



Magellan provider website orientation

www.MagellanProvider.com

April 2025



MagellanProvider.com

Features:

- User guides/demos
- National provider handbook and supplements
- *Provider Focus* newsletter
- Eligibility and benefits (on Availity Essentials portal)
- Authorization inquiry
- Provider Data Change Form
- Provider Profile
- Claims inquiry (on Availity Essentials portal)
- Electronic claim submission
- Companion guides for various transaction types
- HIPAA billing code set guides
- EAP information and forms
- EAP online billing
- Clinical practice guidelines
- Medical necessity criteria



Agenda

MagellanProvider.com

Your toolkit for serving Magellan members

Where to get information

- Provider handbooks and supplements
- State- and plan-specific information
- EAP information
- How to enroll in electronic funds transfer (EFT)
- Clinical practice guidelines
- Medical necessity criteria
- Online demos
- Other information to support your practice

How to sign in

- Provider sign in
- My Practice menu
 - *Administrator setup*

How to access services

- Check member benefits and eligibility (on Availity Essentials portal)
- Submit claims – three electronic options
 - *Submit a claim online – Claims Courier*
- View claim status (on Availity Essentials portal)
- Submit an appeal/dispute document
- Request/view authorizations
- Check secure messages
- Display/edit practice information
- Complete your Provider Profile

Provider Focus

News and information for Magellan network providers

MagellanProvider.com: Your toolkit for serving Magellan members

> Where to get information

> How to sign in

> How to access services

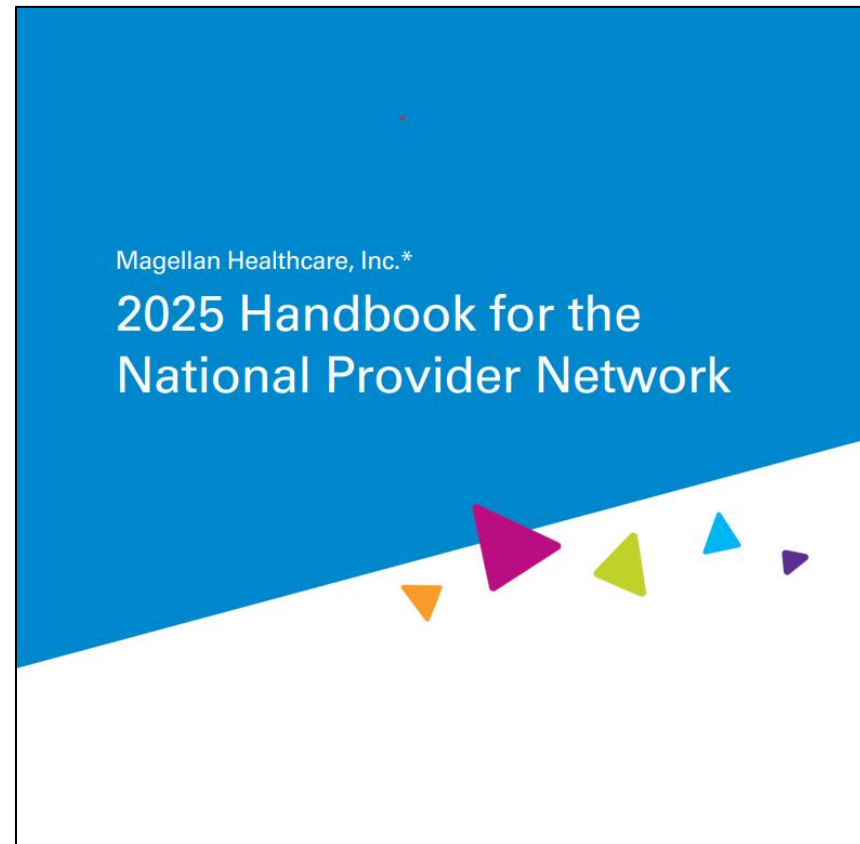
> What is *Provider Focus*?



Provider handbooks and supplements

News & Publications
Handbooks
State-, Plan- & EAP-Specific Information
Provider Focus
Spotlight

- From the *News & Publications* tab on the menu bar, select *Handbooks*.
- Review the Magellan National Provider Handbook, including appendices, and supplements.



State- and plan-specific information

News & Publications
Handbooks
State-, Plan- & EAP-Specific Information
Provider Focus
Spotlight

- Choose *State-, Plan- and EAP-Specific Information* for policies applicable to your service region and/or health plan.

State-, Plan- and EAP-Specific Information

Click below to view handbook supplements, forms, and additional tools and information available for your use in serving members of specific health plans or in certain states.

Providers must be familiar with and follow the policies and procedures contained within all applicable supplements to Magellan's National Provider Handbook.

