

## What You Need to Know About Credentialing and Group Contracting

Understanding the steps required to become a Magellan Behavioral Health, Inc. (“Magellan”) in-network group provider requires that we communicate very detailed information. To clarify the process, we’ve compiled a list of some of the most frequently asked questions we receive about credentialing and group contracting. This information is a general guideline for group practices. We invite you to visit us online at [www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider) for more information about Magellan and our provider network. If you have specific questions, please contact your Magellan Care Management Center. You may also contact Magellan’s Provider Services line at 1-800-788-4005.

***Q. Who can I contact to obtain a Magellan network application?***

A. Navigate to the website listed above and click on Provider Network/Join the Network to locate the appropriate regional Magellan network representative who will perform an initial screening and let you know if we are adding new providers to the network in your area. If so, the Magellan field network representative will either send you a Magellan credentialing application (for individual group members) or can initiate the process through CAQH (the Council for Affordable Healthcare, at [www.CAQH.org](http://www.CAQH.org)), which maintains a universal credentialing database. When you register with CAQH, you enter your provider information only once to satisfy the credentialing applications of all participating health plans and health care organizations, including Magellan.

***Q. What does a group practice need to do to be considered an in-network group provider with Magellan?***

A. To be an in-network group provider, the group must be contracted with Magellan and practitioners within the group practice must be individually credentialed by Magellan. When both the credentialing and group contracting processes are completed, your group is considered a Magellan in-network provider, and credentialed group providers are eligible to see members. Reimbursement is in accordance with the applicable reimbursement schedule(s) attached to your group contract.

***Q. What is credentialing?***

A. Credentialing is the process we use to review and verify, and periodically re-review and re-verify, a practitioner’s professional credentials in accordance with our credentialing criteria.

***Q. What does the credentialing process include?***

A. The credentialing process includes, but is not limited to:

- *Primary Source Verification (PSV)* – Through PSV, we verify the information provided concerning the status of a practitioner’s license, insurance, education and training with state agencies, accrediting bodies and other applicable entities.
- *RNCC Review* – If the practitioner’s credentials pass PSV, the application is sent to the Regional Network and Credentialing Committee (RNCC) consisting of Magellan clinical staff and professional peers. The RNCC reviews applications subject to our business needs and in accordance with applicable state law.

***Q. How long does the credentialing process take?***

A. National Committee for Quality Assurance (NCQA) guidelines allow 180 days to credential providers. However, some states and client contracts require a shorter credentialing time, and we have processes in place to help meet those requirements. Magellan is currently averaging 60 days to complete the credentialing process.



## What You Need to Know About Credentialing and Group Contracting

- Q. Can a practitioner that is a member of a contracted group but not credentialed by Magellan receive referrals as an in-network provider?**
- A. No. Practitioners within a contracted group must be individually credentialed by Magellan to be referral-eligible.
- Q. How will my group be notified if we are accepted into the Magellan networks?**
- A. Upon acceptance, your group will receive a welcome letter along with a fully executed group participation agreement.
- Q. Will we be notified if our group is not accepted into the Magellan provider networks?**
- A. If we are unable to contract with your group, or credential individual practitioners within your group for our provider network, you will receive a written explanation as to why the group cannot be contracted or individuals within the group cannot be credentialed.
- Q. Once group practitioners complete credentialing, are their credentials good for the life of my contract?**
- A. No. We re-review practitioner credentials every three (3) years as required by accrediting bodies, by contract and by applicable state law to monitor our provider network quality. During this process, the credentials of the practitioners within your group are re-verified and the applicable NCC re-reviews their re-credentialing applications subject to our business needs and in accordance with applicable state law.
- Q. What is the Magellan Group Provider Participation Agreement?**
- A. Your Magellan Group Provider Participation Agreement is a contract between your group and Magellan to render behavioral health care services to members whose care is managed by Magellan in accordance with the terms of the agreement.
- Q. If the group signs the Group Provider Participation Agreement, will each practitioner in the group be eligible to see all members whose behavioral health care is managed by Magellan?**
- A. Not necessarily. Individual providers in the group must be credentialed. Some of the products offered and some of the client companies served by Magellan require specific provider credentials and additional contracting documentation.
- Q. What if group membership changes?**
- A. You must notify Magellan as soon as possible in writing if a new group member joins or if a practitioner leaves your group practice. New group members will need to complete the credentialing process prior to seeing members.
- Q. If a group member leaves the practice, is he or she still considered a Magellan in-network provider?**
- A. No. Unless the practitioner leaving the group practice also holds an executed individual Provider Participation Agreement with Magellan, he or she will no longer be considered an in-network provider after leaving the group practice.
- Q. What Magellan lines of business are our group contracted for?**
- A. In states where the Magellan Group Provider Participation Agreement is in place, the lines of business for which your group is contracted are based on the reimbursement schedules included with the Group Agreement.



## What You Need to Know About Credentialing and Group Contracting

The products and services Magellan offers are reimbursed under the following reimbursement schedules:

- **Pinnacle/HMO** – for *most* HMO, POS and Medicare benefit programs
- **Summit/Non-HMO** – for *most* Non-HMO products
- **EAP** – for Employee Assistance Program (EAP) services
- **Navigator** – for special reimbursement arrangements requested by a client-company or companies

**Q. Are my rates negotiable?**

A. No, rates are not negotiable.

**Q. Are there different reimbursement rates for different licensing levels within the group?**

A. In most cases, yes. For most lines of business, Magellan reimburses in accordance with the recognized licensing levels in the state.

**Q. When does our contract become effective?**

A. The contract becomes effective the date it is executed by Magellan or on the date specified in the contract.

**Q. The group provider agreement refers to the Magellan Provider Handbook for policies and procedures. Where can I obtain this handbook?**

A. The Magellan Provider Handbook and many handbook supplements can be accessed online at [www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider). The Magellan provider website also offers a host of other resources and applications designed to make it easier for you to work with Magellan.