

# Magellan Quick Reference Guide for Participating Providers with AmeriHealth HMO, Inc. and its Affiliates ("AmeriHealth")

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## Online Informational Sources:

Get answers to many frequently asked questions online.

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

## **You have access to many resources/tools including:**

- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Claims Tools
- Treatment Request Forms
- Sample PCP Communication Forms
- Update Your Practice Information
- Magellan Provider Newsletter, *Provider Focus*

## Provider Inquiry Resources:

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

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

Call your local Magellan **Field Network Representative** at **1-800-866-4108**.

If you feel your inquiry needs further review after pursuing the aforementioned standard methods, you may contact the following resources:

### Magellan

Office of the General Manager **1-800-424-4624**

### AmeriHealth Customer Service

**1-800-275-2583**



## Quick Reference Guide for Participating Providers with AmeriHealth HMO, Inc. and its Affiliates

**Behavioral Health Services  
Managed by  
Magellan Behavioral Health, Inc.  
Southeast Care Management Center  
P.O. Box 1619  
Alpharetta, GA 30009**

# Magellan Quick Reference Guide for Participating Providers with AmeriHealth HMO, Inc. and its Affiliates

- [To verify eligibility for any AmeriHealth plan](#)  
Call 1-800-275-2583.

- [For the following plans:](#)

AmeriHealth HMO and POS\* (DE) +  
AmeriHealth HMO and POS\* (NJ)  
AmeriHealth 65\*\* (NJ)  
AmeriHealth HMO and POS\* (PA) +

You can obtain **initial outpatient authorizations (IOA), request additional sessions, and submit claims** online for all accounts listed above through your secure provider log on at

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

**Authorization, Eligibility, and Claims Number:**  
1-800-809-9954

**Fax Number for Treatment Request Form (TRF) Submission:**  
1-800-501-0185

**Claims Address:**  
Magellan Behavioral Health, Inc.  
P.O. Box 1958  
Maryland Heights, MO 63043

**Payer ID for electronic claims submission:**  
01260

\*For POS In-Network Provider Claims

- [For the out-of-network benefits of the following plans:](#)

AmeriHealth POS (Out-of-Network) (DE) +  
AmeriHealth POS<sup>1</sup> (out-of-network) (NJ)  
AmeriHealth POS (Out-of-Network) (PA) +

**Authorization, Eligibility, and Claims Number:**  
1-800-809-9954

**Fax Number for Treatment Request Form (TRF) Submission:**  
1-800-501-0185

**Claims Address:**  
AmeriHealth Processing Center  
P.O. Box 41574  
Philadelphia, PA 19101-1574  
(Attn: Claims Department)

**Payer ID for electronic claims submissions:**  
95044

## Important Notice

Effective for dates of service 1/1/2009, mental health outpatient services do not require authorization for Pennsylvania and Delaware plans (see + indicators).

Effective for dates of service 10/1/2009, claims for AmeriHealth New Jersey National Access Rider PPO plans should be submitted to AmeriHealth New Jersey. Please do not submit claims to Magellan Behavioral Health, Inc.

- [For the following plans:](#)

AmeriHealth PPO (DE) +  
AmeriHealth PPO (NJ)

You can obtain **initial outpatient authorizations (IOA) and request additional sessions** online for the account listed above through your secure provider log on at [www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider).

**Authorization Number:**  
1-800-809-9954

**Benefits Verification:**  
1-800-595-3627

**Fax Number for TRF Submission:**  
1-800-501-0185

**Claims Address:**  
AmeriHealth Service Center  
P.O. Box 41574  
Philadelphia, PA 19101-1574  
(Attn: Claims Department)

**Claims Adjustments:**  
AmeriHealth Service Center  
P.O. Box 6645  
Wayne, PA 19087-8845

**Payer ID for electronic claims submissions:**  
AmeriHealth PPO New Jersey – 60061  
AmeriHealth PPO Delaware – 93688

<sup>1</sup>AmeriHealth New Jersey POS PLUS and PPO Plans with PHCS Logo on the ID card have access to Magellan's national network.