

NEWS RELEASE

Media Contact: Lilly Ackley, ackleyl@magellanhealth.com, (860) 507-1923

Investor Contact: Joe Bogdan, jbogdan@magellanhealth.com, (860) 507-1910

Wyoming's High Fidelity Wraparound Program Exceeds National Standards

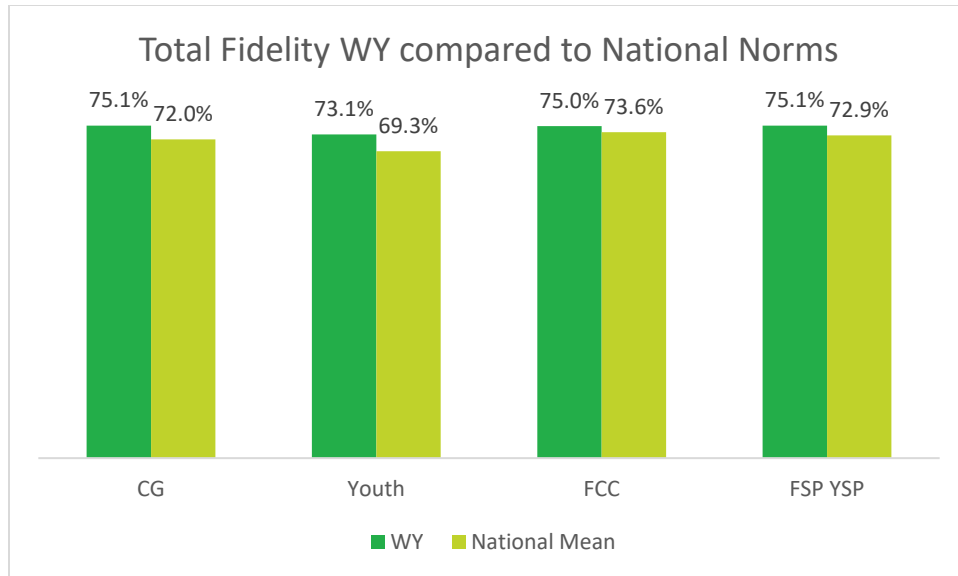
Cheyenne, Wyo. – September 26, 2019 – Wyoming's High Fidelity Wraparound program continues to exceed national norms for youth that struggle with mental or behavioral health concerns. Operated by Magellan Healthcare, Inc. through a collaboration with the Wyoming Department of Health, Division of Healthcare Financing (Medicaid), Wyoming's High Fidelity Wraparound program shows Wyoming exceeding national fidelity norms by approximately three percent overall.

"High Fidelity Wraparound is a national model designed to build teams of support to manage day-to-day challenges of children, youth and their families that have mental or behavioral health concerns," Tammy Cooley, Senior Director of Operations for Magellan Healthcare, said. "What these fidelity scores mean to us is that Wyoming's High Fidelity Wraparound program is exceeding expectations when compared to the national High Fidelity Wraparound model."

Fidelity is measured both in Wyoming and nationally by gathering feedback from families and their High Fidelity Wraparound providers on the following key elements:

- The Extent of Natural and Community Supports
- Needs-Based Circumstances
- Outcomes-Based Goals
- Strength- and Family-Driven Decisions
- Effective Teamwork

Fidelity data that makes up Wyoming's fidelity score is collected from satisfaction surveys collected from care givers (CG), youth participants and providers of High Fidelity Wraparound. Providers can be Family Care Coordinators (FCC) who are responsible for writing and tracking plans of care for youth participants, and Family Support Partners (FSP) and Youth Support Partners (YSP) who play important, empowering roles on wraparound teams. The following table illustrates Wyoming's fidelity scores compared to national norms by the groups of those who responded to the survey:



The satisfaction survey, termed the Wraparound Fidelity Index, Short Form (WFI-EZ), is designed to assess the extent to which the core activities of wraparound are being implemented in service delivery, according to the model defined by the National Wraparound Initiative (www.nwi.pdx.edu). The purpose of the survey is to determine the extent to which the services and supports that are being received by children, youth and families enrolled in Wyoming’s High Fidelity Wraparound adhere to those primary activities of the wraparound process on an individual youth or family basis, and explore caregiver and youth satisfaction as well as youth outcomes.

