

CASE STUDY:

Magellan *Condition Care Management*[®]: *MedPsych*

Behavioral health issues and conditions have a significant impact on the costs of medical illnesses. Their effects often go unrecognized, though they exacerbate a variety of physical co-morbidities and negatively effect hospital admissions, workplace productivity and overall health.

The number of undiagnosed adults suffering from depression and anxiety—and those not adequately treated—is significant. Through a comprehensive case-identification and intervention strategy, Magellan focuses on members with co-occurring medical and behavioral conditions. Our industry leading coaching model helps members develop self-management skills and connects them with providers and community resources for lasting results.

The following case study demonstrates how Magellan *Condition Care Management*[®]: *MedPsych* delivers improved health outcomes, enhances productivity and achieves high rates of member satisfaction. In other studies, Magellan has also documented an 11% reduction in overall costs for program participants.

The Challenge

Following a comprehensive data analysis and review of existing programs, a Fortune 100 employer determined they needed an experienced partner to address the high incidence of depression, as well as the link between depression and co-morbid medical conditions.

They turned to Magellan because they wanted a partner for depression disease management with:

- A well-established, evidence based program
- A proven track record of effectively working with other vendors and providers
- Program customization capabilities
- A strong technology infrastructure including expertise to integrate and analyze large data sets
- The operational infrastructure to support a large national employee base

The primary goals were to reduce costs associated with overall medical claims and lost productivity; support a seamless, integrated population health-management program; and to improve overall employee health and wellbeing.

The Magellan Solution

Magellan's innovative program provided this large employer with integrated care coordination that included proactive identification and outreach to at-risk members; individualized interventions, including behavioral coaching; coordination of care with behavioral health and primary care providers, ongoing assessment to closely monitor and improve outcomes.

This unique program offered numerous portals of entry to maximize the number of employees helped including:

- Health Risk Assessment process
- Screening and referral from case management and chronic care programs
- Application of Predictive Modeling and high risk trigger algorithms to claims, and authorization data
- Provider referral

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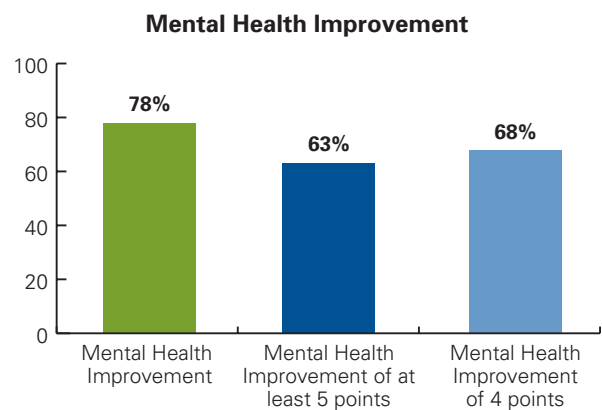
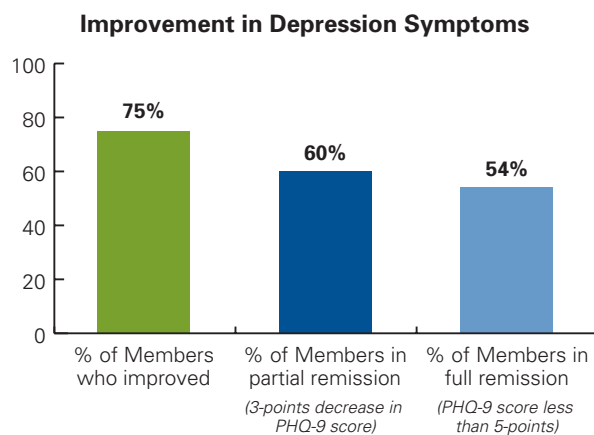
The coaching model, the hallmark of the program, allows coaches to meet members where they are, drawing from broad expertise including:

- Motivational Interviewing
- Readiness to change
- Cognitive skill building
- Ultra Brief Personal Action Planning
- Relapse Prevention

Clinically trained, dedicated health coaches work telephonically with members to establish individualized care plans, help members develop self-management skills, recognize and monitor symptoms, and get the most from provider-treatment plans. Working collaboratively with the entire care team, coaches provide a fully integrated, experience for the employee, the provider, and the client.

The Results—High Impact, Satisfied Employees

- 75 percent of members discharged from the program had reduced depression symptoms; 54 percent reported minimal or no depression symptoms; and 60 percent experienced partial remission



- 63 percent of members had a clinically significant improvement in mental health defined as a minimum of 5 points increase in the SF12[®] Health Survey scores
- There was a 42 percent improvement in absenteeism between enrollment and the last survey. The average reduction in the number of days missed was 0.5 days per member
- Overall satisfaction rate was 100 percent, more than 96 percent were satisfied with service from program staff, and 98 percent said they would recommend the program to others.

Summary

Magellan *Condition Care Management*[®]: *MedPsych* is an innovative approach to managing the behavioral aspects of acute and chronic medical conditions. Designed to be fully integrated with health plan's and employer's overall care and disease-management suite of programs, Magellan *Condition Care Management*[®]: *MedPsych* improves clinical outcomes, enhances health-related quality of life and helps control the spiraling costs of health care.

