Magellan Community Connection

Fall 2026

Stay informed and connected!

Get useful tips, updates, and resources in the fall issue of the *Magellan Community Connection*!

This quarterly newsletter is designed just for Idaho Behavioral Health Plan (IBHP) members. Whether you're looking for wellness tips, health plan information, or useful tools, we're here to support you and help you stay informed and connected.

How Wraparound helps youth and families succeed

The 10 Principles of Wraparound help make this approach different from other care planning meetings. They keep the focus on what matters most to youth and families and help ensure families have a voice in the support they receive.

This month, we're highlighting the final three principles:

Individualized

Every youth and family is different. That's why Wraparound creates a plan based on each family's unique strengths, needs, and goals. Instead of using the same approach for everyone, the team works with the family to build a plan that fits their situation and helps them succeed.

Outcome Based

Wraparound focuses on clear goals and positive outcomes. The team starts with a vision of what success looks like and creates a plan to help get there. Progress is tracked along the way so the team can celebrate successes, make changes when needed, and ensure the plan is working for the youth and family.

Persistence

Challenges are a normal part of any journey. In Wraparound, team members stay committed to helping families reach their goals, even when obstacles arise. Rather than viewing setbacks as failures, the team learns from them, adjusts the plan, and keeps moving forward until they find what works.

For youth and families, these principles mean receiving support that is personalized, goal-focused and built on a commitment to never give up. Together, they help create stronger outcomes and lasting success.

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Reminder: The 10 Principles are more than ideas. They are the foundation of effective, family-driven Wraparound services.

Interested in learning more? Join a Wraparound 101 training through the Idaho WInS Wraparound Competency Center, contact your local Wraparound provider or email Wraparound@dhw.idaho.gov with questions.

Quality Corner: Meet Magellan's new quality manager

This quarter, we're excited to introduce Jennifer Pritchard, MA, LCPC, LPCC, Magellan's quality manager. Jennifer helps make sure members receive safe, effective, high-quality behavioral healthcare. She reviews the quality of services members receive, works with providers to improve care and leads projects that help improve health outcomes across Idaho.

Jennifer brings many years of experience in behavioral healthcare, clinical leadership and substance use disorder treatment. As a licensed clinical counselor in both Idaho and California, she understands the challenges members and families face and uses that knowledge to help improve the quality of care available throughout the state.

Why does this matter to members? Jennifer's work helps ensure services meet quality standards, providers have the support they need, and members receive the right care at the right time. Her focus on continuous improvement helps Magellan strengthen services and support better outcomes for Idaho members and their families.

We are proud to have Jennifer's expertise and leadership on Magellan's Quality team.

Connecting families to resources

Magellan's *Resources in the Lobby* program helps connect youth, families, and visitors at Cottonwood Creek Behavioral Hospital with community resources and support. The program is available during youth visiting hours on the first Wednesday of each month.

Families can meet with a Magellan Family Support Navigator. This is a Certified Family Support Specialist who has personal experience caring for a child with mental health needs and is specially trained to help families find services and navigate support systems.

In its first year, *Resources in the Lobby* made 114 connections to community resources, helping families find information, services, and support close to home. By connecting families with the right resources, the program helps them feel more informed, supported and prepared to meet their needs.

Regional Medicaid offices

All offices are open Monday – Friday, 8 a.m. to 5 p.m.
Statewide Medicaid helpline: **1-877-456-1233**
Some services are only available by phone. Please call before going to an office.

