



# Magellan provider website orientation

[www.MagellanProvider.com](http://www.MagellanProvider.com)

February 2023



# MagellanProvider.com

## Features:

- User guides/demos
- National provider handbook and supplements
- *Provider Focus* newsletter
- Eligibility and benefits (on Availity Essentials portal)
- Authorization inquiry
- Provider Data Change Form
- Provider Profile
- Claims inquiry (on Availity Essentials portal)
- Electronic claim submission
- EDI Testing Center
- Companion guides for various transaction types
- HIPAA billing code set guides
- EAP information and forms
- EAP online billing
- Clinical practice guidelines
- Medical necessity criteria



# Agenda

## MagellanProvider.com

*Your toolkit for serving Magellan members*

## Where to get information

- Provider handbooks and supplements
- State- and plan-specific information
- EAP information
- How to enroll in electronic funds transfer (EFT)
- Clinical practice guidelines
- Medical necessity criteria
- Online demos
- Other information to support your practice

## How to sign in

- Provider sign in
- My Practice menu
  - *Administrator setup*

## How to access services

- Check member benefits and eligibility (on Availity Essentials portal)
- Lookup plan contact information
- Submit claims – three electronic options
  - *Submit a claim online – Claims Courier*
- View claim status (on Availity Essentials portal)
- Submit an appeal/dispute document
- Request/view authorizations
- Check secure messages
- Display/edit practice information
- Complete your Provider Profile

## Provider Focus

*News and information for Magellan network providers*

# MagellanProvider.com: Your toolkit for serving Magellan members

## > Where to get information

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> How to sign in

> How to access services

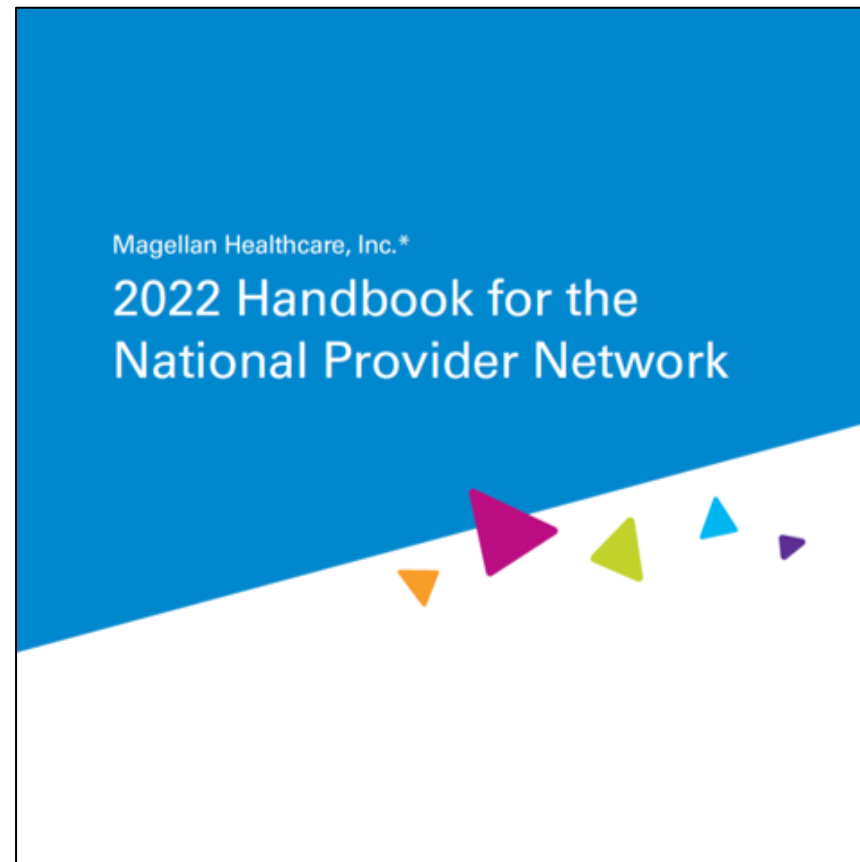
> What is *Provider Focus*?



# Provider handbooks and supplements

News & Publications
Handbooks
State-, Plan- & EAP-Specific Information
Provider Focus
Spotlight

- From the *News & Publications* tab on the menu bar, select *Handbooks*.
- Review the Magellan National Provider Handbook, including appendices, and supplements.



# State- and plan-specific information

<b>News &amp; Publications</b>
Handbooks
<b>State-, Plan- &amp; EAP-Specific Information</b>
Provider Focus
Spotlight

- Choose *State-, Plan- and EAP-Specific Information* for policies applicable to your service region and/or health plan.

## State-, Plan- and EAP-Specific Information

Click below to view handbook supplements, forms, and additional tools and information available for your use in serving members of specific health plans or in certain states.

Providers must be familiar with and follow the policies and procedures contained within all applicable supplements to Magellan's National Provider Handbook.