Plan-Specific Information

- [Healthcare Exchanges](#) (PDF)
- [AmeriHealth](#)
- [Blue Shield of California](#)
- [CarePlus](#)
- [Devoted Health](#)
- [Doctors HealthCare Plans \(Miami-Dade County, Florida\)](#)
- [Health Partners/Jefferson Health](#)
- [Independence Blue Cross](#)
- [Kaiser Permanente \(Washington\)](#)
- [Louisiana Coordinated System of Care](#)
- [Pennsylvania HealthChoices](#)
- [Presbyterian Health Plan of New Mexico](#)
- [Scripps Health Plan](#)
- [Sharp Health Plan](#)
- [Texas Medicaid](#)
- [US Family Health Plan](#)
- [Wyoming Care Management Entity](#)
- [Yale Health Plan](#)

State-Specific Information

- [State False Claims Laws](#) (PDF)
- [California](#)
- [Illinois](#)
- [New York](#)
- [North Carolina](#)
- [Pennsylvania](#)
- [Texas](#)
- [Washington](#)

EAP-Specific Information

- [EAP](#)

Autism-Specific Information

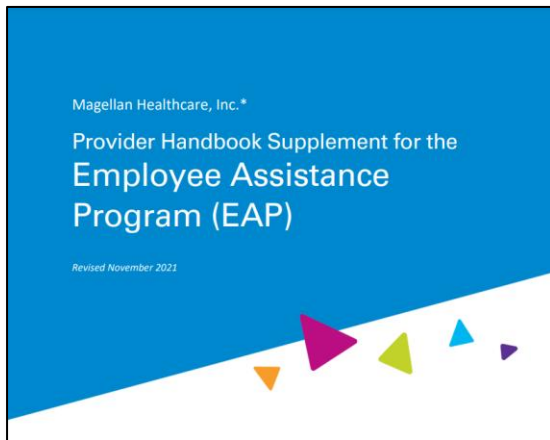
- [Autism](#)

Federal/Military Programs

- [The Privacy Act of 1974](#) (PDF)
- [Federal Acquisition Regulation and Agency Clauses](#)
- [Military & Family Life Counseling](#)
- [Veterans Disability](#)
- [Wildland Firefighter Behavioral Health Program](#)

EAP information – MagellanProvider.com/EAP

- If you are an EAP provider, review the national handbook’s EAP Supplement and appendices.



EAP Provider Handbook Supplement

[EAP Handbook Supplement](#) (PDF)

Appendices

- Appendix A [EAP Forms](#)
- Appendix B [FAQ](#) (PDF)
- Appendix C [Member Rights Policy](#) (PDF)
- Appendix E Customized Programs:
 - [FOH](#) (PDF)
 - [First Responder](#) (PDF)
- Appendix F [EAP Record Review Tool](#) (PDF)
- Appendix G [Threat of Violence Grid](#) (PDF)
- Appendix H [Mandatory Referral Process](#) (PDF)
- Appendix I [EAP Guidelines](#) (PDF)



[Join the network!](#)



New EAP provider?
[Download your welcome packet](#) (PDF)
to get started!

Registering EAP Cases Online

When a member contacts Magellan for EAP services, we provide them with a MAT (case) number that they can give to you. **When you – the treating provider – receive a member-supplied MAT number, you use that number to register the member via our provider website.**

Our [EAP registration tip sheet](#) (PDF) takes you step by step through the secure, online registration process.

Enroll in electronic funds transfer (EFT)



Providers must enroll in EFT for Magellan-paid claims

What are the benefits of EFT?

- Claims payments get to your bank account more quickly than the standard process of mailing and cashing or depositing a check.
- No risk of lost or misplaced checks.
- More time to devote to your practice.
- Go to MagellanProvider.com/EFT for details on enrolling in EFT.

For most plans, you'll access your explanation of benefits (EOB) / explanation of payment (EOP) on:

- [Availity Essentials provider portal](#)
- [ECHO Health provider portal](#)
- (If using a clearinghouse) your clearinghouse's portal.

Clinical guidelines

The screenshot displays the Magellan Healthcare provider website. At the top, there are navigation links for "Sign In", "FAQs", and "About Us". The main header features the Magellan Healthcare logo and a navigation menu with items: "Sign In", "Provider Network", "Providing Care", "Getting Paid", "Forms", "Education", and "News & Publications". A search bar with a "Go" button is located on the right side of the navigation menu. Below the navigation menu, a dropdown menu is open under "Providing Care", with "Clinical Guidelines" highlighted in green. To the left of the dropdown, a "Spotlight On..." section features a graphic of a hand pointing to a network of people icons. Below this, there are two news snippets: "Check out our new issue!" and "America's wounded warriors need your help". The main content area is titled "WELCOME PROVIDERS" and includes a welcome message. Below the welcome message, there are two columns of links: "Access Services" (with a lock icon) and "Get Information" (with a folder icon). The "Access Services" column includes links for "Check Member Eligibility", "Submit a Claim", "Check Claims Status", "Request/View Authorizations", "Electronic Funds Transfer", and "My Notifications". The "Get Information" column includes links for "Provider Handbook and Supplements", "State- and Plan-Specific Information", "EAP Information", "Provider Focus (newsletter)", and "Clinical Practice Guidelines". On the right side of the main content area, there is a "Sign In" form with fields for "Username:" and "Password:", a "Remember Me" checkbox, and buttons for "Sign In" and "New User". Below the sign-in form, there are links for "Forgot Username?" and "Forgot Password?". At the bottom right of the main content area, there is a "PROVIDER focus" logo. A green dotted line with arrows points from the "Clinical Guidelines" menu item to the "PROVIDER focus" logo.

