



Provider Notice

From: Magellan Healthcare

Subject: Magellan crisis training requirements update

Overview

Magellan has updated the training requirements for paraprofessionals and other providers delivering crisis services (crisis response and crisis intervention). Please see our current provider requirements below, that can also be found in the [IBHP Provider Handbook Supplement – Appendix C](#):

Provider Requirements

Services can be provided by up to two of the following professionals operating within the scope of their practice and can bill simultaneously for providing crisis intervention services:

- Licensed clinicians as defined per licensure by the Idaho Division of Occupational and Professional Licenses (IDOPL) and IDAPA; and/or are practicing under a supervisory protocol.
- Bachelor's-level paraprofessional working under IDHW's approved supervision policy and who are trained and certified in Verbal Crisis Intervention by the Crisis Prevention Institute (CPI).

Updated training options

Renewal training

Bachelor's-level paraprofessionals providing crisis services under DHW's approved supervision policy, and who were previously certified by the CPI, may use the "Helping In a Mental Health Crisis" training offered by Psych Hub for renewal if their CPI certification is about to expire.

Psych Hub training overview

Helping in a Mental Health Crisis is a 1-hour course designed to help participants recognize the signs of a mental health crisis, substance overdose, withdrawal, or suicide risk. It incorporates live-filmed and animated videos, interactive activities, and the latest statistics. Participants will also learn how to connect individuals to community resources and crisis support.

How to access Psych Hub

1. Access the Psych Hub sign up page at app.psychhub.com/signup/magellanhealthcare-id.
2. Create your profile.
3. Begin your learning journey!

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. For more information about Psych Hub, you can view the [Psych Hub e-blast](#) in the [Provider E-blast Archive](#) on [Magellanofidaho.com](#).

Initial training

Bachelor's-level paraprofessionals working under DHW's approved supervision policy, who have not been previously certified by the CPI, must complete the initial CPI certification to provide crisis services. Currently, CPI is not available through Magellan and must be purchased through your provider agency.

Important note: If a provider opts not to complete the required CPI training, paraprofessionals will not meet the required qualifications to deliver crisis services.

Looking ahead

While these options address immediate needs, Magellan is committed to identifying additional training resources and opportunities to expand accessible options for professional growth and evidence-based best practices.

Questions?

Please contact Magellan at IdahoProvider@MagellanHealth.com.