
- d. Explore flexible service delivery options through telehealth and associated provider training to increase accessibility for youth and families (ongoing).
 - i. **Timeline:** Ongoing
 - ii. **Progress:** Magellan continues to review services with a focus on accessibility across all regions. In quarter 4 of calendar year 2025, changes were implemented to support frontier and rural providers of PHP services by allowing required medical evaluations to be completed via telehealth when a registered nurse is onsite to conduct the in-person physical assessment. This approach expands the ability of providers to engage medical professionals who are only available remotely, while maintaining quality standards for medical evaluation and member safety. This work remains ongoing for the network and clinical teams, and Magellan continues to add providers offering telehealth services to improve access in rural and frontier areas.

Summary:

Magellan's response to the YES Family Survey and Quality Review recommendations focus on strengthening Idaho's youth mental health system through improved access, coordination, and alignment with YES principles. Key initiatives include expanding training programs, streamlining

referrals and contracting processes, and enhancing community-based, crisis, and Wraparound support. The recommendations also emphasize advancing the use of CANS and PCSP tools, supporting provider recruitment and engagement, and integrating peer and family support into service delivery. Collectively, these actions aim to ensure Idaho youth and families receive consistent, high-quality, and person-centered mental health care statewide.