### Plan-Specific Information

- [Healthcare Exchanges](#) (PDF)
- [AmeriHealth](#)
- [Blue Shield of California](#)
- [CarePlus](#)
- [Devoted Health](#)
- [Doctors HealthCare Plans \(Miami-Dade County, Florida\)](#)
- [Health First Health Plans](#)
- [Health Partners](#)
- [Independence Blue Cross](#)
- [Kaiser Permanente \(Washington\)](#)
- [Louisiana Coordinated System of Care](#)
- [MedStar Family Choice](#)
- [Pennsylvania HealthChoices](#)
- [Presbyterian Health Plan of New Mexico](#)
- [Texas Medicaid](#)
- [US Family Health Plan](#)
- [Virginia Medicaid and FAMIS](#)
- [Wyoming Care Management Entity](#)
- [Yale Health Plan](#)

### State-Specific Information

- [State False Claims Laws](#) (PDF)
- [California](#)
- [Illinois](#)
- [New Jersey](#)
- [New York](#)
- [North Carolina](#)
- [Pennsylvania](#)
- [Texas](#)

### EAP-Specific Information

- [EAP](#)

### Autism-Specific Information

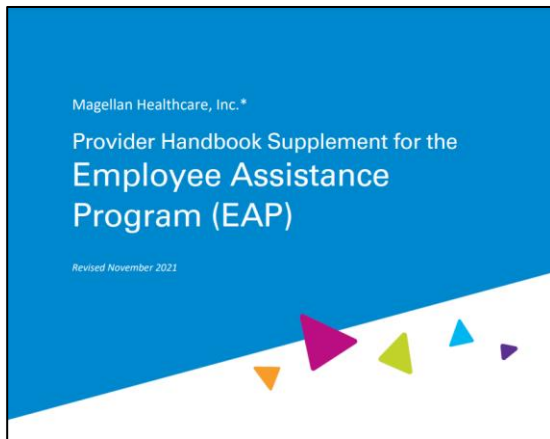
- [Autism](#)

### Military Programs

- [Veterans Disability](#)
- [Military & Family Life Counseling](#)

# EAP information – [MagellanProvider.com/EAP](https://MagellanProvider.com/EAP)

- If you are an EAP provider, review the national handbook’s EAP Supplement and appendices.



## EAP Provider Handbook Supplement

[EAP Handbook Supplement](#) (PDF)

### Appendices

- Appendix A [EAP Forms](#)
- Appendix B [FAQ](#) (PDF)
- Appendix C [Member Rights Policy](#) (PDF)
- Appendix D [Critical Incident Response Handouts](#)
- Appendix E Customized Program: [FOH](#) (PDF)
- Appendix F [EAP Audit Tool](#) (PDF)
- Appendix G [Threat of Violence Grid](#) (PDF)
- Appendix H [Workplace Support Mandatory Referral Process](#) (PDF)
- Appendix I [EAP Guidelines](#) (PDF)

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## Registering EAP Cases Online

When a member contacts Magellan for EAP services, we provide them with a MAT (case) number that they can give to you. **When you – the treating provider – receive a member-supplied MAT number, you use that number to register the member via our provider website.**

Our [EAP registration tip sheet](#) (PDF) takes you step by step through the secure, online registration process.

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## Viewing EAP Registration Packets

Providers can view and print EAP member registration packet documents securely online. [Read more.](#)



[Join the network!](#)



New EAP provider?  
[Download your welcome packet](#) (PDF)  
to get started!

# Enroll in electronic funds transfer (EFT)



Providers must enroll in EFT for Magellan-paid claims

## What are the benefits of EFT?

- Claims payments get to your bank account more quickly than the standard process of mailing and cashing or depositing a check.
- No risk of lost or misplaced checks.
- More time to devote to your practice.
- Go to [MagellanProvider.com/EFT](https://MagellanProvider.com/EFT) for details on enrolling in EFT.

For most plans, you'll access your explanation of benefits (EOB) / explanation of payment (EOP) on:

- [Availity Essentials provider portal](#)
- [ECHO Health provider portal](#)
- (If using a clearinghouse) your clearinghouse's portal.



# Clinical guidelines

The screenshot shows the Magellan Healthcare provider website. At the top right is the Magellan HEALTHCARE logo. Below it is a navigation bar with links: Sign In, Provider Network, Providing Care, Getting Paid, Forms, Education, and News & Publications. A search bar with a 'Go' button is located to the right of the navigation bar. A dropdown menu is open under 'Providing Care', with 'Clinical Guidelines' highlighted in green. On the left, a 'Spotlight On...' section features a graphic of a hand pointing to a network of people icons and text about a new issue and help for wounded warriors. The main content area is titled 'WELCOME PROVIDERS' and includes a 'Sign In' form with fields for Username and Password, and a 'Remember Me' checkbox. Below the welcome message are two columns of links: 'Access Services' (Check Member Eligibility, Submit a Claim, Check Claims Status, Request/View Authorizations, Electronic Funds Transfer, My Notifications) and 'Get Information' (Provider Handbook and Supplements, State- and Plan-Specific Information, EAP Information, Provider Focus newsletter, Clinical Practice Guidelines). A 'PROVIDER focus' logo is visible at the bottom right of the page.

Magellan's clinical guidelines are available on our provider website at [www.MagellanProvider.com/clinicalguidelines](http://www.MagellanProvider.com/clinicalguidelines)

# Clinical practice guidelines

- Magellan develops or adopts clinical practice guidelines (CPGs) to assist you in screening, assessing and treating common behavioral health disorders.

