



Outcomes360: Magellan's Approach to Measurement

We use the process of obtaining self-reported outcomes data to empower individuals, create person-centered treatment plans, and strengthen alliances.

Consumer Health Inventory (CHI) & Consumer Health Inventory-Child (CHI-C)

- Brief self-report by recipients of behavioral health services or their caretakers.
- Scientifically validated tools, created with nationally recognized partner Quality Metric.
- Tools are free, and available in English and Spanish.
- Tools bridge a critical gap by including physical and behavioral health and functioning.
- Discuss real-time reports in session, and integrate findings into ISPs.
- Providers can access aggregate reports online to examine consumer, agency and population health trends.

Process

- At intake and related to treatment planning, adults complete the CHI and caretakers complete the CHI-C.
- Easy Web-based administration in minutes, with reports available immediately.
- Option to print a unique fax for an individual to complete, to support field-based work.
- To get started, obtain a user name and password from your agency's group administrator to use on www.MagellanHealth.com/provider.
- To launch Outcomes Tools, begin by clicking on "Manage Outcomes."
- If your agency has elected to administer the CHI to both public sector and commercial Magellan consumers, select "Medicaid" when prompted.
- Once you have securely accessed the site of our partner, Quality Metric, turn over the computer to the individual completing the tool.
- After all items have been answered, the individual clicks to print the reports for use in the current session.
- To view member or aggregate reports at a later time, click on "Manage Outcomes."

Training & Support

- For more information, please visit our Outcomes Library at: <https://www.magellanprovider.com/MHS/MGL/education/outcomes/index.asp>
- The *Provider Guides* for the CHI and the CHI-C include background on psychometric properties, reports, and clinical use.
- Additional training materials and technical support are also available.