

Navigating Behavioral Health Services for Youth and Young Adults

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Magellan
HEALTHCARESM

About Magellan Behavioral Health of Pennsylvania...



Magellan manages the behavioral health benefits for members of Pennsylvania's HealthChoices program in Bucks, Cambria, Delaware, Montgomery, Lehigh and Northampton counties.

Pennsylvania HealthChoices Program

- To become a member of the Pennsylvania HealthChoices (Medicaid/Medical Assistance) program, you can apply through:
 - COMPASS (Pennsylvania's online application for health and human services program)
 - www.compass.state.pa.us/Compass.Web/public/cmphome
 - Bucks County Assistance Office
 - 1214 New Rodgers Road, Bristol, PA 19007-2593
 - (215) 781- 3300

How does Magellan help?

- Learn about and get the services you need.
- Find a provider.
- Get answers to your questions.
- Get a referral for care.

Mission Statement



Magellan Behavioral Health of Pennsylvania is committed to ensuring the delivery of high-quality behavioral health care to help individuals and families achieve their goals. We partner with local counties, providers, members, families and other stakeholders to ensure a system of care based on innovation, clinical excellence and a philosophy of wellness that focuses on discovering personal strengths, building hope and offering choices. Together, we facilitate and accelerate transformation of the behavioral health system, supporting individuals and families on their journey toward recovery, building resilience in their lives and securing a healthier future.

How do I get services?



You can go directly to an in-network provider to ask for care.

Finding an in-network provider:

- Visit <http://magellanfpa.com/> to find a provider near you.
- Call 1-877-769-9784 to speak to a customer service representative.

Getting the appropriate type of care:

- Your provider will work with you to see what level of care will best fit your needs.
 - Your in-network provider will know how to get your services approved through Magellan.
 - Some services will require an evaluation or preauthorization. If you have any questions during this process, you may call Magellan at 877-769-9784.
- If you feel that you need to see an out-of-network provider, please call our customer service department.
 - All out-of-network providers must have prior authorization.

Out of Pocket Costs & Benefit Limitations:

- As a recipient of Pennsylvania Medical Assistance, there are currently no benefit limitations or out-of-pocket costs for medically necessary covered services.
- You have the right to request a second opinion from a network provider at no cost to you.

Where to find Magellan?



www.magellanofpa.com

Magellan HEALTHCARE... MAGELLAN BEHAVIORAL HEALTH OF PA

For Members For Providers

About Us

For Members Find a Provider Member Resources Services & Programs Community Health Library County Info

Behavioral health services for people of all ages.

WELCOME MEMBERS

Welcome to the Magellan Behavioral Health of Pennsylvania (Magellan) website. For more than two decades, Magellan has been managing behavioral health services for PA HealthChoices members in collaboration with its county customers, providers and community stakeholders. Today, we proudly manage services for thousands of members in Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton counties.

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Pennsylvania Member Handbook
Pick up a hard copy today or view online at:

<https://www.magellanoofpa.com/for-members/member-resources/pa-member-handbook/>



My Role...

- The role of the Transition-Age Youth Support Coordinator is to focus efforts to enhance supports and resources for youth and young adults so that their wellness and recovery goals become more attainable.
 - Young Adult Advisory Board: The Bucks County Now is the Time: Healthy Transitions (NITT-HT) Grant is an opportunity to improve mental health and co-occurring disorder services and supports for young adults ages 16 – 25 in Bucks County. Young Adult Advisory Group is a committed group of young adults that provide feedback and guidance to the grant process.
- Why am I in this role?

Getting Connected....



Getting Connected ...

Do you need help finding
local community resources for
behavioral health & substance use services
in Bucks County?

Getting help is easy with Magellan Behavioral Health of Pennsylvania, Inc.:

For adults age 26 and over
along with those supporting adults
Contact Dirk Duffan at 215-504-3953 or
DuffanD@MagellanHealth.com

For children and transitioning adults
up to age 26
Contact Marissa Gates at 215-504-3966 or
MLGates@MagellanHealth.com

How we can help you and your family:

- Listening to your concerns related to behavioral health and substance use.
- Providing educational support regarding the complaint and grievance process.
- Helping you connect to community supports, available services, support groups, peer and family networks and other available county and public resources.

Visit MagellanofPA.com for more
information and resources including
our Member Handbook.



