



Reinvesting In The Iowa Community

The need for programs to address the diverse and complex needs of consumers and family members is an ongoing challenge that requires both innovation and financial resources. Magellan Health Services believes that some of the most effective and innovative programs begin at the grassroots level, within the community. To support the local communities in their implementation of creative and evidenced-based practices, Magellan pioneered the development of a community reinvestment program in the State of Iowa in 1996. Through effective care management, assuring services were provided at the most appropriate level of care, we generated savings for the Iowa program. Each year, Magellan invests 2.5 percent of the money received from the State in the Iowa Community Reinvestment Fund. By reinvesting a portion of these savings in recovery-oriented, community-based services, we are empowering more consumers to live healthier, more meaningful lives. The following are examples of funded services:

Access and Continuation of Substance Abuse Treatment—To improve substance abuse services for Iowa Plan enrollees, mentors from organizations such as the Mid-Eastern Council on Chemical Abuse (MECCA) trained 14 providers from across the state to assess their intake process and set goals to improve program access and continuation of care. The training focused on reducing the waiting time between the request and the first treatment session, reducing the rate of appointment no-shows and increasing the number of consumers admitted to treatment and the length of time they stay engaged in treatment. As a result of this initiative, one provider improved same day call processing from 30 percent to 98 percent and at another provider site, the no-show rate was reduced from 28 percent to 16 percent.

Assertive Community Treatment (ACT)—This nationally recognized evidenced-based practice utilizing multidisciplinary teams was implemented in Cedar Rapids, Iowa City, Des Moines, Ft. Dodge and Council Bluffs. Today more than 250 Iowa Plan enrollees with serious mental illness receive services annually through individualized treatment, support and rehabilitation services.

Co-Occurring Disorders Treatment—Because consumers with a dual diagnosis have higher rates of recovery when mental health and substance abuse treatment is integrated, six community mental health and substance abuse treatment centers in Iowa are engaged in efforts to integrate treatment services for co-occurring disorders. Today, more than 400 Iowa Plan enrollees have been served through these programs. Additionally, over 200 professionals from the six treatment centers have received 1,800 contact hours of training from various agencies in the areas of substance abuse, mental health and co-occurring disorders.

Family Psychoeducation—Another nationally recognized evidenced-based practice that teaches family members skills to help them effectively support a loved one with mental illness has been implemented by two Iowa Community Mental Health Centers (CMHCs). These CMHCs are providing educational workshops and problem-solving sessions. At one workshop in Cedar Rapids, an estimated 91 family members from six counties attended. Participants have rated the Family Psychoeducation program highly with average satisfaction ratings at 9.2 on a 10 point scale.

Family-to-Family (NAMI)—Since 1999, NAMI-trained volunteer family members in Iowa have been teaching the skills and providing the information that families need to effectively support loved ones with mental illness. More than 1,200 family members and significant others have completed the Family-to-Family course since 2000.

Pediatric Psychiatric Services—To address service shortages across the state, Magellan has reinvested in an innovative, community pediatric psychiatric services program. Through the use of a Webcam network of 14 sites, more than 1,500 children and their families have been able to receive comprehensive child psychiatric services.

Reward for Quality (R4Q)—To address the need for enhanced clinical outcomes measurement, Magellan has offered select Iowa Community Mental Health Centers (CMHCs) the opportunity to participate in the pay-for-performance program, R4Q. This program uses a set of key clinical outcome measures that focus on enhancing service provision for more than 1,800 Iowa Plan enrollees. Participating centers have received more than \$129,000 in incentive payments (78 percent of the incentive pool) for enhancing services through significant improvement in recovery-oriented staff training, reduced emergency room visits and reduced inpatient readmission rates.

Self-Directed Care—Person-centered planning, life coaching, individual budgeting, financial management, and expanded provider networks and services are core components of the Self-Directed Care program in Iowa. As part of this innovative program, enrollees are able to receive a one-time credit to purchase approved goods and services that support their recovery and resiliency plan. To date, 26 enrollees have been approved to purchase items related to their living, learning and working goals, totaling more than \$20,000.

Wellness and Recovery—Delivering on our commitment to recovery and resiliency focused care, the Wellness and Recovery program offers training and support for consumer peer support specialists to assist other consumers on the road to recovery. The program also includes a wellness recovery action plan (WRAP) that helps consumers get back into the workforce. To date, 17 Iowa Plan enrollees have participated in peer support trainings and 24 Iowa Plan enrollees have participated in workshops, support groups and individual counseling sessions to assist them in returning to work.

Through these innovative and evidenced-based practices implemented through community reinvestment funds, consumers and their family members receive person-centered, cost-effective behavioral health solutions that would otherwise not be available.