

Behavioral Health Benefits

Magellan Health Services Services

Magellan is here for you. At times, talking to friends or family members can help you work out a problem. Sometimes, talking to a friend or relative is not enough. That is when you should call us. We offer you a number of different services to best meet your needs. At Magellan, we believe in working with you and your family in your community. Our services are free. You never have to pay for services we arrange for you. The following services are provided:

Evaluation, Planning, and Coordination of Treatment Needs

- A counselor or doctor in the Magellan network works with you, so that together you can plan your care.

Outpatient Psychiatric and Substance Abuse Services

- You meet with a counselor or doctor in the Magellan network, in your community on a regular basis, who helps you with your mental health, emotional, or substance abuse problems.

Partial Hospital Services for Mental Illness or Alcohol or Drug Problems

- You live at home and participate for a few hours each day in a program, as needed, with counselors and doctors, who help you reach your treatment goals.

Non-Hospital Residential Detoxification, Rehabilitation, and Halfway House

- You live, for a period of time, in a treatment facility other than a hospital, which will support you to stop using alcohol or other drugs.

Psychiatric Inpatient Services

- You receive twenty-four (24) hour care in a hospital for mental health or emotional needs.

Substance Abuse, Detoxification and Rehabilitation Inpatient Services

- You receive twenty-four (24) hour care in a hospital for alcohol or other drug problems

Crisis Services - Twenty-Four (24) Hours a Day, Seven (7) Days a Week

- If you have a mental health emergency, a counselor or doctor in the Magellan network can see you right away.

Residential Treatment for Children

- Children and adolescents receive mental health treatment for an emotional or behavioral problem while living in a structured setting.

Medications for Mental Health and Substance Abuse Treatment

- A variety of medications are available, as needed, for the treatment of mental illness, emotional disturbance and substance abuse problems. Methadone and LAMM medications are included, along with support services.

Laboratory Services and Clozapine Support Services

- You may receive testing of blood or urine specimens to determine if a medication is working for you. Ongoing support is given to you.

Behavioral Health Rehabilitation Services for Children (formerly known as EPSDT)

- Magellan members from birth to age 21 may be eligible for special services through a program called Behavioral Health Rehabilitation Services for Children and Adolescents (BHRSCA). A doctor, another health care provider, or member can contact Magellan to learn about these services.

Case Management Services (Intensive Case Management and Resource Coordination)

- You and/or your child receive help with accessing and coordinating other resources, such as medical, social, educational and other services.

Family Based Mental Health Services for Children and Adolescents

- Children, adolescents and their family members receive intensive home therapy, case management and family support services.

Covered Services

This managed care plan may not cover all your health care expenses. Read your handbook carefully to determine which health care services are covered.

Magellan covers only the behavioral healthcare services described in this member handbook. We do offer some supplemental services developed with the county. All services must meet medically necessary criteria and be approved by us.

The Medical Assistance Program is designed to pay for these services. Your Magellan provider is not allowed to bill you for any portion of the services approved by us. If your provider and Magellan have a dispute about the medical necessity of the services provided, the provider may not bill you when dispute is not resolved in their favor.

Magellan may not pay for services that are deemed experimental. These would be services that are not yet properly tested and/or accepted as standard treatment.

Remember, you will get your physical care services from your HMO.

Magellan will pay for all mental health and substance abuse services that are medically necessary.

If you are unsure about how to access services, call Magellan. We will make certain that you get the care you need.

Toll Free: 877-769-9784
TDD: 1-877-769-9785

Please pay careful attention to the description of your grievance and appeal rights on this website. If you appeal a denial through all the levels of appeal and the denial stands, BUT you still decide you want these services to continue anyway - you will have to pay for them once the appeal process is finished.

Child and Adolescent Services

The well-being of children, adolescents, and families is important to Magellan. Our counselors know that children and adolescents have special needs and Magellan helps them in special ways.

When planning services for children and adolescents, Magellan believes that:

- Services should be child-centered. Services meet the individual needs of the child, consider the child's and family's context, and are developmentally appropriate, strengths-based and child-specific.

- Services should be family-focused. Services recognize that the family is the primary support system for the child and participates as a full partner in all stages of the decision making and treatment planning process.
- Services should be community-based. Whenever possible, services are delivered in the child's home community, drawing on formal and informal resources to promote the child's successful participation in the community.
- Services should include multi-systems. Services are planned in collaboration with all the child-serving systems involved in a child's life.
- Services should be culturally competent. Services recognize and respect the behavior, ideas, attitudes, values, beliefs, customs, language, rituals, ceremonies, and practices characteristic of the child's ethnic group.
- Services should be least restrictive and least intrusive as possible. Services take place in available settings that are least restrictive and least intrusive to meet the needs of the child and family. For example, services taking place in a hospital would be very restrictive. Services taking place in a provider's office would not be restrictive or intrusive for the child or the family.

If your child needs help for an emotional, behavioral, or substance abuse problem, call:

Magellan 877-769-9784 or TDD: 1-877-769-9785

Adult Services

The well-being of adults is also important to us. When planning services for adults, Magellan believes that:

- Services should be consumer-centered/consumer empowering. Services are organized to meet the needs of each consumer so that people are allowed to retain the greatest possible control over their own lives.
- Services should be culturally competent. Services recognize and respect the behavior, ideas, attitudes, values, beliefs, and customs, language, rituals, ceremonies and practices characteristic of the adult's ethnic group.
- Services should be flexible. The delivery of services and support are as flexible as possible. Flexibility includes having a wide variety and intensity of services, having services available at a wide range of times and delivered in a wide range of settings.
- Services should meet special needs. Services are adapted to meet the special needs of people with mental illness who are affected by factors such as old age, substance abuse, physical disability, etc.
- Service Accountability. Service providers are accountable to the users of the services. Consumers and their families are involved in planning, implementing, monitoring, and evaluating services.
- Services are strengths based. Services build upon the assets and strengths of consumers to promote growth and movement toward independence.
- Services should be community based with natural support. Whenever possible, services are delivered in the consumer's community, drawing on formal and informal resources to promote the consumer's successful participation in the community.
- Services should be coordinated. Agencies providing services and support must work together to meet the variety of needs of the consumer.

If you have any questions about your program services, please call your program toll-free number at 877-769-9784.