



**From:** Magellan Healthcare

**Subject:** Magellan Quarterly Peak Newsletter – Spring Edition

### **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!

### **Magellan member portal is live!**

Magellan has launched an exclusive portal for IBHP members. This portal gives members secure, online access to their behavioral health information—like care plans, claims, CANS records, and personalized resources. This platform helps members take an active role in their care. The Magellan member portal is for IBHP members who have Medicaid or access Magellan services. Coming in August, parents of youth who have Medicaid, but they themselves do not, will be able to create an account for their youth.

[Learn more](#)

### **Meet Magellan Healthcare Executive Director David Welsh**

In this edition of the Quarterly Peak newsletter, we're featuring David Welsh, executive director of the IBHP. Get to know David as he shares insights about his role, his hobbies, and what inspires him. Keep reading to learn more!

[Learn more](#)

### **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.**

[Learn more](#)

## Spotlight on IBHP Services

When Magellan Healthcare assumed management of the Idaho Behavioral Health Plan (IBHP), we expanded behavioral health services and supports for Medicaid members and other Idaho residents. As part of our commitment to building a stronger, more connected system of care, we're highlighting key programs available across the state that you and your clients should know about.

### [Learn more](#)

## New cost share requirement

Magellan Healthcare is preparing to launch a new cost share process for non-Medicaid behavioral health services, as required under HB 220. This update includes income-based member contributions, a hardship exception pathway, and changes to eligibility screening.

### [Read more](#)

## 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, starting July 1, 2025, Idaho's Mobile Crisis Response Teams (MRTs) will be available 24/7 to better serve those in crisis.

### [Read more](#)

## 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, please visit our [Training Events](#) page on [MagellanofIdaho.com](#). To register, click the topic you're interested in.

Topic Covered	Date	Time
<a href="#">Claims submission</a>	Tuesday, July 8, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT
<a href="#">Authorization system</a>	Thursday, July 10, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT
<a href="#">Outcomes &amp; assessments</a>	Tuesday, July 15, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT
<a href="#">Combined BH assessment</a>	Thursday, July 17, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT

## Email archive now available

Missed an important update? Magellan'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

There is something for everyone!

## Questions?

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

## Full story versions for the Magellan of Idaho website (posted on News page)

These stories will be posted prior to the newsletter being sent out.

### Meet Magellan Healthcare Executive Director David Welsh

This edition of the Magellan Quarterly Peak features a highlight of David Welsh, executive director the IBHP.

#### **What do you love the most about working at Magellan?**

Magellan provides me with an opportunity to continue to positively impact Idaho's behavioral health continuum of care. I sincerely enjoy the partnership with the state of Idaho, community providers and members.

#### **What inspires your work in behavioral health?**

Healthcare is exciting and always presents opportunities to solve problems. I work in behavioral health because I've always been drawn toward helping others.

#### **What did you do prior to working for Magellan?**

I have 19 years of healthcare administration experience with 10 of those years being focused on Medicaid managed care programs. Prior to Magellan, I've held several healthcare executive roles most recently deputy administrator at the Idaho Division of Medicaid, where I led all managed care plans and oversaw Idaho's long-term care and developmental disability programs. I also have experience with hospital systems, specifically ambulatory and surgical pediatric services.

#### **What do you enjoy doing outside of work?**

I'm originally from North Carolina but always wanted to live out west so I moved to Idaho in 2006 where I finished school at Boise State University. Go Broncos! Outside of work, I spend my time with my lovely wife and six children. We enjoy camping, fishing, hiking, golfing, traveling and exploring remote places in Idaho.

## Scam exploits Native American Medicaid members

Be aware and report fraudulent activity to the Magellan Special Investigations Unit hotline at **1-800-755-0850 (TTY 711)** or email at [SIU@MagellanHealth.com](mailto:SIU@MagellanHealth.com).

A recent scheme targets Native American individuals in need of mental health or substance use treatment. Scammers posing as healthcare providers recruit Native Medicaid members into fake treatment programs, exploiting their need for care and support.

### How the scam works

Recruiters approach Native individuals off the reservation at places like convenience stores, grocery stores, liquor stores, and office buildings. They offer help with sobriety, mental health treatment, rides home, food, clothing, or even money to gain trust. Once engaged, individuals are taken through a fraudulent intake process to establish care at an illegitimate outpatient treatment center or sober home.

Many of these recruiters are former employees of legitimate treatment centers who now work for fraudulent facilities. Disturbingly, some even provide alcohol to clients during transport or while in treatment, further exploiting their vulnerability. They may also isolate individuals by cutting off contact with family, friends, and their community.

### Signs of fraudulent treatment centers

- Targeting Native Americans in vulnerable situations (intoxicated, homeless, or in crisis).
- Offering money, free food, or gifts to convince individuals to participate.
- Lack of legitimate behavioral health or addiction treatment services.
- Restricting contact with family and community support systems.
- Providing alcohol while claiming to offer sobriety services.

**Treatment centers will not target or reach out to an individual unsolicited.**

### Protect Native Medicaid members

This fraud not only harms individuals seeking care but also misuses critical healthcare resources meant to serve Native communities. If you suspect fraudulent activity, report it immediately to the appropriate state or federal agencies.