Magellan's clinical guidelines are available on our provider website at www.MagellanProvider.com/clinicalguidelines

Clinical practice guidelines

- Magellan develops or adopts clinical practice guidelines (CPGs) to assist you in screening, assessing and treating common behavioral health disorders.

Providing Care
▶ Initiating Care
▶ Request Outpatient Authorizations
▼ Clinical Guidelines
Clinical Monographs
Clinical Practice Guidelines
Medical Necessity Criteria

- Acute stress disorder & post-traumatic stress disorder
- ADHD
- Autism spectrum disorders
- Bipolar disorder
- Depression
- Eating disorders
- Generalized anxiety disorder
- Managing suicidal patients
- Obsessive-compulsive disorder
- Panic disorder
- Schizophrenia
- Substance use disorders
- Transgender health

Medical necessity criteria

- From the *Providing Care* tab, choose *Clinical Guidelines*, then *Medical Necessity Criteria*.
- We use these criteria to determine medical necessity for the disorders listed in the DSM-5™.

Medical Necessity Criteria

Magellan uses MCG Care Guidelines, along with our proprietary clinical criteria, Magellan Healthcare Guidelines, as the primary decision support tools for our Utilization Management Program. Collectively, they are known as the **Magellan Care Guidelines**.

Effective Nov. 2, 2024, all plans use the 2024-2025 Magellan Care Guidelines unless noted in the State/Client-Specific Criteria section below.

All guidelines meet federal, state, industry accreditation, and customer contract requirements. They are based on sound scientific evidence for recognized settings of behavioral health services and are designed to decide the medical necessity and clinical appropriateness of services.

Medical Necessity Criteria

Effective Nov. 2, 2024

The [2024-2025 Magellan Care Guidelines](#) (PDF) include:

- **Magellan Healthcare Guidelines** -- These are publicly available at the link above.
- **MCG Care Guidelines** -- These guidelines are proprietary to MCG Health; to view a copy of a guideline associated with a member's clinical review, contact Magellan at the number on the member's benefit card, and a representative will send you a copy or grant you special online access.

[Review a summary of changes](#) (PDF) to the 2024-2025 Magellan Care Guidelines.

Online demos



- Access our demos of online tools from the *Education* tab, then *Online Training*.
- Self-paced training modules are designed to help you navigate Magellan's web-based applications in the areas of claims, electronic transactions and more.

Sign Out | FAQs | About Us | Home

Magellan HEALTHCARE.

MyPractice | Provider Network | Providing Care | Getting Paid | Forms | Education | News & Publications

SEARCH Go

My Practice

- ▶ My Contact List
 - Get My Messages
 - Lookup Contact Info
- ▶ My Authorizations
 - Check Eligibility
 - View Plans
 - View Authorizations
 - Request Care
 - Submit Appeal/Dispute Document
- ▶ My EDI
 - Submit EDI Files
- ▶ My Outcomes
 - Manage Outcomes
- ▶ My Status
 - Check Participation

Welcome Test Provider

You are viewing information for:
123456789 TEST PROVIDER (11111000)

[Edit My Profile](#)

Welcome to the Submit an Appeal/Dispute Document demo!

This application allows you to submit documentation to support an appeal/dispute for authorization or claim determinations.

Listed are the most recent claims received for this TIN (Taxpayer Identification Number).

Date Received	Status	Total Billed	Total Paid	
10/29/2020		\$200.00		Details
10/29/2020		\$200.00		Details
10/29/2020		\$200.00		Details

Service Location

[Display/Edit All Practice Information](#)

[Display/Edit Roster](#)

0:08 / 1:08

Sample online demo

Other information to support your practice

- **Website user guides** - step-by-step instructions on how to complete administrative tasks on MagellanProvider.com. From the *Education* tab, go to *Online Training*.
- Extensive **claims coding information** to support your claims submission process, including companion guides for exchanging HIPAA-compliant EDI transactions with Magellan; DSM and ICD-10 diagnosis codes; CPT procedure codes and more. Go to the *Getting Paid* tab.
- **Tools for EAP reimbursement** are available from the *Getting Paid* tab. Choose *EAP Reimbursement*.

