



What Is Provider Re-Credentialing?

We've answered some of the most frequently asked questions we receive about re-credentialing in order to assist you with this process. This information is a general guideline for re-credentialing. We invite you to visit us online at www.MagellanHealth.com/provider for more information about Magellan and our provider networks. If you have specific questions, please contact your local Magellan Care Management Center. You may also contact Magellan's Provider Services Line at 1-800-788-4005.

Q. What is re-credentialing?

A. Re-credentialing is the process we use to periodically re-review and re-verify your professional credentials in conjunction with Magellan's credentialing criteria.

Q. How do I become re-credentialed with Magellan?

- A. There are three ways to complete Magellan re-credentialing.
1. You can complete re-credentialing directly on the Magellan provider website listed above (after secure provider login) on the My Practice page.
 2. You may also submit via the Council for Affordable Quality Healthcare (CAQH, at www.CAQH.org) which maintains a universal credentialing database. Once you register with CAQH, you enter your provider information once to satisfy the re-credentialing applications of all participating health plans and health care organizations, including Magellan. If already registered with CAQH and your CAQH application is complete, please call Magellan at 1-800-984-9137 ext. 33365 and leave your full name and CAQH number. If you are not yet registered with CAQH and wish to be invited by Magellan to use the CAQH system for recredentialing, please call this same phone number and leave your full name.
 3. You can call the Magellan Provider Request Mailbox at 1-800-458-2740, ext 33365, to request a re-credentialing application(s). Leave your name, state, mailing address or fax number, and state(s) for which you need to receive re-credentialing application(s). We will mail or fax all the necessary documents to you within three business days from the receipt of your voice message.

Q. What does the re-credentialing process include?

The re-credentialing process includes, but is not limited to:

- *Primary Source Verification (PSV)* – Through PSV, we review and verify the information concerning the status of your license, insurance, education and training with state agencies, accrediting bodies and other entities.
- *RNCC Review* – If your credentials are successfully primary source verified, your application for re-credentialing is sent to a Regional Network and Credentialing Committee (RNCC) consisting of Magellan clinical staff and professional peers. The RNCC reviews re-credentialing applications and any additional information the RNCC may have (e.g., member complaints) subject to applicable state laws and our business needs.

Q. How long does the re-credentialing process take?

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



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Q. How will I be notified if I am re-credentialed?

A. Upon successfully completing the re-credentialing process, you will receive a letter notifying you of successful completion of re-credentialing.

Q. Will I be notified if I am not re-credentialed for the Magellan provider networks?

A. Yes. You will receive a letter explaining why your re-credentialing application could not be accepted, along with instructions on how to appeal the decision.

Q. Why do I have to undergo the re-credentialing process?

A. We re-review provider credentials every three (3) years subject to accrediting bodies, the provider contract and applicable state law to monitor our provider network quality. During this process, your credentials are re-reviewed and re-verified and the applicable RNCC reviews your re-credentialing application subject to our business needs and in accordance with applicable state law. **To be an in-network provider, you must be both *credentialed* and *contracted* by Magellan. Only if both the credentialing and contracting processes are completed and maintained can you be considered a Magellan in-network provider eligible to see members.**