

# Fueled by insights

Using population health analytics, Magellan addresses the clinical needs of members, while improving the quality and accessibility of healthcare.

## Predictive modeling

At-risk members and those in need of intervention to mitigate disease escalation are identified, stratified and prioritized using sophisticated forecasting technology and clinical outcomes analysis.

## Artificial intelligence

Applied daily to members in higher levels of care, our machine-learning models predict the risk of future admissions and generate a daily care management risk report, enabling us to target the right members at the right time.

## Analytics outcome and reporting platform

Magellan's outcomes analysis platform is utilized for continuous evaluation of our program with a focus on reduction of behavioral health and medical costs.

# Arriving at results

## Clinical quality

- **86%** of members report having access to quality healthcare.

## Provider experience

- **81%** of providers report Magellan's expanded support for telehealth services in response to COVID-19 helped them continue delivering care.

## Member experience

- **As many as 83%** of members report satisfaction with services provided by Magellan, 11% above the industry average.
- **80%** of members report healthcare costs are affordable.

## Total cost of care

- **\$0.22** PMPM reduction in combined inpatient and residential spending.
- **\$9,258** cost mitigation per enrolled member in care management.
- **5%** reduction in higher level of care utilization (below usual historical trends).

Email us at [gensales@magellanhealth.com](mailto:gensales@magellanhealth.com) to learn more.

# MAGELLAN HEALTHCARE Driving the Quadruple Aim





# Experienced drivers

With over 50 years of clinical and specialty expertise, Magellan Healthcare has a deep understanding of the diverse needs of members in Commercial, Exchange, Medicaid and Medicare programs. Our team of caring professionals is focused on treating members where they are and working with providers to deliver relevant and responsive care, ensuring members get the right support at the right time.

## Our member-centric approach includes:

- Dedicated outreach and engagement teams focused on personalized health, trained in motivational interviewing and aligned to member markets.
- Dedicated transition of care teams to ensure all members safely move from inpatient or residential levels of care back into the community for continued treatment.
- Clinical leadership who partner with providers to ensure treatment is accessible, recovery-oriented, person-centered and evidence-based, and spans the full spectrum of services.

# Setting the course

Members want more personalized, convenient and accessible resources to support their health more holistically, and providers want more time to spend with their patients to improve health outcomes. Magellan has spent years developing and implementing solutions that simplify and improve their experiences.



## Digital emotional wellness

Our evidence-based digital emotional wellness tools address the full spectrum of behavioral health, providing personalized, actionable and timely support that helps deliver lasting outcomes.



## High-value care management

Utilizing a provider, community and strengths-based approach to care planning and care coordination, our program addresses behavioral, social and life domain issues affecting a member's functional status, quality of life and health outcomes.



## Recovery and resiliency

Among the first companies in the managed care field to recognize the pivotal and growing role of peer support specialists, we work with hundreds of certified peer support specialists in innovative ways to support members on their road to recovery.



## Targeted interventions

Members' disease-specific behavioral health and psychosocial needs are addressed using validated behavioral health assessments, clinical pathways and condition-specific interventions.



## Streamlined utilization management

Expanded self-service capabilities and utilization management focused on the most complex situations allow us to increase clinical support for providers, improve efficiency and reduce provider abrasion.



## Value-based arrangements

Magellan closely collaborates with community stakeholders and providers in aligning incentives and reimbursement with high-quality services to improve member outcomes.