**270/271 HIPAA Transaction
Abbreviated Companion Guide
Batch Mode & Real-Time**

270 Health Care Eligibility Benefit Inquiries

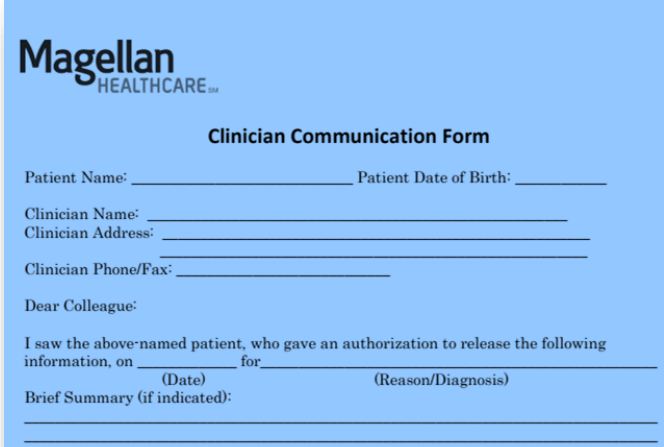
(ASC X12N 5010X279A1)

271 Health Care Eligibility Benefit Response

(ASC X12N 5010X279A1)

Other information to support your practice (cont'd)

- **Clinical forms** such as the Clinician Communication Form for coordination with members' PCPs; member rights and responsibilities forms; and more. Go to the [Forms](#) tab and choose [Clinical Forms](#).
- **Telehealth resources** for delivering your services to members via secure online sessions. Go to the [Education](#) tab and choose [Telehealth](#).
- **Answers to frequently asked questions (FAQs)** pertaining to all Magellan applications. Click on the [FAQs](#) link at the top of the home page.



Magellan
HEALTHCARESM

Clinician Communication Form

Patient Name: _____ Patient Date of Birth: _____

Clinician Name: _____
Clinician Address: _____

Clinician Phone/Fax: _____

Dear Colleague:

I saw the above-named patient, who gave an authorization to release the following information, on _____ for _____
(Date) (Reason/Diagnosis)

Brief Summary (if indicated): _____

Frequently Asked Questions ::

Here's the answer to your question: **How do I reset my password?**

To reset your password, select the link [Forgot Password?](#) in the Sign-in box on the Magellan Provider Web page.

Need further assistance? [Contact Us](#) or [Return To FAQs](#)

MagellanProvider.com: Your toolkit for serving Magellan members

- Where to get information
- How to sign in

- How to access services
- What is *Provider Focus*?



Provider sign in

The screenshot displays the Magellan Provider Focus website. At the top, there is a navigation menu with links for Sign In, Provider Network, Providing Care, Getting Paid, Forms, Education, and News & Publications. A search bar is located on the right side of the header. The main content area features a 'Spotlight On...' section with a photo of a woman and text about the latest news and the Availty Essentials portal. The central part of the page has a 'Welcome, Provider!' message and a 'Sign In' form. The form includes fields for Username and Password, a 'Remember Me' checkbox, and buttons for 'Sign In' and 'New User'. Below the form are links for 'Forgot Username?' and 'Forgot Password?'. To the left of the sign-in form are two columns of links: 'Access Services' (Submit a Claim, Request/View Authorizations, Electronic Funds Transfer, My Notifications, Display/Edit Practice Info, Manage Outcomes) and 'Get Information' (Provider Handbook and Supplements, State- and Plan-Specific Information, EAP Information, Provider Focus (newsletter), Clinical Practice Guidelines, Medical Necessity Criteria, Substance Use Treatment, Online Demos). At the bottom of the page, there is a note that 'Sign in is required' and a maintenance notice: 'This site may be unavailable briefly for maintenance every Thursday from 5:30 - 6:30 a.m. Central time.'

➤ **Sign in to access secure areas of our website.**

- *Your username:* MIS number (Magellan Information System)
- *Your initial password:* Year of birth and last four digits of TIN/SSN (whichever number you bill under)
- *Practice groups:* Username = Group MIS number; initial password = 2003 and last four digits of the group TIN
- *Facility users:* Same process as practice group users

The account administrator grants access to other group personnel.

My Practice menu

My Practice

- ▶ **My Contact List**
 - Get My Messages
 - Lookup Contact Info
- ▶ **My Authorizations**
 - Check Member Eligibility
 - View Authorizations
 - View EAP Registrations
 - Request Autism Spectrum Disorder Auth
 - Request Member Care
- ▶ **My Claims**
 - Submit a Claim Online
 - View Claims Submitted Online
 - Check Claims Status
 - Submit an EASI Form
- ▶ **My EDI**
 - Submit EDI Files
- ▶ **My Outcomes**
 - Manage Outcomes
- ▶ **My Status**
 - Check Credentialing Status
 - Check Contract Status
- ▶ **My Practice**
 - Administrator Setup
 - Display/Edit Practice Information
 - Submit Online W-9
 - Display/Edit Roster
 - Manage Mail Options
 - My Notifications
- ▶ **My Reports**
 - Plan-Specific Reports
- ▶ **My Forms**
 - Medicaid Disclosure

Welcome Adrienne Linden

You are viewing information for:

452145028 GRANGER TEST RECORD, LILY (111111000) ▼

[Edit My Profile](#)

Please be advised that maintenance is performed every Thursday from 5:30 - 6:30 a.m. Central Time. During this time, the site may be briefly unavailable. Data that has not been saved may be lost.

