Provider Notice

From: Magellan Healthcare
Subject: Get certified to deliver crisis services—training now available

New crisis training available

Magellan has partnered with Psych Hub to create a crisis training for Idaho Behavioral Health Plan (IBHP) providers at no cost to you. After successful completion of the training curriculum in its entirety, paraprofessionals and other providers delivering crisis services (crisis response and crisis intervention) will meet the Idaho Department of Health and Welfare (IDHW) required qualifications to deliver crisis services.

NOTE: This training offers a more cost-effective alternative for crisis training provided by Magellan. Crisis Prevention Intervention (CPI) is also an acceptable option for crisis training and must be purchased through your provider agency.

Crisis training curriculum

The Verbal De-escalation Skills Training course discusses reaction vs. response to an escalating crisis, as well as the 3R model of de-escalation (reflect, refocus, restore). There are two curriculum paths for training. This course paired with trauma-informed care courses (and an additional course for licensed clinicians) will complete the crisis training curriculum. Please see the below course list for more details:

Paraprofessionals crisis training learning path

- Verbal De-escalation Skills Training (2-3 hours)
- Trauma-Informed Care Part 1 (2 hours, 4 minutes)
- Trauma-Informed Care Part 2 (2 hours, 16 minutes)

Licensed clinicians crisis training learning path

- Verbal De-escalation Skills Training (2-3 hours)
- Trauma-Informed Care Part 1 (2 hours, 4 minutes)
- Trauma-Informed Care Part 2 (2 hours, 16 minutes)
- Culturally Responsive Behavioral Health course (4 hours)

Wondering what Psych Hub is?

Magellan offers CEUs at no cost to our IBHP network providers through our partnership with Psych Hub. This collaboration provides you with access to evidence-based education and resources for your daily practice. The Psych Hub professional training platform enables practitioners to transition from generalists to specialists by earning certificates in evidence-based interventions.

How do I know if I'm eligible for Psych Hub access at no cost?
Magellan IBHP providers can access Psych Hub at no cost by accessing a unique link sent to you. Please request this link by emailing MagellanIdahoTraining@MagellanHealth.com with your name, organization, and region in Idaho.

NOTE: If you sign up directly on Psych Hub's website, you will be prompted to pay for an account, so be sure to use Magellan's unique link!

Direct questions regarding eligibility to MagellanIdahoTraining@MagellanHealth.com. Psych Hub cannot verify your Magellan provider status for eligibility.

What if I need help?
If you experience any issues while using the Psych Hub platform, you can submit a ticket from within the platform or reach out to support@psychhub.com. Response times may vary, you can expect a response within 24 hours during regular business hours (9 a.m. to 5 p.m.) in all US time zones.

Questions?

If you have questions about Magellan's training sessions, email MagellanIdahoTraining@MagellanHealth.com.