



From: Magellan Healthcare

Subject: Magellan Quarterly Peak Newsletter - Winter 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!

Spotlight on IBHP services: Team-based & collaborative Wraparound planning

Knowing that the Wraparound 10 Principles are what make this approach unique, and distinctly different from any other child and family team process, we are continuing our series that highlights each principle. This month, we take a closer look at Team-Based and Collaboration, two principles that guide how Wraparound brings people together to support youth and families. Keep reading to learn more.

[**Read More**](#)

Quality Corner: Magellan earns NCQA accreditation

Magellan is pleased to share that we have been awarded "Full" Managed Behavioral Healthcare Organization (MBHO) Accreditation from the National Committee for Quality Assurance (NCQA) for the period Nov. 3, 2025, through Nov. 3, 2028.

This accreditation underscores our commitment to serving providers in a consistent, high-quality, and best-in-class manner. As noted in NCQA's accreditation certificate for Magellan, the recognition is awarded *"for the development and maintenance of a clinically effective managed behavioral healthcare delivery system which maintains as its primary objective the delivery of high-quality member care and service."*

NCQA is a private, non-profit organization dedicated to improving healthcare quality. NCQA MBHO Accreditation standards are intended to help organizations achieve the highest level of performance possible, reduce patient risk for untoward outcomes, and create an environment of continuous improvement.

Crisis Centers: Free, 24/7 support when you need it

Providers across Idaho frequently encounter individuals who need immediate, short-term crisis care. To support your work, we've included information below about Idaho's free, 24/7 crisis centers, what they offer, who they serve, and how they can be a resource for your clients. Keep reading to learn more!

[Read More](#)

Now accepting applications for the 2026 Member and Family Advisory Committee

The Member and Family Advisory Committee (MFAC) is a group of IBHP members and parents/caregivers who give feedback to Magellan about IBHP mental health and substance use services. Magellan is currently accepting applications for the 2026 MFAC cohort. We welcome you to share MFAC information with IBHP members and parents/caregivers of IBHP members who may be interested in joining the committee. Beginning Feb. 19, 2026, the MFAC will meet on the third Thursday of every other month from 1-2 p.m. MT / 12-1 p.m. PT. MFAC members make a one-year commitment to the committee. Members receive \$75 for each meeting they attend (must attend at least 75% of the meeting) and share their experiences openly. Please note the purpose of Magellan's MFAC is to receive feedback directly from members and parents/caregivers who access IBHP services. MFAC members speak from their own experience, not on behalf of a provider, agency, or organization.

Any interested IBHP members and parents/caregivers can visit magellanofidaho.com/member-family-advisory-committee to learn more and submit their application by Jan. 19, 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, Jan. 6, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Combined BH assessment	Thursday, Jan. 8, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Claims submission overview	Tuesday, Jan. 13, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Authorization system overview	Thursday, Jan. 15, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT

Meet Provider Relations Manager Rebekah Nansel

In this edition of the Quarterly Peak, we feature Rebekah Nansel, MBA, BSW, Provider Relations Manager of the IBHP. Get to know Rebekah as she shares insights about her role, her hobbies, and what inspires her. Keep reading to learn more!

[Read More](#)

Join a provider advisory committee

Get involved in a Magellan Provider Advisory Committee!

Interested? Reach out to Amy Topp at ToppA@MagellanHealth.com.

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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[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.

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 Provider Relations Manager Rebekah Nansel

This edition of the Magellan Quarterly Peak features a highlight of Rebekah Nansel, MBA, BSW, Provider Relations Manager of the IBHP.

What do you love the most about working at Magellan?

Working at Magellan gives me the opportunity to support my community in a meaningful way. I spent 10 years in the provider community before joining Magellan, and my family and friends have relied on behavioral health services locally, so this work is very personal to me. My passion is behavioral health, and I value being able to use both my personal and professional experience to help strengthen the system of care in Idaho.

Even as our state faces difficult challenges with Medicaid budgets, cuts, and service reductions, I remain hopeful that we can come together to build a continuum of care that meets the needs of all Idahoans. Change will not happen overnight, and there have been significant setbacks, but I am grateful to be in a role where I can support providers, share insights, and contribute to positive change in our communities.

What inspires your work in behavioral health?

I have a deep passion for helping people, shaped by both my personal and professional experiences in behavioral health. My lived experience as the child of a parent with serious and persistent mental illness, as a parent of three children with developmental disabilities and mental health challenges, and as someone who has reached a place of recovery myself, has shown me how transformative high-quality services can be. I also know firsthand the pain of not having access to needed care and the frustration of navigating a system that is not working. Seeing the powerful changes that occur when services truly meet the needs of an individual or family motivates me every day. I want that opportunity for everyone,

so that no person or family goes without essential support and all people have the chance to reach recovery and live to their fullest potential.

What did you do prior to working for Magellan?

I am a nerdy social worker at heart. I hold a bachelor's degree in social work and have worked directly with individuals, facilitated groups, and served as a program manager in two FQHCs. I have built and run community-based service teams, including peer services and skills-building programs, and I have a strong passion for peer services.

Earlier in my career, I partnered with Optum and the Idaho Federation of Families to help implement family support partner services statewide, including training agencies and new family peer specialists and collaborating on service implementation. I have also worked as a project director on CCBHC grants and supported the expansion of SUD services in previous roles. I pursued my MBA to continue my focus on macro-level and program social work in behavioral health, and I love building new programs and initiatives that help meet the needs of communities.