Region 1

Coeur d'Alene - Ironwood Building
1120 Ironwood Dr.
Coeur d'Alene, ID 83814

Kellogg Office
35 Wildcat Way, Ste. B
Kellogg, ID 83837

Sandpoint and Ponderay Office
207 Larkspur St.
Ponderay, ID 83852

Region 2

Grangeville - Camas Resource Center
216 South C St.
Grangeville, ID 83530

Lewiston – State Office Building
1118 F St.
Lewiston, ID 83501

Moscow Office
1350 Troy Hwy.
Moscow, ID 83843

Region 3

Caldwell Office
3402 Franklin Rd.
Caldwell, ID 83605

Payette Office
515 N 16th St.
Payette, ID 83661

Region 4

Boise – Westgate Building
1720 Westgate Dr.
Boise, ID 83704

Mountain Home Office
2420 American Legion Blvd.
Mountain Home, ID 83647

Region 5

Burley Office
2241 Overland Ave.
Burley, ID 83318

Twin Falls – Pole Line Building
601 Pole Line Rd.
Twin Falls, ID 83301

Region 6

Pocatello – Horizon Building
1090 Hiline Rd.
Pocatello, ID 83201

Blackfoot – Blackfoot Services Complex
701 E Alice St.
Blackfoot, ID 83221

Region 7

Idaho Falls Office
150 Shoup Ave.
Idaho Falls, ID 83402

Rexburg Office
333 Walker Dr.
Rexburg, ID 83440

Salmon – Field Office
111 Lillian St., Ste. 104
Salmon, ID 83467

Regional health district offices

Region 1

Panhandle Health District
8500 N Atlas Rd.
Hayden, ID 83835
Phone: 208-415-5101

Region 2

Public Health-Idaho North Central District
215 10th St.
Lewiston, ID 83501
Phone: 208-799-3100

Region 3

Southwest District Health
13307 Miami Ln.
Caldwell, ID 83607
Phone: 208-454-7722

Region 4

Central District Health
707 N Armstrong Pl.
Boise, ID 83704
Phone: 208-375-5211

Region 5

South Central Public Health District
1020 Washington St. N
Twin Falls, ID 83301
Phone: 208-737-5900

Region 6

Southeastern Idaho Public Health
1901 Alvin Ricken Dr.
Pocatello, ID 83201
Phone: 208-233-9080

Region 7

Eastern Idaho Public Health
1250 Hollipark Dr.
Idaho Falls, ID 83401
Phone: 208-522-0310

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Idaho Recovery Community Centers

Idaho's network of recovery centers provides safe, supportive spaces for people in, or seeking, substance use recovery. These centers offer peer support, education, and wellness activities that help people maintain sobriety, build connections, and achieve long-term recovery.

Region 1
208 Recovery Center
1121 E Mullan Ave., Ste 201
Coeur d'Alene, ID 83814
Phone: 208-261-1015
Website: **208recovery.org**

Region 2
Latah Recovery Center
531 S Main St.
Moscow, ID 83843
Phone: 208-883-1045
Website: **latahrecoverycenter.org**

Region 2
First Step 4 Life Recovery Center
1448 G St.
Lewiston, ID 83501
Phone: 208-717-3881

Region 2
Upriver Youth Leadership Council
413 Main St.
Kamiah, ID 83536
Phone: 208-743-0392

Region 3
Gem County Recovery Center
115 S McKinley Ave
Emmett, ID 83617
Phone: 208-398-5151
Website: **gemrecovery.org**

Region 3
Southwest Idaho Recovery Center
204 9th Ave. S
Nampa, ID 83651
Phone: 208-505-5497
Website: **sircc-tencsinc.com**

Region 3
Recovery Oriented Community
100 Illinois Ave.
Council, ID 83612
Phone: 208-500-3035
Website: **theroc.center/therocincouncil**

Region 4
P.E.E.R Wellness Center
8515 W Overland Rd.
Boise, ID 83709
Phone: 208-991-3681
Website: **peerwellnesscenter.org**

Region 4
Recovery Oriented Community
200 E Park St.
McCall, ID 83638
Phone: 208-278-7977
Website: **theroc.center**

Region 5
Recovery in Motion
560 Shoup Ave.
Twin Falls, ID 83301
Phone: 208-712-2173
Website: **recoveryinmotionrcc.org**

Region 6
Center for Hope - South
209 Idaho St.
American Falls, ID 83211
Phone: 208-226-4873
Website: **centerforhopeif.org**

Region 6
Center for Hope - Satellite
168 S Main St.
Soda Springs, ID 83276
Phone: 208-589-7432
Website: **centerforhopeif.org**

