

Magellan Healthcare of Idaho

Frequently Asked Questions - Members

Idaho Behavioral Health Plan (IBHP)

July 9, 2024, v. 5.0

INTRODUCTION

The State of Idaho has launched the new Idaho Behavioral Health Plan (IBHP) to advance mental health, substance use disorder and youth services. Magellan Healthcare, Inc. now manages behavioral health services for the Divisions of Behavioral Health and Medicaid. Magellan also manages the provider network for the Department of Juvenile Corrections. We oversee behavioral health services for Idahoans who don't have health insurance as well as those who have Medicaid or other types of insurance.

FAQs

Q: Who is Magellan Healthcare?

A: Magellan Healthcare is a mental health services company that has been in the field of mental health and substance use disorder treatment for over 50 years. Magellan offers an array of clinically led, evidence-based solutions to state agencies, employers, health plans and federal agencies.

Q: What is an MCO?

A: A managed care organization (MCO) helps you manage your health. Idaho's new MCO for mental health is Magellan Healthcare, Inc. Magellan helps you get the services you need by managing care and providing access to mental healthcare and substance use services through a network of providers.

Q: What changed?

A: On July 1, 2024, Magellan began managing mental health and substance use services and care for both Medicaid members and those who don't have Medicaid coverage. In the past, the IBHP was only for Medicaid members. Those who didn't have Medicaid coverage received care from Children's Mental Health and Adult Mental Health within the Division of Behavioral Health.

Q: Does this change affect me?

A: This change affects all eligible Medicaid members and those who don't have Medicaid coverage, including those who used to receive behavioral health services through:

- Optum
- BPA Health
- Telligen/Medicaid
- The Division of Behavioral Health (DBH)
- Psychiatric residential treatment facilities (PRTF)

Q: What mental health and substance use services are covered through the Idaho Behavioral Health Plan (IBHP) (or by the managed care organization [MCO])?

A: Magellan (the MCO) manages mental health, substance use and crisis services that used to be provided by the Idaho Division of Behavioral Health (DBH), the Idaho Division of Medicaid, Optum, Telligen and BPA Health, including:

- Intensive care coordination (ICC)
- Assertive community treatment (ACT)
- Youth Empowerment Services (YES)
- Idaho Wraparound Intensive Services (WInS) - *For July 1, 2024 - June 30, 2025, youth without Medicaid may get this service through the Division of Behavioral Health's Center of Excellence*
- Coordinated specialty care for early serious mental illness (ESMI)
- Home with adult residential treatment (HART)
- Parenting with Love and Limits (PLL) - *For July 1, 2024 - June 30, 2025, youth without Medicaid may get this service through the Division of Behavioral Health's Center of Excellence*
- Outpatient services
- Inpatient services
- Psychiatric residential treatment facility services (PRTF)
- Behavioral health services, including children's mental health services, for those who do not have Medicaid coverage
- Substance use services

You can learn more about the services that are covered in the IBHP by visiting the [Member Information section](#) of the MagellanofIdaho.com website.

Funding for members without Medicaid is limited and may only be used until funding has run out.

Q: Will I be able to see the same providers I saw before July 1, 2024?

A: You will be able to see the same providers for at least 90 days after July 1, 2024. We are working hard to add current Medicaid and Department of Behavioral Health providers to the Magellan network. We hope to have them all in the Magellan network before the 90 days runs out so that you can continue to see them.

Q: I used to contact Optum for help with outpatient, crisis, and/or Youth Empowerment Services (YES). Who do I contact now?

A: Magellan now covers all services you got through Optum. You will contact Magellan for help with and access to outpatient and crisis services and those you get through the YES system of care. YES

services will be provided to Medicaid members and those who do not have Medicaid coverage who qualify. If you are in crisis, please call or text 988, or call 911 for a medical emergency.

Q: I used to contact BPA Health for help with substance use services. Who do I contact now?

