Magellan Behavioral Health in Louisiana Announces Louisiana Warmline Contract Award

Recovery and Resiliency, as part of Magellan Behavioral Health in Louisiana, is excited to announce the Louisiana Warmline contract award to START Corporation in Houma, Louisiana. This award comes following review of ten very competitive proposals submitted in response to Magellan’s RFP released this past summer. START Corporation has a history of employing peers and offers a variety of services which support the Magellan and LBHP goals of recovery and resiliency.

Development of the peer-centered Louisiana warmline was a result of a collaborative year-long process of Peer Support Specialists and Stakeholders from across Louisiana working side-by-side with Magellan’s Recovery and Resiliency during all phases. The result is a warmline meeting the goal of offering non-crisis telephonic peer-to-peer support. The Louisiana Warmline will be staffed and supported by peers who are certified as Peer Support Specialists and most recently as Warmline Peer Support Operators. The final program launch plans are now underway by START Corporation and Magellan, and the projected go-live is set for the end of this year.

Visit the START Corporation homepage for more information on the history and services of this partner organization.

Watch for future announcements on Louisiana’s Peer-Centered Warmline!
A Substance Use Residential Facility for Youth ages 18-20

As discussed in the December 2012 issue of the Partnership Provider News, the Louisiana Behavioral Health Partnership (LBHP) brought us an expanded definition of youth to include birth to age 21. This new age range paved the way for youth with Medicaid to receive the expanded services of the LBHP service array all the way through the age of 20.

Unfortunately, this expanded definition of youth had an unintentional impact on Residential Substance Use Treatment Facilities. Under the new Medicaid services, the 18-20 age group is technically considered youth, so facilities with more than 16 beds were no longer able to admit this age group into care, and those facilities licensed as youth facilities are understandably hesitant to mix the 18-20 age group with younger adolescents.

To meet this unique need of substance use residential services to youth ages 18-20, New Day Recovery opened its doors in the Monroe area and became contracted within the LBHP in late Fall 2012. Since its opening, New Day Recovery has been providing residential, detox, and IOP services to our members, and they received their three year CARF Accreditation in this past August. Dr. Rob Hanser (LPC), Clinical Program Director, shares that "focusing on quality care and building real partnerships with other providers in Louisiana is the key to a strong program."

Congratulations to New Day Recovery as they celebrate their first anniversary!

Direct referrals to New Day can be made by contacting Kathy Cleveland at (318) 855-8773, ext 101. Doug Pollock, Administrator, is also available for questions or request for tours ((318) 855-8773, ext 107).

Professional Journal Articles Are a Valuable Resource in a Managed Care World

Professional journal articles can be a rich resource for staff and program development. When reviewing articles, apply the simple rule - Can this information help my organization in a meaningful way to be a better provider of care? If the answer is yes, then you found an article with value to you. A brief review of the literature brought two such examples to the forefront.

In the article Optimizing Managed Care Peer Reviews: Turning a "Doc to Doc" Talk Into Better Advocacy for Psychiatric Inpatients, the authors provide very helpful "Do's and Don'ts" which go beyond the level of
care guidelines (LOCGs) that we all recognize as the foundation of these reviews. Below is a brief sampling of the authors' suggestions.

Among the "Do's" presented, providers should emphasize the prevention of future readmissions when this history is part of the clinical picture. For example, a patient frequently expressing suicidality should be addressing the concern of self-harm as a coping strategy in his/her treatment plan. This patient's treatment should begin the process of moving beyond the alleviation of symptoms. Another "Do" is in regards to accentuating important (and relevant) updates. Continued inpatient treatment could be justified when a denied sexual abuse has just been acknowledged or a loved one is about to confront a patient over serious allegations.

The authors also provided some helpful "Don'ts" when justifying continued hospitalization. Although it would be hard to disagree that another few weeks of sobriety would help a patient struggling with alcoholism, time itself should not be used as though it where treatment. It's also important to recognize that discharge barriers, while they may provide for an extra day or two, are not strong justifications for extended hospitalizations. Providers should plan early for possible discharge barriers, such as transition into a supportive living environment.

In the study How Social Workers Cope with Managed Care, the author highlights the importance of how we analyze and cope with the stress - professionals who rely more heavily on emotion-focused coping are more likely to experience burnout. Professional development opportunities which focus on different coping styles can help professionals realize more satisfaction and empowerment in the very important work they do.

Review these articles firsthand to see how they may be of help to you, and make journal reviews a part of your routine professional workout.


We want your input!
Is there a topic you would like to see discussed in future issues of this Newsletter? Please submit your ideas here.

If you are in need of specific network assistance, please contact your Provider Relations Liaison (PRL) at 1-800-424-4399.

Don't forget to visit us online for information on free professional webinars, trainings, resources and announcements.

Magellan All-Provider Conference Calls:

- Every Thursday, 12 noon to 1 pm.
- Call into 1-888-205-5513 (pass code: 827176)

Magellan Behavioral Health is the State Management Organization (SMO) contracted to manage the behavioral health services
of the Louisiana Behavioral Health Partnership (LBHP). The LBHP is the system of care for Medicaid and non-Medicaid adults and children who require specialized behavioral health services, including those children who are at risk for out of home placement under CSoC. The LBHP includes participation of Magellan, OBH, Medicaid, Office of Juvenile Justice (OJJ), Department of Children and Family Services (DCFS), and Department of Education (DOE), who together form the Partnership.

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