Providing Care
▶ Initiating Care
▶ Request Outpatient Authorizations
▼ Clinical Guidelines
Clinical Monographs
Clinical Practice Guidelines
Medical Necessity Criteria

- Acute stress disorder & post-traumatic stress disorder
- ADHD
- Autism spectrum disorders
- Bipolar disorder
- Depression
- Eating disorders
- Generalized anxiety disorder
- Managing suicidal patients
- Obsessive-compulsive disorder
- Panic disorder
- Schizophrenia
- Substance use disorders

# Medical necessity criteria

- From the *Providing Care* tab, choose *Clinical Guidelines*, then *Medical Necessity Criteria*.
- We use these criteria to determine medical necessity for the disorders listed in the DSM-5™.

## Medical Necessity Criteria

Magellan uses MCG Care Guidelines, along with our proprietary clinical criteria, Magellan Healthcare Guidelines, as the primary decision support tools for our Utilization Management Program. Collectively, they are known as the **Magellan Care Guidelines**.

Effective Aug. 27, 2022 all plans use the 2022-2023 Magellan Care Guidelines unless noted in the State/Client-Specific Criteria section below.

All guidelines meet federal, state, industry accreditation, and customer contract requirements. They are based on sound scientific evidence for recognized settings of behavioral health services and are designed to decide the medical necessity and clinical appropriateness of services.

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### Medical Necessity Criteria (effective Aug. 27, 2022)

The 2022-2023 Magellan Care Guidelines (PDF) include:

- **Magellan Healthcare Guidelines** -- These are publicly available at the link above.
- **MCG Care Guidelines** -- These guidelines are proprietary to MCG Health; to view a copy of a guideline associated with a member's clinical review, contact Magellan at the number on the member's benefit card, and a representative will send you a copy or grant you special online access.

# Online demos

Education
▼ Online Training
▶ Outcomes Library
▶ Member Education Materials
▶ Fraud, Waste and Abuse
▶ Continuing Education
▶ Cultural Competency
▶ Telehealth

- Access our demos of online tools from the *Education* tab, then *Online Training*.
- Self-paced training modules are designed to help you navigate Magellan's web-based applications in the areas of claims, electronic transactions and more.

Sign Out | FAQs | About Us | Home

Magellan HEALTHCARE

MyPractice | Provider Network | Providing Care | Getting Paid | Forms | Education | News & Publications

SEARCH  Go

**My Practice**

- ▶ My Contact List
  - Get My Messages
  - Lookup Contact Info
- ▶ My Authorizations
  - Check Eligibility
  - View Plans
  - View Authorizations
  - Request Care
  - Submit Appeal/Dispute Document
- ▶ My Claims
  - Submit
  - View Denied
  - Online
  - Check Status
  - Submit an EDI Form
  - Submit an Appeal/Dispute Document
- ▶ My EDI
  - Submit EDI Files
- ▶ My Outcomes
  - Manage Outcomes
- ▶ My Status
  - Check Participation

0:08 / 1:08

Wellcome Test Provider

You are viewing information for:  
123456789 TEST PROVIDER (11111000)

[Edit My Profile](#)

**Welcome to the Submit an Appeal/Dispute Document demo!**

**This application allows you to submit documentation to support an appeal/dispute for authorization or claim determinations.**

Listed are the most recent claims received for this TIN (Taxpayer Identification Number).

Date Received	Status	Total Billed	Total Paid	
10/29/2020		\$200.00		<a href="#">Details</a>
10/29/2020		\$200.00		<a href="#">Details</a>
10/29/2020		\$200.00		<a href="#">Details</a>

Service Location

[Display/Edit All Practice Information](#)

[Display/Edit Roster](#)

Sample online demo

## Other information to support your practice

- **Website user guides** - step-by-step instructions on how to complete administrative tasks on MagellanProvider.com. From the *Education* tab, go to *Online Training*.
- Extensive **claims coding information** to support your claims submission process, including companion guides for exchanging HIPAA-compliant EDI transactions with Magellan; DSM and ICD-10 diagnosis codes; CPT procedure codes and more. Go to the *Getting Paid* tab.
- **Tools for EAP reimbursement** are available from the *Getting Paid* tab. Choose *EAP Reimbursement*.

**270/271 HIPAA Transaction  
Abbreviated Companion Guide  
Batch Mode & Real-Time**

**270 Health Care Eligibility Benefit Inquiries**

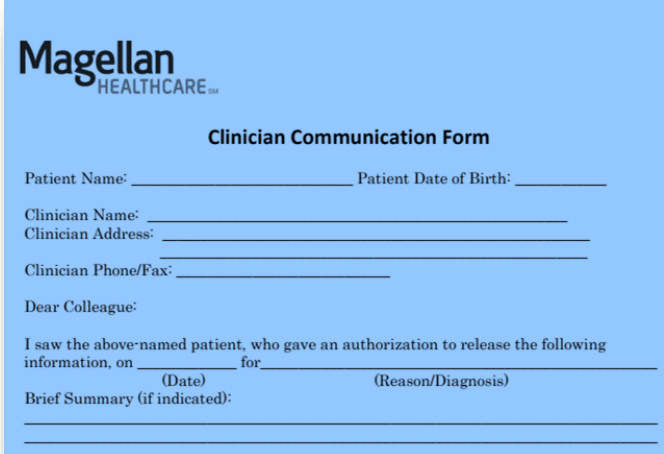
(ASC X12N 5010X279A1)

**271 Health Care Eligibility Benefit Response**

(ASC X12N 5010X279A1)

## Other information to support your practice (cont'd)

- **Clinical forms** such as the Clinician Communication Form for coordination with members' PCPs; member rights and responsibilities forms; and more. Go to the [Forms](#) tab and choose [Clinical Forms](#).
- **Telehealth resources** for delivering your services to members via secure online sessions. Go to the [Education](#) tab and choose [Telehealth](#).
- **Answers to frequently asked questions (FAQs)** pertaining to all Magellan applications. Click on the [FAQs](#) link at the top of the home page.