Region 6
Center for Hope - Satellite
181 NW Main St.
Blackfoot, ID 83401
Phone: 208-417-1749
Website: **centerforhopeif.org**

Region 7
Center for Hope
530 E Anderson
Idaho Falls, ID 83401
Phone: 208-538-1888
Website: **centerforhopeif.org**

Region 7
Center for Hope - Satellite
859 S Yellowstone
Rexburg, ID 83440
Phone: 208-821-0067
Website: **centerforhopeif.org**

IBHP Resources

Have questions? Call the member helpline anytime at **1-855-202-0973 (TTY 711)** or visit **MagellanofIdaho.com**.

Learn more about services covered by the IBHP

1. Visit **MagellanofIdaho.com**.
2. Click the *For Members* tab.
3. See *Benefits and Services.*

Find an IBHP provider

1. Visit **MagellanofIdaho.com**.
2. Click *Find a Provider* at the top of the page.

View the Member Handbook

1. Visit **MagellanofIdaho.com**.
2. Click the *For Members* tab.
3. See *Member Handbooks and Forms*.

Know your Member Rights and Responsibilities

1. Visit **MagellanofIdaho.com**.
2. Click the *For Members* tab.
3. See *Rights and Responsibilities*.

Report fraud, waste, and abuse

Call the Special Investigation Unit helpline at 1-800-755-0850 (TTY 711) OR
Email Magellan's Corporate Compliance Unit at Compliance@MagellanHealth.com

Youth Empowerment Services

Visit Yes.Idaho.gov.

If you would like the Member Handbook mailed to you, call the member helpline.

Follow us on Facebook!

Magellan Healthcare of Idaho

Crisis information

A mental health crisis is when someone's thoughts, feelings, and behaviors put them at risk of harming themselves or others. It can also occur when someone is unable to function daily or take care of themselves.

If you or someone you know is in crisis, call or text **988** to reach the **Idaho Crisis and Suicide Hotline**. Help is available all day, every day.

Call 988

24 hours a day
7 days a week

Youth crisis centers

Clarvida Youth Support Center

Ages 5 – 9 (Resources only)
Ages 10 – 17 (Full service)
9196 W Emerald Ste. 100
Boise, ID 83704
Phone: 1-833-527-4747 (TTY 711)

ProActive Youth and Family Support Center

Ages 5 – 17
264 Main Ave. S
Twin Falls, ID 83301
Phone: 208-969-9841 (TTY 711)

Rise Up Teen and Child Crisis Center of East Idaho

Ages 5 – 17
1140 Science Center Dr.
Idaho Falls, ID 83403
Phone: 208-826-0994 (TTY 711)

Western Idaho Youth Support Center

Ages 5 – 17
308 E Hawaii Ave.
Nampa, ID 83686
Phone: 208-899-4727 (TTY 711)

Adult crisis centers

Behavioral Health Crisis Center of East Idaho

1650 N Holmes Ave.
Idaho Falls, ID 83401
Phone: 208-522-0727 (TTY 711)

Clarvida Community Crisis Center of Southwest Idaho

7192 Potomac Dr.
Boise, ID 83704
Phone: 833-527-4747 (TTY 711)

Crisis Center of South Central Idaho

570 Shoup Ave. W
Twin Falls, ID 83301
Phone: 208-772-7825 (TTY 711)

Northern Idaho Crisis Center

2301 N Ironwood Place
Coeur d'Alene, ID 83814
Phone: 208-625-4884 (TTY 711)

Rural Crisis Center Network

Lewiston, Orofino & Moscow, ID
Phone: 877-897-9027 (TTY 711)

Southeast Idaho Behavioral Crisis Center

1001 N 7th Ave. N, Ste. 160
Pocatello, ID 83201
Phone: 208-909-5177 (TTY 711)

Western Idaho Community Crisis Center

524 Cleveland Blvd., Ste. 160
Caldwell, ID 83605
Phone: 208-402-1044 (TTY 711)

Magellan HEALTHCARE