



## How Do I View Crisis Plans and Advance Directives?

For Additional Questions and Answers, visit our [FAQ](#) section

### Step 1: Select the Application

Click **View Crisis Plans/Advance Directives** on the left-hand side menu on the *MyPractice* page under the My Maricopa section.

- *Check Member Eligibility* is available to Maricopa County providers.
- *Check Member Eligibility* is HIPAA-compliant.

### Step 2: Eligibility Search

- *Enter Patient's First Name, Last Name, and State*
- *Click Search*

**Tip:** You may enter only first two characters of last name and first character of first name when searching.

### Step 3: Select Member from Search results

*This screen allows you to review the information Magellan has available in our system corresponding to the search criteria you entered on the previous screen.*

- On the *Eligibility Search Results* page, locate the member and click on the member name to view details about the member.
- On the Eligibility Details page, you can click on the **View Additional Info** button to see additional information pertinent to this member, including their Clinical Liaison.
- Click the radio button next to the member's name then click the Select this Member button to continue.

### Step 4: Upload Crisis Plans or Advance Directives

On the summary page of the View Crisis Plans/Advance Directives, you can click the Upload link in the Advance Directive or Crisis Plan section to place a document on the Web site. If there are existing Advance Directives or Crisis Plans loaded for this member, you can select the document for review.

Documents must be in text (.txt) or PDF (.pdf) format to upload on the Magellan Provider Web site.

### Step 5: View Advance Directives or Crisis Plans

Either click the View Info button associated with the document that you want to see on the Summary screen, or go to the Advance Directive or Crisis plan tab to access the active document for this member.