**Magellan**  
HEALTHCARE<sup>SM</sup>

**Clinician Communication Form**

Patient Name: \_\_\_\_\_ Patient Date of Birth: \_\_\_\_\_

Clinician Name: \_\_\_\_\_  
Clinician Address: \_\_\_\_\_

Clinician Phone/Fax: \_\_\_\_\_

Dear Colleague:

I saw the above-named patient, who gave an authorization to release the following information, on \_\_\_\_\_ for \_\_\_\_\_  
(Date) (Reason/Diagnosis)

Brief Summary (if indicated): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Frequently Asked Questions ::

Here's the answer to your question: **How do I reset my password?**

To reset your password, select the link [Forgot Password?](#) in the Sign-in box on the Magellan Provider Web page.

**Need further assistance?** [Contact Us](#) or [Return To FAQs](#)

# MagellanProvider.com: Your toolkit for serving Magellan members

- Where to get information
- How to sign in

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- How to access services
- What is *Provider Focus*?





# Provider sign in

The screenshot displays the Magellan Provider Focus website. At the top, there is a navigation menu with links: Sign In, Provider Network, Providing Care, Getting Paid, Forms, Education, and News & Publications. A search bar is located on the right side of the header. The main content area features a 'Spotlight On...' section with a photo of a woman and text about the latest news and the Availty Essentials portal. The central part of the page has a 'Welcome, Provider!' message and a list of services and information links. On the right, there is a 'Sign In' form with fields for Username and Password, a 'Remember Me' checkbox, and buttons for 'Sign In', 'New User', 'Forgot Username?', and 'Forgot Password?'. The 'focus' logo is visible at the bottom right of the page.

➤ **Sign in to access secure areas of our website.**

- *Your username:* MIS number (Magellan Information System)
- *Your initial password:* Year of birth and last four digits of TIN/SSN (whichever number you bill under)
- *Practice groups:* Username = Group MIS number; initial password = 2003 and last four digits of the group TIN
- *Facility users:* Same process as practice group users

**The account administrator grants access to other group personnel.**



# My Practice menu

**My Practice**

- ▶ **My Contact List**
  - Get My Messages
  - Lookup Contact Info
- ▶ **My Authorizations**
  - Check Member Eligibility
  - View Authorizations
  - View EAP Registrations
  - Request Autism Spectrum Disorder Auth
  - Request Member Care
- ▶ **My Claims**
  - Submit a Claim Online
  - View Claims Submitted Online
  - Check Claims Status
  - Submit an EASI Form
- ▶ **My EDI**
  - Submit EDI Files
- ▶ **My Outcomes**
  - Manage Outcomes
- ▶ **My Status**
  - Check Credentialing Status
  - Check Contract Status
- ▶ **My Practice**
  - Administrator Setup
  - Display/Edit Practice Information
  - Submit Online W-9
  - Display/Edit Roster
  - Manage Mail Options
  - My Notifications
- ▶ **My Reports**
  - Plan-Specific Reports
- ▶ **My Forms**
  - Medicaid Disclosure

[Edit My Profile](#)

**Welcome Adrienne Linden**

You are viewing information for:

*Please be advised that maintenance is performed every Thursday from 5:30 - 6:30 a.m. Central Time. During this time, the site may be briefly unavailable. Data that has not been saved may be lost.*

**⚠ The following items require your attention:**

- Attestation of your practice data is due for MIS:111111000. [Update/Attest](#)
- Attestation of your practice data is due for MIS:600882040. [Update/Attest](#)
- Attestation of your practice data is due for MIS:601068627. [Update/Attest](#)

**My Messages ::**

Listed are your most recent messages.  
You have a total of **0 new messages** in your Inbox.

From	Subject	Date
<a href="#">My Messaging</a>	<a href="#">RE: What is My Messaging?</a>	01/29/2014

[Inbox](#) | [Compose New Message](#) | [Complaints](#) | [Compliments Suggestions](#)

**My Practice ::**

**Mailing Address**

705 S HOOD ST  
ALVIN  
TX 77511 - 2852

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**Service Location**

9201 PHILADELPHIA RD  
STE 2  
ROSEDALE  
MD 21237 - 4318

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**Service Location**

1000 MARKET ST  
SAINT LOUIS  
MO 63101 - 2011

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**Service Location**

11 UNION ST  
LAWRENCE  
MA 01840 - 1815

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**Service Location**

471 S ALBANY AVE  
BOLIVAR

**My Claims ::**

Listed are the most recent claims received for this TIN (Taxpayer Identification Number).