To report suspected fraud, please contact the Magellan Member Helpline at **1-855-202-0973 (TTY 711)**. Together, we can help protect Native communities and ensure they receive the ethical, high-quality care they deserve.

For assistance accessing SUD services, members are encouraged to contact the Magellan Member Helpline at **1-855-202-0973 (TTY 711)**.

Sources:

- [Consumer Alert: Fraud Scheme Targeting Native American Communities in Behavioral Health Treatment Centers | Office of Inspector General | Government Oversight | U.S. Department of Health and Human Services](#)
- [Preying on a People: Inside the scheme of trafficking, health care fraud that victimizes Native Americans | FOX 10 Phoenix](#)

- [Blackfeet Nation in Montana declares state of emergency amid Arizona Medicaid scheme | FOX 10 Phoenix](#)
- [Whispering Creek Health takes on substance abuse and fraud in Native American communities - AZ Big Media](#)
- [Campaign warns of Medicaid scam targeting homeless Native Americans | Local News | santafenewmexican.com](#)
- [3 indicted on fraud-related charges in a Arizona Medicaid billing probe | FOX 10 Phoenix](#)
- [Operation Rainbow Bridge: Building Bridges to Bring You Home](#)

## Spotlight on IBHP Services: Expanding Access Across Idaho

When Magellan Healthcare assumed management of the Idaho Behavioral Health Plan (IBHP), we expanded behavioral health services and supports for Medicaid members and other Idaho residents. As part of our commitment to building a stronger, more connected system of care, we're highlighting key programs available across the state that you and your clients should know about.

### Parenting with Love and Limits (PLL)

Do you work with parents who are struggling to connect with their teen? PLL is an evidence-based, family-centered treatment for youth ages 10–18 with a Serious Emotional Disturbance (SED) diagnosis. The program blends structural family therapy with short-term, solution-focused techniques to restore family relationships and support lasting behavior change.

#### Key features:

- Short-term model (8–10 weeks)
- Weekly group and individual family sessions
- Proven to improve communication, structure, and nurturing connections

#### PLL is currently available in:

Moscow, Lewiston, Boise, Twin Falls, Pocatello, and Idaho Falls

Learn more: [www.gopll.com](http://www.gopll.com)

### Idaho Wraparound (IWInS)

IWInS is Idaho's intensive care coordination program for children and youth with complex behavioral health needs and involvement in multiple systems (e.g., child welfare, juvenile justice). It centers the family's voice and brings together professionals and natural supports to help youth thrive in their homes and communities.

#### Wraparound means:

- Families lead the planning process
- Support is individualized and community-based
- Transitions out of residential care are smoother and more successful

**Learn more:** Visit the IWInS page or contact the program via the DHW website.

#### Resources:

- [Youth Empowerment Services \(YES\) website](#)
- [Idaho Wraparound Center of Excellence \(CoE\) website](#)

**Contact:** BHCOEPLL@dhw.idaho.gov

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### **Assertive Community Treatment (ACT)**

ACT is a multidisciplinary, community-based program designed for adults with Severe and Persistent Mental Illness (SPMI) and often co-occurring substance use disorders. It helps reduce hospitalizations and jail stays while supporting recovery and stability in the community.

#### **Program features:**

- Transdisciplinary team approach
- 24/7 availability
- Strengths-based, recovery-oriented care

#### **ACT teams serve:**

Lewiston, Boise metro, Twin Falls, Pocatello, and Idaho Falls

**Contact:** IDACTCoE@dhw.idaho.gov

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### **Early Serious Mental Illness (ESMI) Program**

The ESMI program supports individuals ages 15–30 who are experiencing early signs of psychosis due to schizophrenia-spectrum or bipolar disorder with psychotic features. Based on the Coordinated Specialty Care (CSC) model (OnTrack NY), the program helps youth work toward life goals while reducing hospitalizations and promoting recovery.

#### **ESMI services are available in:**

Nampa, Boise, Pocatello, and Idaho Falls

**Contact:** BHCoEESMI@dhw.idaho.gov

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### **Understanding the CANS**

The Child and Adolescent Needs and Strengths (CANS) is Idaho's required functional assessment tool for youth. It helps providers and families identify needs, track progress, and guide treatment—not a separate interview or survey.

#### **Resources for providers:**

- On-demand CANS training and guides through Magellan's Outcomes and Assessment System
- YES Practice Manual (pages 31–34)
- Additional training and support available through DHW's TCOM team at [healthandwelfare.idaho.gov/providers/behavioral-health-providers/idaho-transformational-collaborative-outcomes-management-tcom](http://healthandwelfare.idaho.gov/providers/behavioral-health-providers/idaho-transformational-collaborative-outcomes-management-tcom)

**Contact:** BHCoETCOM@dhw.idaho.gov

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### **Upcoming Trainings**

Stay up to date on key training opportunities to support your work:

- **Wraparound 101:** Find course dates on the *Idaho WInS Competency Center* calendar
- **CANS Certification:** Offered through the *Idaho TCOM Institute*

Visit the Idaho Department of Health and Welfare website to learn more and register.