



## What You Need to Know About Credentialing and Contracting

Understanding the steps to take to become a Magellan in-network provider requires communicating very detailed information. To clarify the process, we've answered some of the most frequently asked questions we receive about credentialing and contracting. This information is a general guideline for solo practitioners. We invite you to visit us online at [www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider) for more information about Magellan and the provider network. 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. Who can I contact to obtain a Magellan provider 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 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 do I have to do to be an in-network provider with Magellan?**

A. To be an in-network provider, you must be both **credentialed** and **contracted** by Magellan. Only if both the credentialing and contracting processes are successfully completed can you be a Magellan in-network provider eligible to see members.

**Q. What is credentialing?**

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

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

The credentialing process includes, but is not limited to:

- *Primary Source Verification (PSV)* – Through PSV, we verify the information provided regarding the status of your license, insurance, education and training with state agencies, accrediting bodies and other applicable entities.
- *RNCC Review* – If your credentials pass PSV, your application is sent to a 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 entities 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.

**Q. How will I be notified if I am accepted into the Magellan networks?**

A. Upon successfully completing the credentialing process, you will receive a letter welcoming you to the Magellan provider network pending execution of your provider agreement.

**Q. Will I be notified if I am not accepted into the Magellan provider networks?**

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



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***Q. Once I've completed credentialing, are my credentials good for the life of my contract?***

A. No. We re-review provider credentials every three (3) years as required by accrediting bodies, by contract and by applicable state laws to monitor our provider network quality. During this process, your credentials are re-verified and the regional credentialing committee re-reviews your application subject to business needs and in accordance with applicable law.

***Q. What is the Magellan Provider Participation Agreement?***

A. Your Magellan Provider Participation Agreement is a contract between you and Magellan to render behavioral health care services in accordance with its terms to members whose care is managed by Magellan.

***Q. If I sign the Magellan Participation Agreement, will I be eligible to see all members whose behavioral health care is managed by Magellan?***

A. Not necessarily. You must be credentialed by Magellan to be eligible to treat Magellan members. Some of the products offered and some of the client companies served by Magellan require specific provider credentials and additional contracting documentation.

***Q. How do I know what Magellan lines of business I'm contracted for?***

A. In states where the Magellan Provider Participation Agreement is in place, the lines of business for which you are contracted for are based on the reimbursement schedules included with your agreement. 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, individual rates are not negotiable.

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

A. In most cases, yes. For most lines of business and in most states, Magellan reimburses in accordance with the recognized licensing levels in the state, not according to academic degree.

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

A. Your contract becomes effective on the date Magellan signs the agreement or upon the effective date noted in the contract. Your contract will only be executed after successfully completing the credentialing process.

***Q. My 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.