



Building an Innovative System of Care in Iowa

In 1995, after a competitive bidding process, Magellan Health Services began working together with the Iowa Plan to build an innovative system of care under the Iowa Department of Human Services (DHS), the State's Medicaid authority, and the Iowa Department of Public Health (DPH), the State's substance abuse treatment authority. Pleased with the strides made toward the State's vision for innovative behavioral health services, Magellan's contract was renewed after a competitive bidding process in 1999 and again in 2004.

Together with DHS and DPH, we are making a difference in the lives of the people we serve, and we continue to work toward our shared goals that include:

- Expanding Recovery and Rehabilitation Services
- Improving Services for Children Served in Multiple Systems
- Improving Clinical Outcomes

Expanding Recovery and Rehabilitation Services

We are continually expanding our recovery and rehabilitation services to meet the unique needs of Iowa Plan members through the Iowa Community Reinvestment initiative. The following are recent examples of services that were developed through this initiative to further wellness and recovery efforts, address service shortages in rural areas and more effectively meet the needs of those with a dual mental health and substance abuse diagnosis:

- **Telehealth Pediatric Psychiatric Services in Rural Areas**—In 2003, the Iowa Plan launched a community-based telehealth program to address service shortages in rural areas across the State. Today, 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.
- **Integrating Services for Those Dually Diagnosed with a Mental Health and Substance Abuse Disorder**—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 have made significant progress toward integrating treatment services for co-occurring disorders. Today, more than 200 professionals have received more than 1,800 contact hours of training and satisfaction with this project has been extremely high.
- **Peer Support Specialists**—This program offers training and support for peer support specialists to assist other consumers on the road to recovery. In 2005, the Iowa Plan sponsored the first Peer Support Specialist Training program where a training curriculum was developed and 17 Iowa Plan enrollees participated in the five-day training in Rock Valley, Waterloo, and Spencer, Iowa.

Improving Services for Children Served in Multiple Systems

For children with complex needs who are served through multiple systems, Magellan works directly with families, DHS and County staff, Juvenile Court Services, providers and other stakeholders to ensure coordination and continuity of care to maximize clinical outcomes.

We work to help families feel comfortable participating in treatment planning and we schedule joint planning sessions so that they can attend the meetings via conference call or in-person. As a result, family members have participated in treatment planning conferences more than 99 percent of the time. Since January 1999, Magellan has facilitated more than 4,500 joint treatment planning conferences.

Improving Clinical Outcomes

Magellan continually monitors service delivery systems with the goal of improving clinical outcomes. One measure used to monitor clinical outcomes is 30-day hospital readmission rates. Through multiple strategies including intensive case management, scheduling 7-day ambulatory follow-up appointments, and peer specialist outreach to persons with schizophrenia who have been discharged from the hospital, the 30-day readmission rate for Iowa Plan members has steadily declined since 2004.

Together, Magellan, DHS and DPH have achieved much and continue to provide an innovative system of care for all Iowa Plan members.

30-day Readmission Rates

