



From: Magellan Healthcare

Subject: Spring edition of the 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!

Spotlight on IBHP services: Youth Peer Support, Family Peer Support, and Recovery Coaching

Youth peer support, family peer support, and recovery coaching are covered under Medicaid and may be delivered in person or via telehealth, in individual or group settings. Find additional information about these services in [Appendix C: IBHP Program Services](#) in the IBHP Provider Handbook Supplement, along with applicable codes, modifiers, and rates in the [IBHP rate schedules](#). Click below to read more.

[Read more](#)

Quality Corner: 2025 highlights

Magellan's Idaho Quality team closed out 2025 with significant system oversight and provider collaboration. During the year, the team adjudicated 352 network provider critical incident reports, conducted more than 100 quality-of-care investigations, and issued more than 410 related communications to network providers.

In addition, the team reviewed more than 755 treatment records to support clinical practice guideline performance measurement and produced more than 90 written quality analyses for the Magellan Quality Improvement Committee and other quality forums, including the Idaho Department of Health and Welfare Center of Excellence. These metrics reflect a continued focus on quality, accountability and continuous quality improvement across the system of care.

State Opioid Response providers: SUPRT forms required

As a reminder, providers serving members funded through the State Opioid Response (SOR) grant must complete SAMHSA Unified Performance Reporting Tool (SUPRT) forms for all SOR-funded members. The

SUPRT tool replaced the former GPRA survey and is required for federal reporting on grant-funded services. Click below to read more and find SUPRT resources.

[Read more](#)

Provider highlight: Welcome Prism Psychology

Magellan is pleased to welcome Prism Psychology in Coeur d'Alene to the Idaho Behavioral Health Plan (IBHP) provider network as a Wraparound service provider supporting the Youth Empowerment Services (YES) system of care. Prism Psychology is currently accepting referrals and looks forward to supporting members and families in the region.

Contact Information

- Christopher Laviola, Owner — claviola@prismpsycho.com
- Shiana Fowler, Supervisor — sfowler@prismpsycho.com

Expand your knowledge, join an upcoming training

Magellan offers a wide variety of trainings to IBHP providers. See our upcoming training list below. For more information and to view the complete list, visit our [Training Events](#) page on MagellanofIdaho.com.

Topic Covered	Date	Time
Claims submission overview	Tuesday, April 21, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Authorization system overview	Thursday, April 23, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Outcomes and assessments	Tuesday, April 28, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Combined BH assessment	Thursday, April 30, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Claims Inquiries System Overview	Tuesday, May 19, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT

Meet Care Coordination Clinical Director Teresa Shackelford

In this edition of the Quarterly Peak, we feature Teresa Shackelford, LCSW, care coordination clinical director for the IBHP. Get to know Teresa as she shares insights about her role, her hobbies, and what inspires her. Keep reading to learn more!

[Read more](#)

E-blast archive available!

Missed an important update? Magellan's [e-blast archive](#) is 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.

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There is something for everyone!

Questions?

Contact Magellan at IdahoProvider@MagellanHealth.com.