Date Received	Status	Total Billed	Total Paid	
12/17/2013	Paid	\$285.00	\$210.00	<a href="#">Details</a>
12/13/2013	Paid	\$285.00	\$210.00	<a href="#">Details</a>
12/12/2013	Paid	\$360.00	\$105.00	<a href="#">Details</a>
12/10/2013	Paid	\$1,275.00	\$175.00	<a href="#">Details</a>
12/06/2013	Paid	\$285.00	\$210.00	<a href="#">Details</a>

[Search for Additional Claims](#)  
[Search for EOBs](#)



- Welcome to the secure area of the provider website (after sign in).
- Access secure applications from the My Practice menu on the left.

# Administrator setup

- The HIPAA-compliant *Administrator Setup* feature allows account administrators to add, delete and maintain additional user accounts within their practice entity.
- Although administrators cannot technically “delete” a user, they may change the users’ application access to “None.” This will prevent them from accessing any information.
- Only one administrator is allowed per practice.
- To change an administrator, you should contact us via the FAQs section.



**Administrator Setup ::** Welcome Help?

**Add New User**  
Create new users for your entity. An entity can be an individual practice, a group, or a facility.  
**Continue**

**Edit Existing Users**  
Below are existing users for your entity. Click the **Edit** link to change the user's information.

Martin John Storey

# Administrator setup (cont'd)



- The administrator enters information about the new user and selects the applications and TINs/MIS numbers the user will need to do their job.
- The administrator can mirror a new user's access after an existing user OR set up the user manually.

**Administrator Setup ::** Enter User Information Help?

---

**New User Information**

In order to add a new user, you must enter information into required fields, marked with an asterisk (\*).

Create a Username:\*  
 ?

First Name: \*  Last Name: \*

Key Number: \*  ? Date of Birth: \* (mm/dd/yyyy)

Phone Number:  Extension:

Email Address: \*

**Continue** **Cancel**

[Return to Administrator Setup](#)

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**Grant User Access**

**Martin John Storey**

You must enter information into required fields, marked with an asterisk (\*).

Select the applications your user needs to perform their job.\*

--Select One or More--  
Submit a Claim Online  
Check Member Eligibility  
View Authorizations  
Check Claim Status  
Check Credentialing Status  
Display Edit Practice Information  
Display Roster  
Secure Messaging  
Manage Outcomes ?

User Type: \*  
--- Select a User Type --- ▾

Entity TIN Numbers:  
   ?

Entity MIS Number:  
 ?

**Add User**

[Return to Administrator Setup](#)

# MagellanProvider.com: Your toolkit for serving Magellan members

- Where to get information
- How to sign in
- How to access services
- What is *Provider Focus*?



# Check member eligibility and benefits

- To get eligibility and benefits, including accumulated amounts, for Magellan members, providers must use the [Availity Essentials provider portal](#), Availity.com.



- This portal requires an Availity Essentials registration/login (separate from your MagellanProvider.com login). Once logged in to Availity Essentials, you'll also be able to access MagellanProvider.com secure applications via single sign on (SSO).
- Note: for some state-sponsored or government-funded programs, benefits may not appear in Availity Essentials; to verify eligibility and benefits, **go to the state's website**.

# Lookup contact information



- Use the *Lookup Contact Info* tool to view phone numbers, addresses and plan information.
- Search by the entire plan name or partial name. All matching results will display.

Lookup Contact Info (Contact Info) :: [Search](#) [Help ?](#)

Please enter plan name to begin your search.

**Plan Name: \***

? \* Required Field

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Please provide **any** of the following member information to **narrow your search results**.

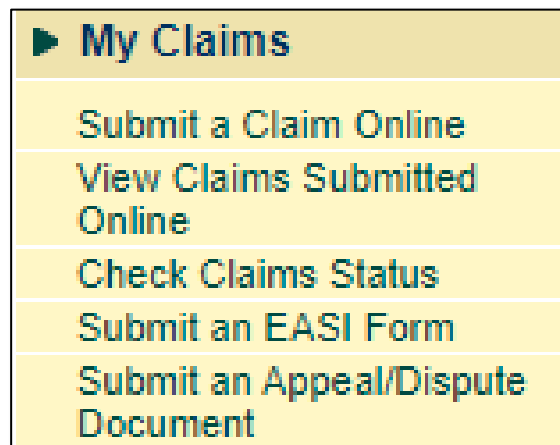
**Claim P.O. Box Number:** ?      **Customer Service Toll Free Number: (Example: 800-123-4567)** ?

[Search](#)   [Clear Form](#)

[Return to MyPractice Page](#)

# Submit claims – three electronic options

- Submit or view claims from the My Practice menu on the left.



1. Electronic Data Interface (EDI) via Magellan’s direct submit process
2. EDI via a clearinghouse
3. Submission via *Claims Courier* — Magellan’s web-based claims submission tool

- Claims status and EOB/EOP data is now available on Availity Essentials. [Learn more.](#)

**TIP:** Access claims-related resources from the *Getting Paid* tab at the top of the webpage (does not require sign in).

# Submit a claim online: Claims Courier




- Submit professional claims on a claim-at-a-time basis using Magellan's secure web-based data entry application.
- Magellan must be the designated payer in order to process your submitted claims.


**Submit a Claim (Claims Courier) ::** **Welcome** [Help?](#)

Magellan Health, Inc. is pleased to offer professional claim submission for professional services. This online application is designed as a tool to both **submit and manage claims** submitted through the Claims Courier.


