



MAGELLAN BEHAVIORAL HEALTH OF PENNSYLVANIA, INC.
LV CARE MANAGEMENT CENTER

IMPACT PROGRAM
INTEGRATED MAGELLAN PROVIDER AND CONSUMER TEAM

- **Dedicated Intensive Care Management Program** for both Children and Adults

- **High Risk members include:**
 - Any child under the age of 12 years who has an admission to an Acute Hospital.
 - Any member with a diagnosis of Bipolar or Schizophrenia and 2 admissions to an Acute Hospital within 60 days.
 - Any woman who is pregnant and abusing substances.
 - Customer/Clinical Specific Requests

- **IMPACT CARE MANAGERS**
 - Requests Consumer's participation in Program
 - Develop a comprehensive plan to identify the consumer's triggers, background, history as well as strengths and support systems
 - Identifies with the consumer, functional areas that can help keep the member in the community, such as, a support system, connection to ICM, help identifying transportation, housing , etc.
 - Develops a SUPPORT PLAN and sends to consumer while they are in the hospital or to the guardian if a child in AIP or RTF. Actively involves Intensive Case Manager and collaborates for a supportive discharge plan.
 - Attends Treatment/Discharge meetings when appropriate to provide additional support for the Consumer
 - Telephonically discusses consumer's aftercare plan and future contacts
 - Assures linkages to all related agencies involving the consumer (CTT, MH/MR, D&A, JPO, C&Y, etc)
 - Works collaboratively with MBH IMPACT Follow Up Specialist to maintain routine contacts or obtain additional information

- Convenes monthly meetings, if necessary to coordinate/lead interagency meetings
- Upon discharge from the program (90 days community tenure) administers Questionnaire to obtain consumer's satisfaction with the program. This survey will be changing in 2007, will begin using the SF BH survey once training from Corporate Magellan is completed.

➤ **OUTCOME MEASURES**

- 90 days community tenure
- Reduction in AIP readmissions
- Reduction of hospital days pre and post IMPACT enrollment