

Quick Reference Guide for Serving Blue Shield of California Members

Authorization

- Authorization is **not** required for routine outpatient services (as of Jan. 1, 2013).
- Authorization is **not** required for outpatient ECT and psychological testing (as of March 6, 2017).
- Non-routine outpatient services that **do** require authorization include biofeedback, neuropsychological testing, and ABA.

Contact us regarding any member you consider at high risk for decompensation or hospitalization, and members with complex conditions (e.g., suicidal or homicidal, those with eating disorders, bipolar disorder, etc.) by calling the number on the member's card for behavioral health services.

Eligibility Verification

- Blue Shield of California and Blue Shield of California Life & Health Insurance
Company plan members: 1-877-263-9952
- ASO Buy-Up Product plan members: 1-800-378-1109
- CalPERS plan members: 1-866-505-3409
- City and County of San Francisco plan members: 1-866-830-0328
- Medicare Advantage plan members: 1-800-985-2398

If unsure of phone number to use, refer to the back of the member's ID card.

Claims Submission

We encourage you to submit claims electronically, via www.MagellanProvider.com or through a clearinghouse. When submitting claims electronically, the Magellan submitter ID is **01260**.

Mailing address (for paper claims):

Blue Shield of California Mental Health Service Administrator (MHSA)

P.O. Box 710400

San Diego, CA 92171-0400

Appeals

Magellan supports the rights of members and their providers acting on the member's behalf to appeal adverse determinations. The procedure for appealing a clinical determination is outlined fully in the adverse determination notification letter.

Follow the instructions listed in the notification letter. You may submit an appeal in one of three ways:

1. Requesting the appeal verbally by contacting the customer service number on the back of the member's identification card OR
2. Faxing the appeal to 1-888-656-1060 OR

3. Mailing the appeal and supporting documentation to:

Blue Shield of California Mental Health Service Administrator (MHSA)
P.O. Box 719002
San Diego, CA 92171-9002

Online Information

Access secure website applications and get answers to many frequently asked questions at **www.MagellanProvider.com**, such as:

- Magellan National Provider Handbook
- Handbook Supplements for California and Blue Shield of California
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Check Member Eligibility
- Submit Claims and Check Claim Status
- Member Outcomes Tools
- Practice Information Update
- Demos of Online Tools
- PCP Communication Forms
- Magellan newsletter, *Provider Focus*
- And much more!

Provider Inquiries

- **Verification and benefit questions:** see toll-free numbers listed above for Eligibility Verification
- **General inquiries, including credentialing and network status:** contact the national Provider Services Line at 1-800-788-4005
- **Local network team:** contact 1-800-430-0535, option 4 or CaliforniaProvider@MagellanHealth.com