



## Magellan rolls out an enhanced approach to care management

Magellan's eMbraceCare model is clinically driven and places more emphasis on providing a unique, personalized touch to the care we offer to members. It is augmented by positive psychology activities and the use of various technologies—resulting in an enhanced experience for individuals and better clinical outcomes, which could yield lower costs in the long run.

The individual is the center of eMbraceCare, through which we take into consideration the person's strengths and behavioral health, physical health and socioeconomic status when determining a course of treatment.

### eMbraceCare highlights

Through our model, we offer:

- **Peer Recovery Navigators and Parent Support Specialists** to provide emotional and practical support—with a uniquely empathetic ear—to individuals and families.
- **The built-in use of new tools and technologies** such as telehealth psychiatry, online assistance to help with anxiety, depression, insomnia, or substance use disorders and mobile apps to track progress toward personal health goals.
- **Hospital transition planning** to aid individuals in moving from inpatient to community-based services and returning home.
- **Provider dashboards and clinical oversight** to ensure quality services and better outcomes.

### How does eMbraceCare work?

Our model is built upon five pillars:

1. **Proactive risk and needs stratification:** Predicting individuals' level of risk and future utilization helps us enroll them in the appropriate tier of care coordination and provide additional support, if needed. This helps avoid the need for higher levels of care and to avert crisis.
2. **Utilization management:** We collaborate with providers to help them tailor treatment to each person's needs, ensuring the individual's culture, preferences and goals are considered.
3. **Care coordination:** All individuals are eligible for care coordination services, which fall on a continuum based on presenting needs, complexity of care and the support individuals need to achieve wellness.

eMbraceCare includes three tiers of care coordination:

- **Community wellness** – for individuals with low need for care coordination
  - **Community connection** – for individuals with moderate need for care coordination
  - **Community intensive care** – for individuals with high need for care coordination
4. **Quality and outcomes:** We track our progress using evidence-based practices, clinical practice guidelines, discharge planning and other best practices through a measurement suite that allows us to monitor utilization trends and analytics in real time.

5. **Provider engagement and transformation:** eMbraceCare is dependent on a diverse, comprehensive and competent network of providers. We work collaboratively with them to ensure treatment is accessible, recovery-oriented, person-centered and evidence-based and spans the full spectrum of services.

**Learn more**

eMbraceCare is one of many ways in which Magellan empowers individuals to live meaningful lives in the community, and to achieve his or her personal goals and full potential.

**To learn more, please contact:**

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**Magellan of Virginia’s Cheryl DeHaven to be awarded top honor from National Alliance on Mental Illness**

The National Alliance on Mental Illness (NAMI) recently selected Cheryl DeHaven, recovery and resiliency manager for Magellan Healthcare of Virginia, as the recipient of its 2015 Inspiration Award.

DeHaven was selected in recognition of her more than 10 years of dedication and work to support the growth of NAMI’s “In Our Own Voice” program. The award further highlights her commitment and dedication to sharing her story and serving as a source of support for others. She will receive her award during the NAMI National Convention July 6-9.

**SAMHSA Children’s Mental Health Awareness Day webcast now available**

A recorded webcast of SAMHSA’s national Children’s Mental Health Awareness Day event on May 7, 2015 is now available on the SAMHSA website. The event highlighted the needs of youth and young adults with mental health or substance use disorders and their families, while demonstrating how these needs can be best met through integrated care. The event also introduced cutting-edge community strategies for integrating behavioral healthcare with primary healthcare, education, and child welfare.

[View the National Children’s Mental Health Awareness Day webcast](#) on YouTube.