⚠ The following items require your attention:

- Attestation of your practice data is due for MIS:111111000. [Update/Attest](#)
- Attestation of your practice data is due for MIS:600882040. [Update/Attest](#)
- Attestation of your practice data is due for MIS:601068627. [Update/Attest](#)

My Messages ::

Listed are your most recent messages.
You have a total of **0 new messages** in your Inbox.

From	Subject	Date
✉ My Messaging	RE: What is My Messaging?	01/29/2014

[Inbox](#) | [Compose New Message](#) | [Complaints](#) | [Compliments Suggestions](#)

My Practice ::

Mailing Address

705 S HOOD ST
ALVIN
TX 77511 - 2852

Service Location

9201 PHILADELPHIA RD
STE 2
ROSEDALE
MD 21237 - 4318

Service Location

1000 MARKET ST
SAINT LOUIS
MO 63101 - 2011

Service Location

11 UNION ST
LAWRENCE
MA 01840 - 1815

Service Location

471 S ALBANY AVE
BOLIVAR

My Claims ::

Listed are the most recent claims received for this TIN (Taxpayer Identification Number).

Date Received	Status	Total Billed	Total Paid	Details
12/17/2013	Paid	\$285.00	\$210.00	Details
12/13/2013	Paid	\$285.00	\$210.00	Details
12/12/2013	Paid	\$360.00	\$105.00	Details
12/10/2013	Paid	\$1,275.00	\$175.00	Details
12/06/2013	Paid	\$285.00	\$210.00	Details

[Search for Additional Claims](#)
[Search for EOBs](#)

- ▶ Welcome to the secure area of the provider website (after sign in).
- ▶ Access secure applications from the My Practice menu on the left.

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Administrator setup

- The HIPAA-compliant *Administrator Setup* feature allows account administrators to add, delete and maintain additional user accounts within their practice entity.
- Although administrators cannot technically “delete” a user, they may change the users’ application access to “None.” This will prevent them from accessing any information.
- Only one administrator is allowed per practice.
- To change an administrator, you should contact us via the FAQs section.



Administrator Setup :: Welcome [Help?](#)

Add New User
Create new users for your entity. An entity can be an individual practice, a group, or a facility.
[Continue](#)

Edit Existing Users
Below are existing users for your entity. Click the **Edit** link to change the user's information.

Martin John Storey

Administrator setup (cont'd)



- The administrator enters information about the new user and selects the applications and TINs/MIS numbers the user will need to do their job.
- The administrator can mirror a new user's access after an existing user OR set up the user manually.

Administrator Setup :: Enter User Information Help?

New User Information

In order to add a new user, you must enter information into required fields, marked with an asterisk (*).

Create a Username:*
 ?

First Name: *

Last Name: *

Key Number: *
 ?

Date of Birth:* (mm/dd/yyyy)

Phone Number:

Extension:

Email Address: *

Continue **Cancel**

[Return to Administrator Setup](#)

Grant User Access

Martin John Storey

You must enter information into required fields, marked with an asterisk (*).

Select the applications your user needs to perform their job.*

--Select One or More--
Submit a Claim Online
Check Member Eligibility
View Authorizations
Check Claim Status
Check Credentialing Status
Display Edit Practice Information
Display Roster
Secure Messaging
Manage Outcomes ?

User Type: *
--- Select a User Type --- ▾

Entity TIN Numbers:

 ?

Entity MIS Number:
 ?

Add User

[Return to Administrator Setup](#)

MagellanProvider.com: Your toolkit for serving Magellan members

- Where to get information
- How to sign in
- How to access services
- What is *Provider Focus*?



Check member eligibility and benefits

- To get eligibility and benefits, including accumulated amounts, for Magellan members, providers must use the [Availity Essentials provider portal](#), Availity.com.



The screenshot displays the Availity Essentials provider portal. The top navigation bar includes 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A 'Keyword Search' field is located in the top right. The left sidebar features a red-bordered box around the 'EB Eligibility and Benefits Inquiry' option, with 'EP View Essentials Plans' below it. A feedback section titled 'Tell us what you think.' is also visible. The main content area is titled 'New Request' and includes a 'Watch a quick demo' link. The form fields are: '* Payer' (dropdown menu showing 'MAGELLAN HEALTHCARE'), 'Provider Information' section with 'Select a Provider' (dropdown menu showing 'Search for a Provider'), '* NPI' (text input field), and 'City' (text input field).

- This portal requires an Availity Essentials registration/login (separate from your MagellanProvider.com login). Once logged in to Availity Essentials, you'll also be able to access MagellanProvider.com secure applications via single sign on (SSO).
- Note: for some state-sponsored or government-funded programs, benefits may not appear in Availity Essentials; to verify eligibility and benefits, **go to the state's website**.

Submit claims – electronic options

- Submit or view claims from the My Practice menu on the left.