- It is the submitter's responsibility to monitor the claim using 'View Submitted Claims' function until it is in 'Accepted/Received' status and thereby entered into the adjudication system.
- **Magellan Health, Inc. will only accept claims for which Magellan Health, Inc. both manages and pays claims.**
- We **cannot accept institutional claims** (UB-04) or data feeds from provider billing software through this website. If you wish to use your billing software or if you wish to submit institutional claims (UB-04) electronically, please contact one of our **contracted clearinghouses**.
- If you wish to view **adjudicated claims status**, you can [check claims status](#) through My Claims.
- Claims Courier **should not be used** for EAP services. Please use Submit an EASI Form located under My Claims on left menu for EAP services.




**CREATE a  
New, Blank  
Claim**



**CREATE a  
New Claim  
from a Copy**



**FINISH a  
Saved Claim**

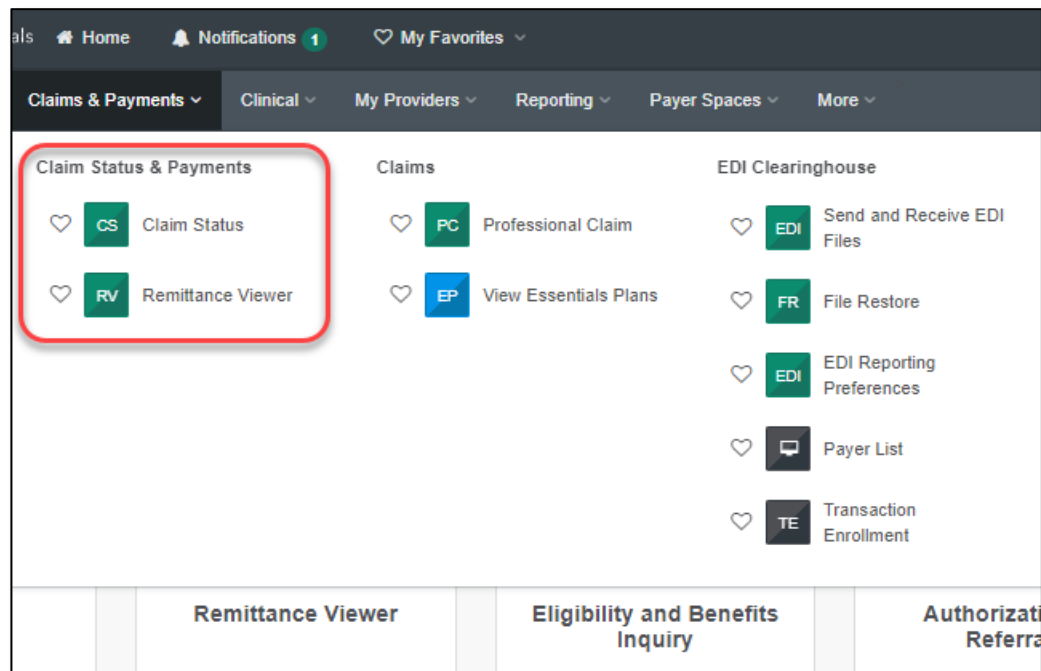


**VIEW  
Submitted  
Claims**



# View claim status

- To view claim status and EOB/EOP information for Magellan members, providers must use the [Availity Essentials provider portal](https://www.availity.com), Availity.com.
- This portal requires an Availity Essentials registration/login (separate from your MagellanProvider.com login). Once logged in to Availity Essentials, you'll also be able to access MagellanProvider.com secure applications via single sign on (SSO).



# Submit an appeal/dispute document



- Start an appeal or submit documents for a non-urgent appeal or dispute with [the Submit an Appeal/Dispute Document](#) application.
- For urgent and expedited appeals/disputes: Contact the appropriate toll-free number for the member's program; do not submit the information online.

**Submit an Appeal/Dispute Document ::** [Upload Document](#) [Help?](#)

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### Upload Document

For non-urgent appeals/disputes: Upload supporting documents pertaining to the denied authorization or claim.

*For urgent and expedited appeals/disputes: Contact the appropriate toll-free number for the member's program; do not submit the information here.*

*For public sector plans: Follow the local program's process for appeals and disputes; do not submit the information here.*

**\*Required field**

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### Contact Information

[Clear Contact Info](#)

<b>Last Name: *</b>	<input type="text"/>	<b>First Name: *</b>	<input type="text"/>
<b>Phone Number: *</b>	<input type="text"/>	<b>Alternate Phone:</b>	<input type="text"/>
<b>Email Address: *</b>	<input type="text"/>	<b>Preferred Contact Method:</b>	<input type="text"/>

---

### Upload Document

**Select Magellan P.O. Box Number: \***

--SELECT--

**Select Document Type: \***

--SELECT--

**Indicate the related claim, authorization or member ID:**

**Choose Document: \***

If you have information to upload for multiple members, upload each document separately. Do not include information for multiple members in a single document, as it will not route appropriately.

*Acceptable document formats include .pdf, .tiff, or .tif.*

# Request authorizations



- You can submit online authorization requests (as required by plan) under *Request Member Care*.

Request Member Care :: Begin Help?