A: Magellan manages all services you got through BPA Health. You will contact Magellan for help with substance use and other services you used to get from BPA Health. Funding for these benefits is limited and may only be used until funding has run out.

Q: My provider or I work with Telligen or Medicaid for help with inpatient services. Who do I contact now?

A: Magellan can help you with access to inpatient services.

Q: I contact the Division of Behavioral Health (DBH) for help with services for my child or myself. Who do I contact now?

A: Magellan now covers certain services you/your child used to get through the DBH. Contact Magellan for help with and access to the following services:

- Assertive community treatment (ACT)
- Children’s mental health and Youth Empowerment Services (YES)
- Idaho Wraparound Intensive Services (Idaho WInS) - *For July 1, 2024 - June 30, 2024, youth without Medicaid may get this service through the Division of Behavioral Health’s Center of Excellence*
- Managed specialty care for Early Serious Mental Illness (ESMI)
- Home with adult residential treatment (HART)
- Parenting with Love and Limits (PLL) - *For July 1, 2024 - June 30, 2024, youth without Medicaid may get this service through the Division of Behavioral Health’s Center of Excellence*

Funding for these benefits is limited and may only be used until funding has run out.

Q: I used to contact Medicaid for help with psychiatric residential treatment facility (PRTF) services. Who do I contact now?

A: Magellan covers psychiatric residential treatment services you get through Medicaid.

Q: My child is currently in residential treatment. Will they be able to stay there under the new IBHP? Who will we work with?

A: A Magellan care coordinator will work closely with you, your child, and your child’s providers to ensure your child gets the right care. We are honoring existing authorizations for your child’s care.

If your child’s facility is in Magellan’s network and the stay is authorized, your child will be able to continue getting care there.

If the facility is not in Magellan's network, your child will be able to stay there for at least 90 days after July 1, 2024. We are working closely to add all facilities to our network.

Magellan will waive cost-share requirements for people not on Medicaid from July 1, 2024, to June 30, 2025.

Q: Who is eligible for services under the new Idaho Behavioral Health Plan (IBHP)?

A: Medicaid-eligible adults and children are eligible for services under the new IBHP. Adults and youth in Idaho with the conditions below can also get IBHP services if they meet certain program or benefit eligibility requirements.

Services for these conditions are also available to those who do not have Medicaid coverage but meet certain program or benefit eligibility requirements.

- Serious mental illness (SMI)
- Severe and persistent mental illness (SPMI)
- Serious emotional disturbance (SED)
- Substance use disorder (SUD)
- Co-occurring disorders, such as SMI and SUD

Q: I am a Tribal citizen; how do these changes affect me?

A: Your benefits are not changing. Under the new Idaho Behavioral Health Plan (IBHP), you can still access services through your current Tribal Health clinic, Urban Indian Health clinic, or Indian Health Service clinic. You may also access care through non-Indian Health Services Tribal and Urban (IHS I/T/U) providers.

Q: How will the new program help me?

A: Through the new Idaho Behavioral Health Plan (IBHP), Idahoans will have expanded access to mental health and substance use services, including crisis services, that are coordinated and streamlined.

Q: How will I access services under the new program?

A: Review the [Member Information section](#) of the [MagellanofIdaho.com](https://www.MagellanofIdaho.com) website. If you have any questions after reading this information and the Member Handbook, please call us at 1-855-202-0973 (TTY 711).

Q: Have my benefits changed?

A: Your benefits have not changed.

Q: Can I still see the same providers?

A: If you are currently receiving care, you may continue to see the same providers for at least 90 days after July 1, 2024. You should always confirm your provider is still in our network before your visit. [Click here for our searchable provider directory.](#)

Q: Who can I contact with more questions?

A: To find out if you are eligible for Medicaid, contact the Division of Self-Reliance at 1-877-456-1233 (TTY 711).

For help with the new IBHP, contact Magellan at 1-855-202-0973 (TTY 711).