Bucks County Customer Service: 877-769-9784
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MY LIFE...

Magellan Youth Leaders Inspiring Future Empowerment

Magellan's MY LIFE Program is leading the way nationally for youth in behavioral health and foster care systems.

- MY LIFE consists of youth ages 13 – 23 who have experience with mental health, juvenile justice, substance use, and/or foster care related issues.
- Regular meetings are the foundation of the MY LIFE model, providing youth the opportunity to come together to create a community of support, plan activities and initiatives, practice social skills, learn from presenters and provide peer mentoring.



MY LIFE is a beautiful opportunity for youth to learn skills needed to help overcome their challenges, while inspiring them to be great role models for other youth and their communities.

– Greg Dicharry, Magellan Youth Empowerment Director

Levels of Care: From Least Restrictive to Most Restrictive



Treatment that is offered in the least restrictive setting available to meet the needs of the person and his/her family.



Outpatient Services



Children, adolescents, and adults can access outpatient therapy services, at any time.

- Can include individual, group and family therapy.
- Psychiatry care to manage prescribed psychotropic medication.
- Diagnostic evaluation, assessment and clinical treatment.
- Focus on managing symptoms and maintaining stability.



Case Management Services



Connection and Navigation

Works to support children, adolescent, and adult Magellan members to gain access to resources including:

- education
- health
- vocational
- transportation
- advocacy
- respite care
- recreational services
- specialized mental health services

Anyone can make a referral for Case Management Services.

Check out Magellan's Provider Directory for a list of Case Management Providers.

<https://www.magellanofpa.com/for-members/find-a-provider/provider-directories/>



Community-Based Supports



Wrapping Support around children, adolescents, and adults...

- Services provided where the person is living, going to school or work.
- Services aimed at meeting the person where he or she is, in life and in treatment.
- Clinical interventions to help the person make progress on their recovery goals.

Examples of Community-Based Supports:

- Behavioral Health Rehabilitation Services (BHRS)
- Applied Behavior Analysis (ABA)
- Multi-Systemic Therapy (MST)
- Family Based Services (FBS)
- Assertive Community Treatment (ACT)
- Certified Peer Specialist (CPS)
- Certified Recovery Specialist (CRS)

Partial Hospitalization Program (PHP)

- Treatment and support during the day
- Treatment services provided to children, adolescents, and adults for multiple hours per day, 5 days per week.
- Short term treatment
- Individual, group and family therapy and medication management.
- PHP can be used as a step-down from hospitalization.
- PHP is hospital treatment – groups, therapy, psychiatry care – for persons who are not a danger to themselves or others and who can go home at the end of the treatment day.



Residential Services – What are they and when are they appropriate?



Behavioral health treatment in a 24/7 setting

Wide range of types of residential treatment settings, including large facilities to smaller, home-like settings.

All inclusive service: everything a person needs for treatment is provided by the residential program.

Residential treatment is appropriate when:

A person exhibits behaviors or symptoms that create a safety-risk for him/herself or others.

Treatment services cannot be safely provided in a less restrictive setting.

Outpatient and community-based services have been tried in the past but the person's treatment goals have not been successfully met.

Residential Levels of Care:

- Residential Treatment Facility (RTF) – Children & Adolescents
- CRR Host Home – Children & Adolescents
- Crisis Residential – Adults
- Residential Treatment Facility – Adults (RTF-A)

Inpatient Psychiatric Hospitalization



- In case of psychiatric emergency for children, adolescents, and adults
- Hospitalization may be needed when someone has tried to, or is at risk of, hurting him/herself or others.
- Inpatient hospitalization is short-term acute stabilization of a psychiatric emergency.
- Doctors, social workers and nurses work as a team with the individual to address the reason for the hospitalization.
- Individuals can be admitted to an Inpatient Psychiatric Hospital voluntarily or involuntarily (for limited time period).



Crisis Intervention Resources



Crisis Intervention Site-based Services and Mobile Crisis Services are available for children, adolescents, and adults

Emergency & Crisis Information:

Lenape Valley Foundation, Bristol: 215-785-9765

Lenape Valley Foundation, Doylestown: 215-345-2273

Lenape Valley Mobile Crisis: 1-877-435-7709

Penn Foundation, Sellersville: 215-257-6551

(crisis services 7 a.m. – 11 p.m. daily)

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Questions?