736189001 LINDEN, ADRIENNE (111111000)

Member Information			
Member:	PENNY CENTS	Member No.:	ONE4THEM
Member DOB:	08/05/1989		

Choose the service you are requesting from the drop-down menu.

*\* required fields*

Select the service for your request: \*

Traditional Outpatient

Continue Cancel

# View authorizations



- The *View Authorizations* application allows you to review authorization information, and view, save and print authorization letters and enclosures.
- Authorization information is available for all authorizations, whether requested online or over the phone.

**View Authorizations ::** Authorization Search Help ?

Select Provider TIN:  
452145028 -- Mage

Enter data for ONE will better narrow your results.

Option 1 -- Authorization Number ?  
and/or Enter your Authorization Number from your authorization letter without dashes:  
[Text Input]

Option 2 -- Member/Patient Information ?  
and/or Last Name: [Text Input] First Name: [Text Input] Member No.: (Optional) [Text Input]

Date Range ?  
From: (mm/dd/yyyy) [Text Input] To: (mm/dd/yyyy) [Text Input] Select Date Type: [Text Input]

Sort results by:  
Member/Patient Name

Choose what you would like to do with this information:  
You can receive the results of your search in three ways: in a summary, in a printable detailed report, or via a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

View summary  Create detailed report (.PDF)  Download electronic file (.XLS)

**Submit** **Clear Form**

Sample online demo

# Check secure messages

- *My Messages* lets you exchange detailed Protected Health Information (PHI) with Magellan while maintaining compliance with HIPAA privacy and security standards.
- Responses to your messages are directed back into your Inbox on the *My Messages* page.



The screenshot shows the 'MyMessages' web interface. At the top, there is a header bar with 'MyMessages ::' on the left and 'Inbox' on the right. Below the header, there is a navigation area with 'Inbox' and 'Sent' links. The main content area shows 'Inbox ?' and '1 message'. Below this is a table with columns for 'Select', 'From', 'Subject', and 'Date'. The table contains one row with a 'Select' checkbox, an envelope icon, 'My Messaging' as the sender, 'RE: What is My Messaging?' as the subject, and '01/29/2014' as the date. At the bottom of the message list, there are two buttons: 'Delete' and 'Compose Message'. A '1' is displayed at the bottom right of the message list area.

Select	From	Subject	Date
<input type="checkbox"/>	My Messaging	<a href="#">RE: What is My Messaging?</a>	01/29/2014

# Check network participation



- The *Check Network Participation* application gives you timely information about your recredentialing status in our network.

**Network Participation Status ::**

XXXXXXXXXXXXXXXXXXXX

Provider Status: **ACTIVE** ?

Recredentialing Due Date: [blurred]

Days Until Recredentialing: [blurred]

**Note: If your organization is in the recredentialing application process. Be sure to complete the application by the recredentialing due date, it's time to start the application materials in a timely manner so we can process your application.**

**Provider Status**  
This means that you maintain at least one active contract in a Magellan network and are currently credentialed. To confirm your network participation status for a specific Magellan member's plan, contact us by secure message and we will respond to your message promptly.

View information about contract types and recredentialing requirements/facilities in [Section 2 of the supplement to the Magellan National Provider Handbook](#).

# Display/edit practice information

**Regularly updating your practice data** is critical to all transactions with Magellan.

## Practice data impacts:

- Authorization notifications
- Recredentialing notifications
- Network/contractual-related communications
- Provider directories
- Claims payment



**Office managers/group administrators must be cautious** when updating practitioner information, particularly when the provider maintains a solo practice and/or works for other group practices.

# Updating practice information



## What you need to do – solo and group practices

Notify Magellan within 10 business days of any changes in your individual practice information including:

- ✓ General information
- ✓ Contact information
- ✓ Access / availability

*Promptly notify us if you are unable to accept referrals for any reason including:*

- Illness
- Practice not accepting new patients
- Professional travel, sabbatical, vacation, leave of absence, etc.

- ✓ Specialties
- ✓ Service, mailing or financial address

## Group practices only

- ✓ Practitioners departing the group practice
- ✓ New practitioners joining the group practice



# Display/edit practice information (cont'd)



## What you need to do

- ✓ Access Magellan's mandatory online Provider Data Change Form (PDCF) which allows you to update your information in real time.
  1. Go to [www.MagellanProvider.com](http://www.MagellanProvider.com)
  2. Sign in.
  3. Click *Display/Edit Practice Information* from left-hand menu.
  4. Attest to the accuracy of your practice information on a quarterly basis and anytime you make an update to your information.
- ✓ Training is available online under the *Education* heading on the provider website.
- ✓ Magellan provider network staff also are available to assist with training.



**My Practice**

- ▶ My Contact List
  - Get My Messages
  - Lookup Contact Info
- ▶ My Authorizations
  - Check Member Eligibility
  - View Authorizations
  - View EAP Registrations
  - Request Autism Spectrum Disorder Auth
  - Request Member Care
- ▶ My Claims
  - Submit a Claim Online
  - View Claims Submitted Online
  - Check Claims Status
  - Submit an EASI Form
- ▶ My EDI
  - Submit EDI Files
- ▶ My Outcomes
  - Manage Outcomes
- ▶ My Status
  - Check Credentialing Status
  - Check Contract Status
- ▶ My Practice
  - Administrator Setup
  - Display/Edit Practice Information
  - Submit Online W-9
  - Display/Edit Roster
  - Manage Mail Options
  - My Notifications
- ▶ My Reports
  - Plan-Specific Reports
- ▶ My Forms
  - Medicaid Disclosure
- ▶ My Profile
  - Change Password
  - Edit My Profile
  - Change Challenge Question

**My Practice Info** Practice Information

Provider Data Change Form    Provider Profile    Member Ratings    Dashboards Reports

Select from the options below to edit your practice information.

