

Magellan Health Services/Programs for BSC Members

Except where noted, Magellan Health services listed below are available for the following Blue Shield members: HMO, POS, PPO (fully insured, excluding FEP), select Group Medicare Advantage (GMA-PD)

Programs	Availability	Services	Target Audience
Clinical Integration Liaison - Allison Brons, LCSW (619) 252-3849 HAI-CAACOLiaison@magellanhealth.com	Monday - Friday 8 a.m. to 5 p.m.	1) Partner with physicians to address non-urgent Behavioral Health needs identified in the primary care setting 2) Assist in coordination of care for complex cases 3) Assistance with difficult placements (e.g. Patient in the ER who requires a BH bed upon transfer after a weekend admission to the ER) 4) Assist providers locating an appointment for specialty behavioral health clinicians	PCPs, IPAs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers
Primary Care Physician (PCP) Consultation Line (877) 263-9870	Monday - Friday 8 a.m. to 5 p.m.	Non-emergent telephonic consultations with a Magellan Psychiatrist including, but not limited to: 1) Psychotropic medication (e.g. dosage, side effects, reconciliation) 2) Dual medical/BH diagnosis 3) Complex cases 4) Psychiatric consultations	PCPs, IPAs, NPs, Physicians, RNs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers
Complex Case Management (CCM) Contact: Clinical Integration Liaison - Allison Brons, LCSW (619) 252-3849 HAI-CAACOLiaison@magellanhealth.com	Monday - Friday 8 a.m. to 5 p.m.	1) Optimize the physical, social, and mental functioning of members 2) Reduce readmissions (increasing community tenure) 3) Enhance support systems 4) Create a seamless system of coordination and continuity of care for members to reduce fragmentation	PCPs, IPAs, RNs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers
Telebehavioral Health Contact: Clinical Integration Liaison - Allison Brons, LCSW (619) 252-3849 HAI-CAACOLiaison@magellanhealth.com	Can be accessed anytime - A directory of Magellan telehealth providers can be accessed by selecting "Mental Health" on the provider directory page at www.blueshieldca.com	1) Improve Access for Members in Rural Areas 2) Enhance Access to Specialty Care 3) Expand Availability 4) Improve Outcomes	PCPs, IPAs, NPs, Physicians, RNs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers
PCP Tool Kit Contact: Clinical Integration Liaison - Allison Brons, LCSW (619) 252-3849 HAI-CAACOLiaison@magellanhealth.com	Can be accessed anytime - https://pcpbhtoolkit.com	1) Access to screening tools such as PHQ-9 for depression 2) Clinical practice guidelines – PDF guides for common behavioral health conditions: Assessment, Diagnosing, Treatment Planning, Pharmacology 3) Tools and resources which can be used for all patients, regardless of payer 4) Blue Shield resources, including provider directory & medication guides to determine eligible medications and formulary information	PCPs, IPAs, NPs, Physicians, RNs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers
Coordination of Care and Clinical Follow-up Specialty Team Clinical Integration Liaison - Allison Brons, LCSW (619) 252-3849 HAI-CAACOLiaison@magellanhealth.com	Monday - Friday 8 a.m. to 5 p.m.	1) Outreach to members within 48 hours of discharge from acute behavioral health hospitalization with additional follow up calls at 25-30 days & 45-50 days post discharge. 2) Assist members with obtaining appointment with behavioral health for 7-day follow up post discharge	PCPs, IPAs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers
Customer Service Line (877) 263-9952	24 Hours per day, 365 days per year	1) Eligibility/Benefits/Authorizations/Claims 2) Emergent, urgent & routine provider/member support 3) 24/7, 365 day licensed clinical support	Members, PCPs, IPAs, NPs, Ms, RNs, Case Management staff, Health Advocates, Program Managers, Triage Nurses, Medical Social Workers