

Magellan and Iowa Dept. of Human Services Deploy Innovative Assessment Tools Statewide to Enhance Mental Health Recovery

Expansion of Tools to All Individuals Accessing Care through Iowa Community Mental Health Centers Helps Approximately 50,000 Additional Residents Track Recovery Progress

AVON, Conn.--(BUSINESS WIRE)-- On average, six to 12 percent of Iowa residents experience a mental health challenge each year. Now, Iowans statewide have access to a set of tools at community mental health centers (CMHCs) that have proven success in helping adults and children in the Medicaid population measure mental health improvements on their road to recovery.

Magellan Health Services, Inc., (NASDAQ: MGLN), an industry leader in specialty health care management, has partnered with the Iowa Department of Human Services to expand the reach of two self-assessment tools within all CMHCs in the state. For the past several years, CMHCs have used [Magellan's Consumer Health Inventory \(CHI\)](#) and the [Consumer Health Inventory-Child Version \(CHI-C\)](#) solely with Medicaid recipients—and now, because of increased access to the tool enabled by Magellan's partnership with the state, they will also be used with non-Medicaid recipients who receive services through CMHCs.

CHI and CHI-C assessment scores for the Medicaid population have improved over time, suggesting better behavioral health outcomes for both children and adults. Since Magellan developed and implemented the tools with QualityMetric in 2007, 74 percent of adults have demonstrated improved emotional health, and 92 percent of participating children showed improvement in their relationships with others (the "psychosocial domain"). By including non-Medicaid recipients among those whose outcomes are measured by the CHI and CHI-C, CMHCs will be able to track the progress of their entire patient base more easily.

"We've had great success with the CHI and CHI-C tools so far. Unlike a physical injury where you can see and feel noticeable evidence of healing, mental health recovery can be more subtle, gradual and internal, so these tools help behavioral health care professionals and patients track progress and determine how treatment is working," said Kathy Johnson, LMSW, CADC coordinator of community-based recovery services for Abbe, Inc., a Magellan provider.

More than 165 behavioral health providers in the state have already been trained by Magellan and are now using the secure, Web-based tools to help individuals monitor their health and recovery. The tools are used at intake and again at the time of treatment planning, with adults completing the brief CHI themselves and caregivers completing the CHI-C for children under 18. The CHI and CHI-C tools are brief and user-friendly, containing questions on mental and physical health, emotions, anxiety, daily activities and experiences, and environmental factors that may impact mental health.

Upon completion of the assessment, separate reports are generated immediately—one for the individual and one for the provider—that can be printed for use in the current session or saved and referenced at a later date. The tools empower individuals by giving them a tangible, convenient and evidence-based method of monitoring their treatment progress.

"Magellan has long believed in empowering people to manage and monitor their health and well-being on the road to recovery," said Joan M. Discher, general manager of Magellan Behavioral Care of Iowa, which has served hundreds of thousands of Iowa residents through its extensive provider network for more than 15 years. "Making these tools available to all individuals who receive care through CMHCs, regardless of whether they are enrolled in Medicaid, is a unique and proven way to facilitate the collection of consistent, statewide data, while helping more state residents achieve positive behavioral health outcomes."

There is no cost to providers for the assessment tools, which are available in English and Spanish and include Web-based administration options. In addition to a series of initial training sessions, Magellan offers providers ongoing support to help them better manage their resources and enhance service to individuals. More information about the CHI and CHI-C tools is available at www.MagellanHealth.com/Provider under Education/Outcomes Library.

About Magellan: Headquartered in Avon, Conn., Magellan Health Services, Inc., is a leading specialty health care management organization with expertise in managing behavioral health, radiology and specialty pharmaceuticals, as well as public sector pharmacy benefits programs. Magellan delivers innovative solutions to improve quality outcomes and optimize the cost of care for those we serve. Magellan's customers include health plans, employers and government agencies, serving approximately 31.4 million members in our behavioral health business, 18.1 million members in our radiology benefits management segment, and 4.9 million members in our medical pharmacy management product. In addition, the specialty pharmaceutical segment serves 43 health plans and several pharmaceutical manufacturers and

state Medicaid programs. The company's Medicaid Administration segment serves 25 states and the District of Columbia. For more information, visit www.MagellanHealth.com.

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