452145028 GRANGER TEST RECORD, LILY (111111000) ▼

To change your billing Taxpayer Identification Number (TIN), you must complete and submit a [Form W-9](#).

**Attest to the accuracy of your data.**

You must click on each of the sections indicated with a **i** below, review your information (and update as needed), then click "I Attest".

**I attest that I have reviewed the data contained in the following sections:**

- General Information
- Access
- Specialties, Languages & Age Range
- Mailing Address & Professional Email Address
- Service Address, Hours & Medicaid ID Information

**I Attest**

General Information **i** ?

Office Contacts ?

Access **i** ?

Specialties, Languages & Age Range **i** ?

Mailing Address & Professional Email Address **i** ?

Financial Address ?

Service Address, Hours & Medicaid ID Information **i** ?

Home Address ?

Electronic Funds Transfer ?

W-9 Form ?

# Provider Profile



This feature on our provider website allows providers to enhance the information that members see in our online Provider Search tools; you can:

- Upload a photo
- Include a personal statement
- Share awards and distinctions
- Share top attributes



Practitioners who are part of a group also can sign into the provider website and update their profile



Making more in-depth information about network providers available to members

helps support consumer choice and ultimately contributes to the best care and positive clinical outcomes for members

## To access the Provider Profile:

1. Sign into the website with your secure username and password at [www.MagellanProvider.com](http://www.MagellanProvider.com)
2. From the left-hand My Practice menu, select *Display/Edit Practice Information*
3. Click the *Provider Profile* tab

# Provider Profile



- Help potential clients know how you could help them by completing the Provider Profile.

**My Practice**

- ▶ **My Contact List**
  - Get My Messages
  - Lookup Contact Info
- ▶ **My Authorizations**
  - Check Member Eligibility
  - View Authorizations
  - View EAP Registrations
  - Request Autism Spectrum Disorder Auth
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  - Submit EDI Files
- ▶ **My Outcomes**
  - Manage Outcomes
- ▶ **My Status**
  - Check Credentialing Status
  - Check Contract Status
- ▶ **My Practice**
  - Administrator Setup
  - Display/Edit Practice Information
  - Submit Online W-9
  - Display/Edit Roster
  - Manage Mail Options
  - My Notifications
- ▶ **My Reports**
  - Plan-Specific Reports
- ▶ **My Forms**

**My Practice Info ::** **My Profile - Begin** [Help?](#)

Provider Data Change Form **Provider Profile** Member Ratings Dashboard Reports

Begin Profile Awards & Publications Preview

**Manage Your Profile**

Enhance your profile - visible to Magellan members via our Provider Search tool - and attract new member referrals! You can upload a photo, enhance your biographical information, and share your professional attributes.

*Note: To make revisions to your other practice information, please select the Provider Data Change Form tab above.*

To begin, please select the TIN/MIS for this profile:

# MagellanProvider.com: Your toolkit for serving Magellan members

- Where to get information
- How to sign in
- How to access services
- What is *Provider Focus*?



# News and information for Magellan network providers

- *Provider Focus* is an award-winning, quarterly e-newsletter available on our behavioral health provider website, [MagellanProvider.com](http://MagellanProvider.com). Click “Provider Focus” on our home page.
- The publication provides network-wide information in addition to region- and plan-specific news you can use.
- Feature articles in *Provider Focus* include valuable information on topics that can directly impact your practice in key areas such as:
  - Current company events and new initiatives
  - Claims information and submission tips
  - Clinical findings and processes
  - Employee Assistance Program information
  - New products and services
  - Network efficiencies and survey results
  - Regulatory requirements and industry best practices
  - Quality improvement and medical services news

The screenshot displays the 'Provider Focus' newsletter website. At the top, there is a search bar labeled 'Search Provider Focus' with a 'Go' button. Below the search bar is the 'PROVIDER focus' logo in a large, green, sans-serif font. Underneath the logo is a green banner with the text 'News & Information for Magellan network providers'. The main content area features a large image of four people (two men and two women) sitting and talking in a bright, modern office setting. To the right of the image is a featured article titled 'Members rate satisfaction with providers, Magellan'. The article text states: 'For 2016, members expressed positive levels of satisfaction with key areas of provider service. We've compiled some primary indicators of member satisfaction by Magellan customer segment, as well as a sampling of member comments about Magellan providers, services and programs.' Below the text is a 'Read More >' link. Below the featured article is a section titled 'featured articles' which contains four columns of article teasers: 'Network Notes', 'EAP Perspectives', 'Med Services', and 'Network News'. Each teaser includes a title, a short paragraph of text, and a 'Read More >' link. At the bottom of the page, there are several more article teasers in a grid format, each with a title and a 'Read More >' link.



Thank you for attending!

*The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.*