



Northeast Care Management Center  
199 Pomeroy Road  
Parsippany, NJ 07054

## Quick Reference Guide for Guardian Life Insurance Company of America

### Authorization Requirements

Preauthorization for outpatient services is required after 8 sessions.

#### To verify eligibility, contact Guardian at:

1-800-873-4542

#### To obtain authorization, contact Magellan at:

1-800-327-2861

#### Fax number for Treatment Request Form (TRF)

##### Submission:

MD and DC Providers (Maryland Uniform Treatment Plan and DC Treatment Plan forms): 1-877-551-8302

All other providers: 1-800-501-0185

#### Address for TRF Submission:

##### **Maryland and DC Providers**

199 Pomeroy Road  
Parsippany, NJ 07054

##### **All Other Providers**

14100 Magellan Plaza Drive  
Maryland Heights, MO 63043  
Attention TRF

#### Claims Address:

Magellan Health Services  
14100 Magellan Plaza Drive  
P.O. Box 1655  
Maryland Heights, MO 63043

Or, submit electronically at:

[www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider)

### Authorizations through the Web

You can obtain **initial authorizations (IOA)** and **request additional sessions** online through your secure provider log-on at:

[www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider)

If you feel your inquiry needs further review after pursuing the aforementioned standard methods you may

contact the Office of the General Manager 1-800-435-7670.

### Online Informational Sources

Get answers to many frequently asked questions online at [www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider).

#### You have access to many resources including:

- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Treatment Request Forms
- PCP Communication Forms
- Practice Information Update Tool
- Magellan Provider Newsletter, *Provider Focus*.

### Provider Inquiry Resources

Call the general toll-free numbers listed in this **Quick Reference Guide** for authorization questions.

Call the **National Provider Services Line** at **1-800-788-4005** for general inquiries including credentialing and network status.

Reach your **local network representative** at:

#### **New Jersey**

1-800-435-7670 ext. 53869

#### **New England, New York and Mid-Atlantic**

1-800-231-7158

#### **Pennsylvania/Delaware**

1-800-866-4108

#### **Michigan and states west of the Mississippi**

1-800-430-0535 option #4

#### **Southeastern states and IN, KY, WV, and OH**

1-800-297-7821