

# Member Newsletter

Magellan Healthcare, Wyoming's Care Management Entity

## Support is key to achieving your dreams

**Accomplishing a goal is easiest when you have support. Even the smallest, most specific goal is more easily achieved when there is someone in your corner cheering you on.**

When your family is in crisis, your goals can seem large and unreachable. At times like these, having a support system in place is necessary. Support can come in many forms. It can include:

- Family members
- Friends
- Neighbors
- Co-workers
- Clergy or church members

### But what do you do if there is no one you can call?

Family Support Partners (FSPs) serve a vital role in the High Fidelity Wraparound process. They provide direct support to you and your family. They are people who have similar lived experience and can give advice on what worked for them. They can help you navigate all the resources that are available. Most importantly, they can help you find your voice and advocate for what is best for you and your family.

A FSP can also help you identify the natural supports that are around you. They can help you reach out and establish relationships so you have people who you can call when you need help or just need a break.

Achieving the dreams you have for yourself and your family is possible. Sometimes we all just need a little support.

*Are you interested in becoming a FSP? Contact us at [WYProvider@MagellanHealth.com](mailto:WYProvider@MagellanHealth.com) today.*



## New peer support videos

New videos feature our peer supporters. They have mental health or substance use issues. And they are doing well in recovery. They help others get better.

Learn more about peer support services:

- Watch the videos.
  - Go to [MagellanHealth.com/Training](http://MagellanHealth.com/Training).
  - Click on "Learning Opportunities."
- Talk to your provider.
- Call us at 1-855-883-8740.

## Community updates straight to your inbox

Magellan in Wyoming sends out a monthly e-newsletter. This e-newsletter includes community updates and resources, information on HFWA and tips on healthy living.

You can sign up to receive this monthly update by visiting [MagellanofWyoming.com](http://MagellanofWyoming.com) and clicking "Subscribe to our monthly e-newsletter" on our homepage.



## Magellan shares its approach to managing care

Every person is unique. Magellan considers this when approaching care. We do this through a model called eMbraceCare. The individual is at the center of care as part of a treatment team. This team includes the following.

- **Magellan.** We oversee the services and offer support.
- **The provider.** The provider gives the member the needed treatment.
- **The individual.** Each person is an active part on their own team.
- **Families.** It is also important for family members to be involved.

Our role is to help members through the stages of treatment. These stages include:

- Finding a provider.
- Providing support during a crisis.
- Approving services.
- Coordinating care based on each person's needs.

Through our model, we:

- Sign members up for the right kind of treatment. We make sure they receive the support they need from the start.
- Work with providers to make sure treatment is easy to access. We also respect each person's:
  - a. Culture.
  - b. Preferences.
  - c. Goals.
- Coordinate care for each individual. Some may not need as much care coordination. Others may need more. The type of services we offer depends on what each person needs to achieve wellness.
- Track progress to make sure our services are helping. We always want to improve.

We empower individuals to live meaningful lives in the community. We want you to achieve your goals. And we support you in living up to your full potential.

Visit Magellan in Wyoming's website for more about the benefits available to you.

## Finding community-based services

High Fidelity Wraparound is a community-based process. It assists families with identifying community supports as well as growing natural supports. These people will continue to help your family long after the official High Fidelity Wraparound process has ended.

Having a team is vital to the High Fidelity Wraparound process. We have providers all over Wyoming. We also have telehealth options that make all the providers in the state available to you. No matter where you live, help is within your reach.

### How to find a provider

- Call us at 1-855-883-8740. We can help you find a provider that meets your needs.
- Visit our website and use our Provider Search tool. This tool can help you choose your providers more easily. It can also help you find someone who fits your unique needs.
  1. Visit [MagellanofWyoming.com](http://MagellanofWyoming.com).
  2. Select "Find a Provider."
  3. Click on "Provider Search."
  4. Enter your ZIP code and provider preferences.

## Contact us

Office Hours:

M – F, 9 a.m. to 5 p.m. MST. Emergency services are available 24 hours a day.

Toll-free: 1-855-883-8740

TDD/TTY: 1-800-424-6259

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