What do you enjoy doing outside of work?

I share my life with about 50 chickens and ducks, and I live in the woods in northern Idaho with my three dogs and two cats. My husband and I have six children between us, ranging in age from 15 to 21. I love summers in North Idaho, especially spending time on the lakes and rivers kayaking.

In my downtime, I enjoy watching medical or legal dramas, and I am not above a good trashy reality show now and then. I love great food and enjoy cooking, especially when I can host big family gatherings at my home filled with chaos and laughter.

Spotlight on IBHP services: Team-based & collaborative Wraparound planning

Who is involved in Wraparound teams?

In Wraparound, the youth and family build their own team by identifying individuals they trust and feel supported by. These may include:

- **Natural supports:** People who will remain in the family's life long after Wraparound ends—such as relatives, friends, mentors, or neighbors.
- **System partners:** Representatives from Child Welfare, Juvenile Probation, Developmental Disabilities, schools, and other community agencies.
- **Formal supports:** Professionals such as counselors, CBRS workers, or other service providers.

Within the Idaho Wraparound Intensive Services (WInS) Wraparound model, each individual identified by the family completes a Wraparound orientation with the Wraparound coordinator. This orientation is essential, it helps team members understand how Wraparound works, what their role entails, and the importance of active participation. After the orientation, each person has the choice to join or decline participation on the team.

What if the youth or family is unsure about inviting someone?

It is completely normal for youth or families to feel hesitant about inviting certain people, either natural or formal supports, to their team. Hesitation may arise because:

- The family feels uncomfortable sharing information.
- The relationship may not be as strong or trusting as they would like.

- Families may fear a power imbalance, especially with legal system partners such as probation or Child Welfare.

Wraparound coordinators are trained to explore these concerns, help families weigh the pros and cons, and reinforce that the family and youth are always in the driver's seat. During orientation, all team members learn that no role carries power over the family within the Wraparound process.

Team-based and collaborative planning

Once the team is established, the Team-Based principle comes to life. The team works together to create a shared Team Mission Statement, outlining their collective hopes and goals for the youth and family. This mission is revisited frequently to ensure alignment and progress.

In Wraparound, there is no hierarchy, the youth and family make the final decisions about what is right for them.

The Collaboration principle strengthens this process. Each team member brings their own expertise, strengths, and perspectives. Together, the team:

- Shares ideas and strategies to help the youth and family build skills and meet their needs
- Takes on action steps to support the implementation of these strategies
- Works jointly toward outcomes that reflect the family's voice, choice, and priorities

Feedback loop with Wraparound team members

A strong Wraparound process includes regular feedback from team members. At each meeting, the team reviews progress toward goals and evaluates how identified needs are being addressed. During the transition phase, team members also receive a feedback survey to share their experiences.

Some comments we've received from system partners include:

- *"I like this extra layer of accountability with students. [Wraparound team meetings] are helpful to have planned meetings with all parents, officers, school personnel, etc." — School Principal*
- *"Thank you so much for your help and for sending this information. I really appreciate your support and am looking forward to working with you in the future." — Probation Officer*
- *"I am grateful to have a Wraparound team who believed in me and helped me get this far in life." — Youth*

Our "why"

Why do the Team-Based and Collaborative principles matter? Here are a few key reasons:

1. **Coordinated care:** Families often feel overwhelmed by varying expectations from different systems. Wraparound aligns all professionals' goals into one cohesive plan.
2. **Expanded support network:** Youth and families facing mental health or other challenges can feel isolated. A team-based approach strengthens their network with both natural and professional supports while empowering families with tools they can use daily.
3. **Sustainable, positive outcomes:** Wraparound aims to build resilience, hope, and long-term success. By working collaboratively, Idaho's mental health community can support families more effectively and help the Wraparound program continue to grow.

Interested in learning more?

If you would like to better understand how Wraparound works, we invite you to join a Wraparound 101 course.

Visit the Calendar tab for upcoming dates:

[Idaho WInS \(Wraparound\) Competency Center | Idaho Department of Health and Welfare](#)

Crisis Centers: Free, 24/7 support when you need It

If you or someone you serve is facing a mental health or substance use crisis, or simply needs immediate support, Idaho's crisis centers are here to help. These centers offer compassionate, confidential care to help people through tough moments and connect them with ongoing resources. Staff work with each person to understand what's happening and find the right support for a safer, more hopeful next step.

A crisis can look different for everyone. It may include:

- Thoughts of suicide
- Bullying or harassment
- Abuse or neglect
- Loss of a loved one
- High or overwhelming stress
- Trouble managing mental health symptoms
- Substance use or misuse

When someone visits a crisis center, they will be welcomed and guided through a simple intake process. Services may include:

- Basic medical screening
- Mental health and substance use assessments
- Crisis intervention from trained professionals
- Peer support or recovery coaching
- Safety planning
- Help connecting to additional or ongoing care

Crisis centers are free and open 24/7/365. Individuals can stay for up to 23 hours and 59 minutes per visit and may return as needed. No referral or insurance is required, and most centers accept walk-ins. Each center has its own admission criteria. Individuals must enter voluntarily, be medically stable, not be violent or threatening, and meet the age requirements (18+ for adult crisis centers or ages 5–17 for youth crisis centers).

To learn more, and to find a youth or adult crisis center near you, visit magellanofidaho.com/crisis-support.

If you have a client or patient that is in crisis and needs to talk now, call or text 988.