- Claims status and EOB/EOP data is now available on Availity Essentials. [Learn more.](#)



1. Electronic Data Interface (EDI) via Magellan’s direct submit process
2. EDI via a clearinghouse
3. Submission via *Claims Courier* — Magellan’s web-based claims submission tool
4. Individual claim submission via Availity Essentials

TIP: Access claims-related resources from the *Getting Paid* tab at the top of the webpage (does not require sign in).

Submit a claim online: Claims Courier




- Submit professional claims on a claim-at-a-time basis using Magellan's secure web-based data entry application.
- Magellan must be the designated payer in order to process your submitted claims.


Submit a Claim (Claims Courier) :: **Welcome** [Help?](#)

Magellan Health, Inc. is pleased to offer professional claim submission for professional services. This online application is designed as a tool to both **submit and manage claims** submitted through the Claims Courier.


- It is the submitter's responsibility to monitor the claim using 'View Submitted Claims' function until it is in 'Accepted/Received' status and thereby entered into the adjudication system.
- **Magellan Health, Inc. will only accept claims for which Magellan Health, Inc. both manages and pays claims.**
- We **cannot accept institutional claims** (UB-04) or data feeds from provider billing software through this website. If you wish to use your billing software or if you wish to submit institutional claims (UB-04) electronically, please contact one of our **contracted clearinghouses**.
- If you wish to view **adjudicated claims status**, you can [check claims status](#) through My Claims.
- Claims Courier **should not be used** for EAP services. Please use Submit an EASI Form located under My Claims on left menu for EAP services.




**CREATE a
New, Blank
Claim**



**CREATE a
New Claim
from a Copy**



**FINISH a
Saved Claim**



**VIEW
Submitted
Claims**

View claim status

- To view claim status and EOB/EOP information for Magellan members, providers must use the [Availity Essentials provider portal](https://www.availity.com), Availity.com.
- This portal requires an Availity Essentials registration/login (separate from your MagellanProvider.com login). Once logged in to Availity Essentials, you'll also be able to access MagellanProvider.com secure applications via single sign on (SSO).



The screenshot shows the Availity Essentials provider portal interface. The top navigation bar includes 'Home', 'Notifications', and 'My Favorites'. Below this is a secondary navigation bar with tabs for 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is organized into three columns: 'Claim Status & Payments', 'Claims', and 'EDI Clearinghouse'. The 'Claim Status & Payments' column is highlighted with a red box and contains two items: 'CS Claim Status' and 'RV Remittance Viewer'. The 'Claims' column contains 'PC Professional Claim' and 'EP View Essentials Plans'. The 'EDI Clearinghouse' column contains 'Send and Receive EDI Files', 'File Restore', 'EDI Reporting Preferences', 'Payer List', and 'Transaction Enrollment'. At the bottom of the dashboard, there are three buttons: 'Remittance Viewer', 'Eligibility and Benefits Inquiry', and 'Authorization Referral'.

Submit an appeal/dispute document



- Start an appeal or submit documents for a non-urgent appeal or dispute with [the Submit an Appeal/Dispute Document](#) application.
- For urgent and expedited appeals/disputes: Contact the appropriate toll-free number for the member's program; do not submit the information online.

Submit an Appeal/Dispute Document :: [Upload Document](#) [Help?](#)

Upload Document

For non-urgent appeals/disputes: Upload supporting documents pertaining to the denied authorization or claim.

For urgent and expedited appeals/disputes: Contact the appropriate toll-free number for the member's program; do not submit the information here.

For public sector plans: Follow the local program's process for appeals and disputes; do not submit the information here.

***Required field**

Contact Information

[Clear Contact Info](#)

Last Name: *	<input type="text"/>	First Name: *	<input type="text"/>
Phone Number: *	<input type="text"/>	Alternate Phone:	<input type="text"/>
Email Address: *	<input type="text"/>	Preferred Contact Method:	<input type="text"/>

Upload Document

Select Magellan P.O. Box Number: *

--SELECT--

Select Document Type: *

--SELECT--

Indicate the related claim, authorization or member ID: ?

Choose Document: *

No file chosen

If you have information to upload for multiple members, upload each document separately. Do not include information for multiple members in a single document, as it will not route appropriately.

Acceptable document formats include .pdf, .tiff, or .tif.

Request authorizations



- You can submit online authorization requests (as required by plan) under *Request Member Care*.

Request Member Care :: Begin Help?

736189001 LINDEN, ADRIENNE (111111000)

Member Information			
Member:	PENNY CENTS	Member No.:	ONE4THEM
Member DOB:	08/05/1989		

Choose the service you are requesting from the drop-down menu.

** required fields*

Select the service for your request: *

Traditional Outpatient

Continue Cancel

View authorizations



- The *View Authorizations* application allows you to review authorization information, and view, save and print authorization letters and enclosures.
- Authorization information is available for all authorizations, whether requested online or over the phone.

View Authorizations :: Authorization Search Help ?

