

Flexible Funds Request Guide

What are flex funds?

Flexible funds (flex funds) are available to help youth and families meet important goals in their coordinated care plan or resolve recently-surfaced needs that are not yet addressed in the coordinated care plan when no other funding options are available.

Populations eligible for flex funds:

- Youth in Wraparound, to help meet a need identified on the coordinated care plan
- Youth in Intensive Care Coordination, to help meet a need identified on the coordinated care plan
- Any Idaho youth experiencing a recently-surfaced need that is impacting their behavioral health functioning, requires stabilization, and is not yet addressed in a coordinated care plan (hereafter referred to as a “recent need”)

These funds are designed to provide limited, one-time support for items or services that directly help the family achieve outcomes identified in the coordinated care plan.

The use of flexible funding is intended to be individualized to meet a youth and family’s need not covered by existing benefits or programs, and the request process will assist to determine eligible requests. Flex funds are *not* meant to replace existing benefits or programs, nor to pay for ongoing household or clinical expenses. They should be viewed as an option after other formal and informal resources have been explored and found to be unavailable or inaccessible.

Magellan’s goal with administering the flex funds program is to ensure timely, responsible use of flex funds to support as many youth and families as possible, while ensuring funds are available throughout the year.

When to request flex funds

A referring provider may request flex funds only when the Child and Family Team (CFT) has determined that the need is:

- directly related to a goal or outcome in the coordinated care plan, or necessary to resolve a recent need that threatens the youth’s safety or stability, **and**
- cannot be met through any other source, such as Medicaid benefits, community programs, family contributions, or other informal supports.

Examples include temporary or specialized supports that remove a barrier to safety, stability, or participation in treatment.

Flex funds should not be relied upon to resolve urgent crises. After the initial flex funds request is submitted, it may take 2+ weeks for the vendor to receive their check, depending on several factors.

Before submitting a request

Before requesting flex funds, referring provider will:

1. Work with the family and team to explore all other options for meeting the need.
2. Document what was tried or why other options were unavailable.
3. Gather any required supporting information (invoices, cost documentation, vendor details).

Requests without clear documentation showing that other resources were explored will not be approved.

Flex Funds Request Process

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Unallowable purchases

Flex funds will not be used to purchase or pay for:

- Electronics such as computers, tablets, or gaming systems
- Gift cards or gift certificates
- Cash or direct disbursements (including prepaid cards)
- Rent, utilities, or other ongoing household bills
- Medical bills, hospital costs, or clinical services covered by insurance
- Alcohol, tobacco, or other similar items
- Animal adoption/purchase
- Fines, penalties, or donations
- Renovation or capital projects

This is not an exhaustive list.

Requests that do not align with the purpose of flex funds or that duplicate other *available* resources will be denied.

How to submit a flex funds request

Flex fund requests should be submitted electronically to IBHPFlexFunds@MagellanHealth.com.

In order to receive the flex funds packet, which includes the necessary forms and information, email IBHPFlexFunds@MagellanHealth.com.

Include the following in every submission:

- Completed Flex Funds Request Form
- Waiver of Responsibility (choose the correct version based on whether the request is for an item or service)
- Copy of the coordinated care plan, **or** in the case of a recent need, a summary of the recent need and coordination occurring to resolve it
- Vendor information and cost documentation (invoice, quote, estimate, or similar documentation showing the exact cost of the item or service)
- IRS Form W-9 for any vendor not already in Magellan's system
 - A current vendor list will be provided with flex funds packet, and can be provided separately upon request by emailing IBHPFlexFunds@MagellanHealth.com

Magellan's clinical team may contact you for more information.

Exactly how the purchase will be made may differ based upon the vendor and situation.

- Magellan staff will keep in contact with the referring provider about the status of the request, including expected timelines.
- Referring providers (or another identified member of the CFT) are responsible for coordinating with the vendor regarding expected timelines, logistics regarding picking up the item/obtaining the services, etc.

Process for item purchases

1. Obtain an invoice, quote, or other documentation showing the exact cost of the item.

2. Submit the full request packet to IBHPFlexFunds@MagellanHealth.com.
3. Once approved, Magellan will issue a check directly to the vendor.
 - Checks are typically mailed during the next check run, which occurs weekly.

Magellan cannot issue reimbursement payments to families or providers for previously purchased items.

Process for services

1. Submit the flex funds request packet, including details of the proposed service and estimated cost, to IBHPFlexFunds@MagellanHealth.com.
2. If approved, Magellan will provide an authorized cost amount.
3. After the service is rendered, submit the invoice for payment (up to the approved amount).
4. Magellan will issue a check directly to the vendor who provided the service.

As with items/goods, reimbursement to the family or provider is not permitted.

After approval

Approved purchases will be processed as quickly as possible, and referring provider will be contacted if additional details are needed.

Contact information

Questions or concerns about the flex funds process can be sent to:

IBHPFlexFunds@MagellanHealth.com