

Magellan and DUOS Expand Their Relationship to Offer Older Adult Support in More Counties

In July 2021, Magellan launched a 6-month pilot program in Northampton County with [DUOS](#), a digital health company focused on helping older adults stay connected and age independently while easing the strain on caregivers. The primary purpose of the pilot program was to bring care coordination to older adults in a personal and holistic way, while positively impacting social determinants of health (SDOH) as possible. At the end of the pilot program, it was mutually determined that the results were encouraging, and that the DUOS service should continue in Northampton County. In addition, two new pilot programs were scheduled for other counties so that more older adults could have access to the opportunities offered by DUOS. In May 2022, Magellan and DUOS launched a pilot program in Bucks County and in July 2022, a pilot program will launch in Montgomery County.

Many individuals over 60 have significant SDOH challenges such as poverty, food insecurity, housing instability, and lack of transportation. These challenges combined with chronic conditions and functional impairments may prevent them from aging in place, lessen their quality and duration of life, and contribute to caretaker burden.

With these unfortunate realities affecting many residents in Pennsylvania, the DUOS program is uniquely able to offer a personal touch through a Duo as a personal assistant to connect with the older adult on a weekly basis or as necessary. The Duo provides companionship and care coordination while managing challenges that typically include social isolation, healthcare access, and behavioral health needs. Regular service requests of the Duo include coordinating transportation, ordering groceries online, and navigating complicated health related matters. In addition, having a reliable professional willing to offer help with a variety of challenges, often creates a special bond between the older adult and the Duo.

“By working with DUOS, we are enhancing our behavioral health offerings while addressing the health and wellness needs for our members,” said Jim Leonard, chief executive officer, Magellan Behavioral Health of Pennsylvania. “As we focus on the social determinants of aging, it’s a crucial opportunity for us to meet members where they are in their healthcare journey and help them achieve a healthy, vibrant life.”

To learn more about DUOS in each of the counties listed above, please send an email to MBHofPA@magellanhealth.com.