



**From:** Magellan Healthcare

**Subject:** Magellan Quarterly Peak Newsletter - Fall 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 update**

Parents/legal guardians of youth who have Magellan/IBHP membership, with or without Medicaid, can now create their own profile in the Magellan member portal, even if they do not have Medicaid themselves. For step-by-step instructions on setting up an account, see the *Member Portal Step-by-Step Guide* available at [MagellanoIdaho.com](http://MagellanoIdaho.com) under **For Members > Member Resources**.

### **Spotlight on IBHP services: Wraparound**

Wraparound is a team-based care coordination approach that empowers youth and families with high needs to have a strong voice in their own care. At the heart of the model is the principle of being *family-driven and youth-guided*, meaning youth and families lead the planning process while care teams support their goals and priorities. This approach builds trust, increases family investment in care plans, and leads to better outcomes. Keep reading to learn more.

### **Resources in the Lobby program launches at Cottonwood Creek Behavioral Hospital**

Magellan Healthcare launched the *Resources in the Lobby* program at Cottonwood Creek Behavioral Hospital on August 7. Through this program, a family support navigator provides caregivers of youth in inpatient hospital settings with brief support and resources during visiting hours.

At the launch, the family support navigator connected with several parents and received positive feedback, with no concerns reported. Magellan, caregivers, and Cottonwood staff are excited about the program and look forward to increased engagement as awareness grows.

The *Resources in the Lobby* program will continue on the first Thursday of each month during visiting hours at Cottonwood Creek Behavioral Hospital.

## Reminder: NPI requirement for paraprofessionals

As a reminder, all healthcare providers—including paraprofessionals providing services under the IBHP—are required to obtain a National Provider Identifier (NPI).

- If your paraprofessionals **already have an NPI** and are not yet on your roster, please add them through the Magellan Healthcare Idaho Payer Space in Availity Essentials by completing the practice data form.
- If your paraprofessionals **do not yet have an NPI**, we encourage them to apply through the [National Plan and Provider Enumeration System](#) (NPPES).

In the meantime, if you have not yet added them to your roster, please email

**IdahoProvider@MagellanHealth.com** to request a roster so this information can be submitted manually.

## ASAM 4<sup>th</sup> Edition update

The ASAM 4<sup>th</sup> Edition transition is under consideration and new information will be sent to IBHP providers in early 2026.

## 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
Outcomes & assessments	Tuesday, Oct. 14, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Combined BH assessment	Thursday, Oct. 16, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Claims submission overview	Tuesday, Oct. 21, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Authorization System overview	Thursday, Oct. 23, 2025	12-1 p.m. MT, 11 a.m.-12 p.m. PT

## Meet Magellan Healthcare Chief Operating Officer Seth Ingram

In this edition of the Quarterly Peak newsletter, we're featuring Seth Ingram, chief operating officer of the IBHP. Get to know Seth as he shares insights about his role, his hobbies, and what inspires him. Keep reading to learn more!

## Crisis dashboard now available

The Idaho crisis dashboard is now available on [MagellanofIdaho.com](#), here are some features of the dashboard:

- Allows providers and stakeholders to view up-to-date data on Idaho crisis service utilization across the public sector via an interactive dashboard.
- Features multiple visualizations (e.g., tables, charts) to show trends in calls, admissions, or other crisis center metrics.
- Enables comparisons over time and across regions, helping identify hotspots or areas in need of resources.
- Serves as a transparency tool to monitor the demand of crisis services, inform planning, and support data-driven decision making.

## 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](http://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
- Magellan updates

There is something for everyone!

## Questions?

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

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

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

## Meet Magellan Healthcare Chief Operating Officer Seth Ingram

This edition of the Magellan Quarterly Peak features a highlight of Seth Ingram, chief operating officer of the IBHP.

### What is your role at Magellan?

As chief operating officer (COO), I collaborate with multiple departments to strengthen their operations and ensure alignment across the organization. My primary focus is on supporting the Crisis System, overseeing eligibility screenings for state-funded programs, and working closely with our data and analytics teams to improve reporting and decision-making.

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

The people. At every level, Magellan fosters a culture of collaboration and mission-driven work. I'm inspired daily by colleagues who are committed to supporting our members and providers and to making a real difference in behavioral health.

### What inspires your work in behavioral health?

My inspiration comes from personal connections—friends and family members who have faced behavioral health challenges. I've seen how the right treatment can change lives, and I'm proud to play a role in an organization that helps individuals access the care they need at the right time.

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

I have many years of experience working in both medical and behavioral health provider organizations, where I gained perspective on the challenges and opportunities within the care delivery system. This is my first role with a managed care organization (MCO). After moving to Idaho, I was motivated by the

community spirit here and wanted to contribute in a meaningful way. Magellan provided the perfect opportunity to combine my background with a chance to serve the state and its people.

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

I enjoy staying active through regular workouts and playing sports with my kids. I also love tackling projects in my garage or around the house, which gives me a chance to build and create with my hands. Outside of home, I'm passionate about traveling and exploring the many beautiful places Idaho has to offer.

## **Spotlight on IBHP services: Wraparound**

### **More about Wraparound**

Do you know a youth and/or their family who could benefit from care coordination? Wraparound may be a helpful option, especially for families with high needs and involvement across multiple systems. The resources below can help explain what Wraparound is and why it is different from other care coordination programs:

- [What is Wraparound?](#)
- [¿Que es El Programa de Asistencia Integral \(Wraparound\)?](#)
- [Wraparound for Families Booklet \(see page 5 for Wraparound Principles\)](#)
- [Care Coordination Flyer](#)

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### **What makes Wraparound different**

One of the key features of the Wraparound Intensive Services (WInS) model in Idaho is its guiding principles. A principle we take special pride in is **family-driven and youth-guided care**. Depending on the youth's age, this may also be called "youth-driven and family-guided" or "family voice and choice."

No matter the name, the meaning is the same: youth and family preferences are at the center of the planning process. Families bring expertise about their own needs and priorities, and the Wraparound team builds care plans around those perspectives.

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### **What family-driven and youth-guided looks like**

- **In practice:** Youth and families are empowered to share their thoughts, and the care team actively listens and responds. Wraparound does not tell families what to do—the youth and family make the final decisions.
- **With transition-age youth (ages 14–21):** The youth takes a leading role in decisions such as selecting team members, setting priorities, and choosing strategies. Families continue to provide input and support while giving space for youth to develop independence.

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### **Why this matters**

When families are heard and involved in planning, they are more likely to trust their team and commit to their care plan. This increases engagement and helps families feel supported and understood.

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### **Interested in Wraparound?**

If you know someone who may benefit, please reach out to an agency in your area or contact Magellan for more information.

[Find Wraparound Providers](#)