

Magellan Quick Reference Guide for Plans and Affiliates in Vermont



Quick Reference Guide

Blue Cross Blue Shield of Vermont

Magellan offers a range of easily accessible resources to help providers with clinical and administrative tasks. You can use the following Magellan contacts to get the information you need, when you need it!

Online Resources

You can request Initial Outpatient Authorizations (IOA) online as well as request additional sessions by using your secure provider login at:

www.MagellanHealth.com/provider

Username and password are required for Magellan's secure applications.

If you do not have a secure login and would like to obtain one, you can contact your network team at: **(800) 231-7158** and press **option #1**.

Other online information and resources available on MagellanHealth.com/provider include:

- Magellan National Provider Handbook and Vermont Supplement
- Provider Orientation
- Medical Necessity Criteria
- Clinical Practice Guidelines
- Credentialing Criteria
- Links to Claim Forms
- Treatment Request Form
- Sample PCP Communication Forms
- Update Your Practice Information Online
- Magellan Provider Newsletter: *Provider Focus*
- Educational Opportunities (CME/CEUs)
- And much more

You can also use the telephone and fax numbers listed below to contact Magellan for specific purposes:

Pre-authorization/Authorization

(800) 395-1356

Treatment Request Forms (TRF) Fax Number

(800) 501-0185

Member Eligibility

(800) 247-2583

Claims and Authorization Inquiry

(800) 247-2583

Provider Relations Resources

For general inquiries including credentialing, network status, and scheduling of in-office training, please call your network department at: **(800) 231-7158** and press **option #1**.

Vermont Provider Complaint Line

(800) 327-2183

Magellan values its collaborative relationship with network providers in Vermont. Together we can strive to continually improve outcomes for Blue Cross Blue Shield of Vermont members.