Select Provider TIN:
452145028 -- Mage

Enter data for ONE will better narrow your results.

Option 1 -- Authorization Number ?
and/or Enter your Authorization Number from your authorization letter without dashes:
[Text Input]

Option 2 -- Member/Patient Information ?
and/or Last Name: [Text Input] First Name: [Text Input] Member No.: (Optional) [Text Input]

Date Range ? From: (mm/dd/yyyy) [31] To: (mm/dd/yyyy) [] Select Date Type: []

Sort results by:
Member/Patient Name

Choose what you would like to do with this information:
You can receive the results of your search in three ways: in a summary, in a printable detailed report, or via a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

View summary Create detailed report (.PDF) Download electronic file (.XLS)

Submit **Clear Form**

Sample online demo

Check secure messages

- *My Messages* lets you exchange detailed Protected Health Information (PHI) with Magellan while maintaining compliance with HIPAA privacy and security standards.
- Responses to your messages are directed back into your Inbox on the *My Messages* page.



The screenshot shows the 'MyMessages' web interface. At the top, there is a header bar with 'MyMessages ::' on the left and 'Inbox' on the right. Below the header, there is a navigation area with 'Inbox' and 'Sent' links. The main content area shows 'Inbox ?' and '1 message'. Below this is a table with columns for 'Select', 'From', 'Subject', and 'Date'. The table contains one row with a 'Select' checkbox, an envelope icon, 'My Messaging' as the sender, 'RE: What is My Messaging?' as the subject, and '01/29/2014' as the date. At the bottom, there are 'Delete' and 'Compose Message' buttons, and a '1' indicating the number of messages.

Select	From	Subject	Date
<input type="checkbox"/>	My Messaging	RE: What is My Messaging?	01/29/2014

Check network participation



- The *Check Network Participation* application gives you timely information about your recredentialing status in our network.

Network Participation Status ::

Provider Status: **ACTIVE** ?

Recredentialing Due Date: [blurred]

Days Until Recredentialing: [blurred]

Note: If your organization is in the recredentialing application process. Be sure to complete the application by the recredentialing due date, it's time to start the application materials in a timely manner so we can process your application.

Provider Status
This means that you maintain at least one active contract in a Magellan network and are currently credentialed. To confirm your network participation status for a specific Magellan member's plan, contact us by secure message and we will respond to your message promptly.

View information about contract types and terms in the [Supplement to the Magellan Network Provider Handbook](#).

Display/edit practice information

Regularly updating your practice data is critical to all transactions with Magellan.

Practice data impacts:

- Authorization notifications
- Recredentialing notifications
- Network/contractual-related communications
- Provider directories
- Claims payment



Office managers/group administrators must be cautious when updating practitioner information, particularly when the provider maintains a solo practice and/or works for other group practices.

Updating practice information



What you need to do – solo and group practices

Notify Magellan within 10 business days of any changes in your individual practice information including:

- ✓ General information
- ✓ Contact information
- ✓ Access / availability

Promptly notify us if you are unable to accept referrals for any reason including:

- Illness
- Practice not accepting new patients
- Professional travel, sabbatical, vacation, leave of absence, etc.

- ✓ Specialties
- ✓ Service, mailing or financial address

Group practices only

- ✓ Practitioners departing the group practice
- ✓ New practitioners joining the group practice

Display/edit practice information (cont'd)



What you need to do

- ✓ Access Magellan's mandatory online Provider Data Change Form (PDCF) which allows you to update your information in real time.
 1. Go to www.MagellanProvider.com
 2. Sign in.
 3. Click *Display/Edit Practice Information* from left-hand menu.
 4. Attest to the accuracy of your practice information on a quarterly basis and anytime you make an update to your information.
- ✓ Training is available online under the *Education* heading on the provider website.
- ✓ Magellan provider network staff also are available to assist with training.



My Practice

- ▶ My Contact List
 - Get My Messages
 - Lookup Contact Info
- ▶ My Authorizations
 - Check Member Eligibility
 - View Authorizations
 - View EAP Registrations
 - Request Autism Spectrum Disorder Auth
 - Request Member Care
- ▶ My Claims
 - Submit a Claim Online
 - View Claims Submitted Online
 - Check Claims Status
 - Submit an EASI Form
- ▶ My EDI
 - Submit EDI Files
- ▶ My Outcomes
 - Manage Outcomes
- ▶ My Status
 - Check Credentialing Status
 - Check Contract Status
- ▶ My Practice
 - Administrator Setup
 - Display/Edit Practice Information
 - Submit Online W-9
 - Display/Edit Roster
 - Manage Mail Options
 - My Notifications
- ▶ My Reports
 - Plan-Specific Reports
- ▶ My Forms
 - Medicaid Disclosure
- ▶ My Profile
 - Change Password
 - Edit My Profile
 - Change Challenge Question

My Practice Info Practice Information

Provider Data Change Form Provider Profile Member Ratings Dashboards Reports

Select from the options below to edit your practice information.

