



**From:** Magellan Healthcare

**Subject:** Magellan Quarterly Peak Newsletter

### **Quarterly Peak introduction**

The Magellan Quarterly Peak is your go-to resource for the latest updates, insights, and opportunities related to the Idaho Behavioral Health Plan (IBHP). In each issue, you'll find important provider updates, highlights, upcoming trainings, events, and key resources to support your work in delivering quality behavioral healthcare. Stay informed and connected—because together, we're making a difference for Idahoans in need. Thank you for being a valued provider!

### **Employee's actions make a life-saving difference**

We extend a heartfelt kudos to Liz McDowell for her extraordinary response during a crisis call. Liz's keen clinical instincts, deep compassion, and unwavering dedication made a life-saving difference for one of our members in urgent distress.

### **[Read More about this incredible story](#)**

### **Scam exploits Native American Medicaid members**

In a fraudulent scheme targeting Native American individuals in need of mental health or substance use treatment, scammers pose as healthcare providers to recruit Native Medicaid members into fake treatment programs, exploiting their need for care and support. **Please note, at this time there are no known occurrences of this scam in Idaho.**

### **[Read More about the scam](#)**

### **Meet IBHP Chief Medical Officer, Dr. Samuel Pullen**

In this edition of the Quarterly Peak newsletter, we're featuring Dr. Samuel Pullen, chief medical officer for the Idaho Behavioral Health Plan. Get to know Dr. Pullen as he shares insights about his role, his favorite travel destinations, and what inspires him. Keep reading to learn more!

### **[Read More about Dr. Pullen](#)**

## Crisis support services expanded

The Idaho Crisis & Suicide Hotline (ICSH) is available 24/7 by dialing 988, providing free, confidential support to individuals experiencing a mental health crisis or suicidal thoughts. Trained crisis specialists offer immediate help and connect callers to local resources. Additionally, **as of Jan. 1, 2025, Idaho's Mobile Crisis Response Teams (MRTs) have expanded their hours to better serve those in crisis.** MRTs are now available 7 days a week from 8 a.m.-11 p.m. MST, 7 a.m.-10 p.m. PST.

## Expand your knowledge, join and upcoming training

Magellan Healthcare offers a wide variety of trainings to IBHP providers. See our upcoming training list below. For more information and to view the complete list, please visit our [Training Events](#) page on [MagellanofIdaho.com](#). To register, click the topic you're interested in.

Topic Covered	Date	Time
<a href="#">Magellan's Authorization System</a>	Tuesday, March 11, 2025	11 a.m.-12 p.m. MST, 10-11 a.m. PST
<a href="#">Claims Submissions</a>	Wednesday, March 12, 2025	2-3 p.m. MST, 1-2 p.m. PST
<a href="#">Outcomes &amp; Assessments System</a>	Tuesday, March 18, 2025	9-10 a.m. MST, 8-9 a.m. PST
<a href="#">Combined BH Assessment</a>	Thursday, March 20, 2025	9-10 a.m. MST, 8-9 a.m. PST

## E-mail archive now available

Missed an important update? Magellan Healthcare's [e-blast archive](#) is now available on our website, providing easy access to past communications, key updates, and important provider resources. Visit [MagellanofIdaho.com](#) to stay informed and ensure you never miss critical information.

## Follow us on Facebook for...

[Magellan Healthcare](#) of Idaho is on Facebook! Follow us for:

- IBHP Updates
- Community Events
- Behavioral health tips and information
- Updates from Magellan of Idaho

There is something for everyone!

## Questions?

Please contact Magellan at [IdahoProvider@MagellanHealth.com](mailto:IdahoProvider@MagellanHealth.com).