

Magellan hosted a provider town hall in December

Magellan Behavioral Health of Pennsylvania (Magellan) hosted a provider town hall virtual meeting on December 16. Approximately 120 providers and local stakeholders attended.

The town hall offered an opportunity for Magellan leadership to provide updates on the organization's key priorities and initiatives, including integrated models of care and whole person solutions. Updates regarding language needs, resources and trainings; incident reporting; compliance emails; Intensive Behavioral Health Services (IBHS), ASAM and Centers of Excellence (COE), evidence-based best practices; customer service assessment audits; Quality Improvement Network oversight participation; and routine management of a provider service record were also discussed.

The staff presentations were led by Mitch Fash, network manager, and included representatives from quality, customer care, clinical, network, and compliance.

If you were unable to attend this town hall, the full presentations can be found on Magellan's [website](#).