452145028 GRANGER TEST RECORD, LILY (111111000) ▼

To change your billing Taxpayer Identification Number (TIN), you must complete and submit a [Form W-9](#).

Attest to the accuracy of your data.

You must click on each of the sections indicated with a **i** below, review your information (and update as needed), then click "I Attest".

I attest that I have reviewed the data contained in the following sections:

- General Information
- Access
- Specialties, Languages & Age Range
- Mailing Address & Professional Email Address
- Service Address, Hours & Medicaid ID Information

I Attest

General Information **i** ?

Office Contacts ?

Access **i** ?

Specialties, Languages & Age Range **i** ?

Mailing Address & Professional Email Address **i** ?

Financial Address ?

Service Address, Hours & Medicaid ID Information **i** ?

Home Address ?

Electronic Funds Transfer ?

W-9 Form ?

Provider Profile



This feature on our provider website allows providers to enhance the information that members see in our online Provider Search tools; you can:

- Upload a photo
- Include a personal statement
- Share awards and distinctions
- Share top attributes



Practitioners who are part of a group also can sign into the provider website and update their profile



Making more in-depth information about network providers available to members

helps support consumer choice and ultimately contributes to the best care and positive clinical outcomes for members

To access the Provider Profile:

1. Sign into the website with your secure username and password at www.MagellanProvider.com
2. From the left-hand My Practice menu, select *Display/Edit Practice Information*
3. Click the *Provider Profile* tab

Provider Profile



- Help potential clients know how you could help them by completing the Provider Profile.

My Practice Info :: My Profile - Begin Help?

Provider Data Change Form **Provider Profile** Member Ratings Dashboard Reports

Begin Profile Awards & Publications Preview

Manage Your Profile

Enhance your profile - visible to Magellan members via our Provider Search tool - and attract new member referrals! You can upload a photo, enhance your biographical information, and share your professional attributes.

Note: To make revisions to your other practice information, please select the Provider Data Change Form tab above.

To begin, please select the TIN/MIS for this profile:

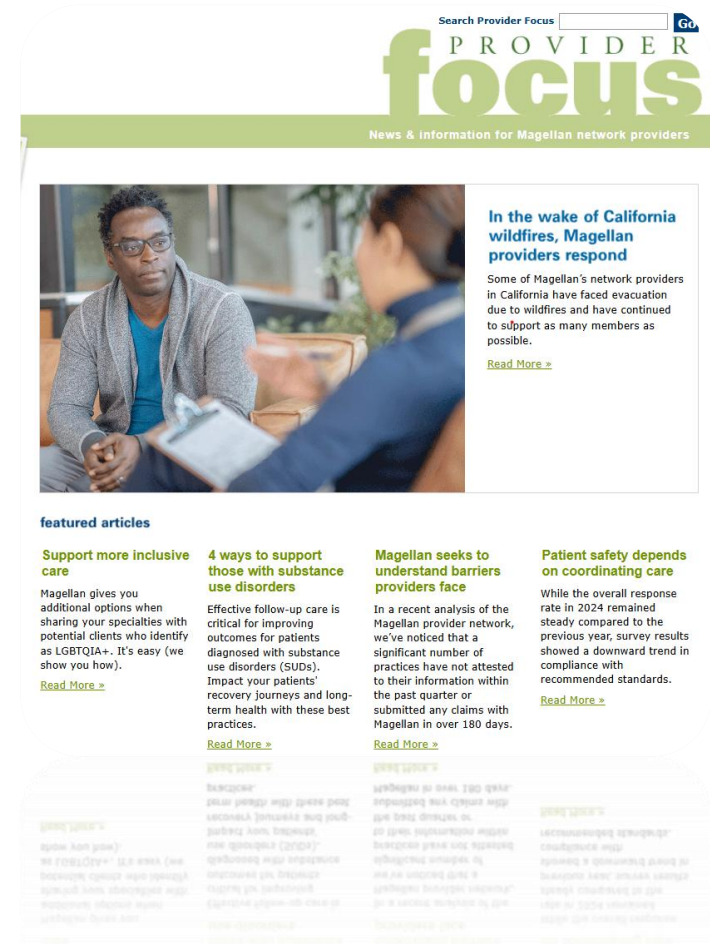
MagellanProvider.com: Your toolkit for serving Magellan members

- Where to get information
- How to sign in
- How to access services
- What is *Provider Focus*?



News and information for Magellan network providers

- *Provider Focus* is an award-winning, quarterly e-newsletter available on our behavioral health provider website, MagellanProvider.com. Click “Provider Focus” on our home page.
- The publication provides network-wide information in addition to region- and plan-specific news you can use.
- Feature articles in *Provider Focus* include valuable information on topics that can directly impact your practice in key areas such as:
 - Current company events and new initiatives
 - Claims information and submission tips
 - Clinical findings and processes
 - Employee Assistance Program information
 - New products and services
 - Network efficiencies and survey results
 - Regulatory requirements and industry best practices
 - Quality improvement and medical services news





Thank you for attending!

The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.