Barbara Dunn, director of program innovation and outcomes, Magellan Healthcare, and the author of the 2019 Wyoming Wraparound Fidelity report, said, “Our high fidelity marks are attributed to our focus on coaching and continued education with our High Fidelity Wraparound providers.”

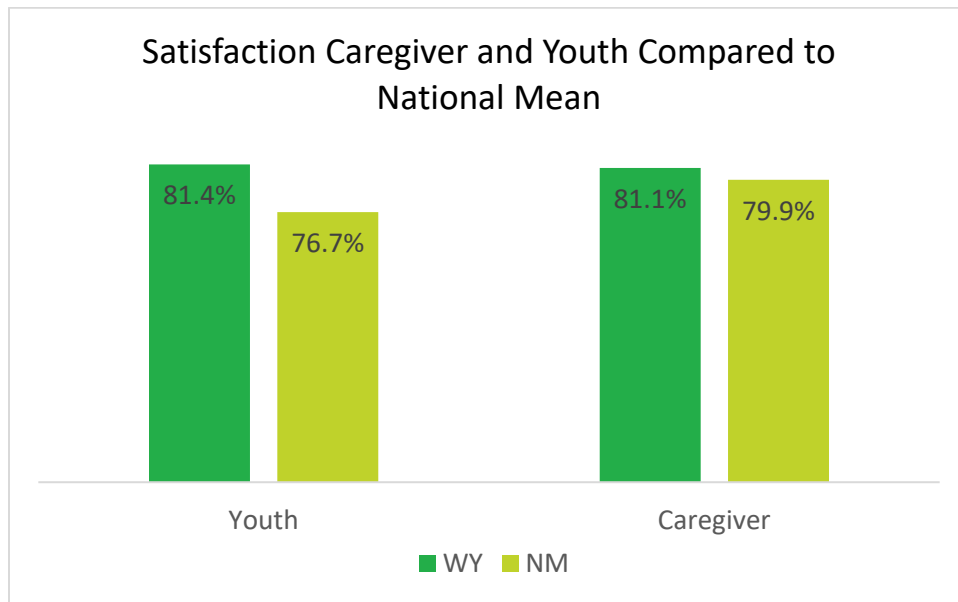
Wyoming’s High Fidelity Wraparound program certifies its providers, and offers ongoing group and one-on-one coaching as those providers help families. Providers are then required to undergo a recertification process annually. This requirement is unique to Wyoming.

As a result of High Fidelity Wraparound, the 2019 survey reported additional outcomes for youth participants:

- 11 percent of youth were placed for some time in an institution, such as detention, residential treatment facility, group home or hospital, compared to a national mean of 21 percent.
- 9 percent were reported to have visited an emergency room for a mental health problem, compared to a national mean of 13 percent.
- 16 percent were reported to have experienced a negative contact with police, compared to a national mean of 21 percent.

- 17 percent of youth were reported to have experienced a suspension or expulsion from school, compared to a 24 percent national mean.

In addition to all of these outcomes, youth and families that have participated in Wyoming’s High Fidelity Wraparound typically report high satisfaction with their wraparound experiences. The below table shows those satisfaction levels compared to the national mean:



“Overall, this year’s Fidelity Report shows that Wyoming’s High Fidelity Wraparound program is having a substantial influence on keeping youth with mental and behavioral health concerns in their homes, in their schools and in their communities,” Cooley added, “And that’s where these families can start to heal.”

For more information about Wyoming’s High Fidelity Wraparound program, please visit www.MagellanOfWyoming.com.

About Magellan Health: [Magellan Health, Inc.](http://MagellanHealth.com), a Fortune 500 company, is a leader in managing the fastest growing, most complex areas of health, including special populations, complete pharmacy benefits and other specialty areas of healthcare. Magellan supports innovative ways of accessing better health through technology, while remaining focused on the critical personal relationships that are necessary to achieve a healthy, vibrant life. Magellan's customers include health plans and other managed care organizations, employers, labor unions, various military and governmental agencies and third-party administrators. For more information, visit MagellanHealth.com.

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