



**Kaiser Foundation Health Plan of Washington and  
Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente)  
Frequently Asked Questions from Providers**

***Effective July 1, 2020***

| QUESTION   | ANSWER  |
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| <p>What is Magellan’s role?</p>  | <p>Magellan coordinates with you on Kaiser Foundation Health Plan of Washington (HMO) members’ <b>appointment referrals</b> for <i>outpatient mental health (including medication management and psychological testing) and substance use disorders services</i>, as well as your <b>recredentialing</b> and <b>updating information about your practice</b>.</p> <p>Magellan may coordinate appointments for Kaiser Foundation Health Plan of Washington Options, Inc.’s (POS and PPO) members. There is no change to that benefit, and no authorization is required for services.</p>                               |
| <p>How does working with Magellan affect my relationship with Kaiser Permanente?</p> | <p>Your provider contract remains with Kaiser Permanente.</p> <p>You will still contact Kaiser Permanente about:</p> <ul style="list-style-type: none"> <li>• Member eligibility and benefits</li> <li>• Authorization</li> <li>• Claims for outpatient behavioral health and substance use services</li> <li>• Higher levels of care (intensive outpatient, partial hospitalization, residential, and inpatient programs).</li> </ul>  |
| <p>What services are covered by this arrangement?</p>                                | <p>The agreement with Magellan covers psychiatrists, psychologists and master’s level therapists providing the following services:</p> <ul style="list-style-type: none"> <li>• Outpatient therapy</li> <li>• Outpatient substance use disorder treatment</li> <li>• Medication management</li> <li>• Psychological testing</li> <li>• Neuropsychological testing</li> </ul>  |
| <p>How do I get appointment referrals from Magellan?</p>                             | <ol style="list-style-type: none"> <li>1. Members will continue to go through the Kaiser Permanente Mental Health Access Center (MHAC) at (206) 630-1680 or toll free at 1-888-287-2680 for authorization of services. MHAC will then send the authorization to Magellan to coordinate appropriate care for the member.</li> <li>2. <b>Magellan will contact you by email or phone about your appointment availability</b> when a Kaiser Permanente member in your area requires outpatient mental health (including medication management and psychological testing) and substance use disorder services.</li> </ol> |

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|   | <ol style="list-style-type: none"> <li>3. If you can meet the care need, <b>you will hold an appointment day/time for 48 hours and let Magellan know when you are available.</b></li> <li>4. Magellan will reach out to the member to confirm appointment day/time.</li> <li>5. Magellan will confirm the appointment with you and share member-specific information so you can contact the member with pre-appointment details (paperwork, address, parking, etc.).</li> <li>6. Kaiser Permanente will notify you about the authorization details once you accept the appointment referral from Magellan.</li> </ol>   |
| <p>How do I notify Magellan about changes to my practice or group's information?</p>                                      | <p>Magellan requires that you update your practice information via our online Provider Data Change Form.</p> <ol style="list-style-type: none"> <li>1. Go to <b>www.MagellanProvider.com</b> and sign in securely with your <b>username</b> and <b>password</b>.</li> <li>2. Under the <i>My Practice</i> header in the left-hand menu, click <b>Display/Edit Practice Information</b>.</li> <li>3. The first tab that displays is the <b>Provider Data Change Form</b>.</li> </ol>   |
| <p>Nothing has changed with my practice information recently; must I still login to the Magellan website every month?</p> | <p><b>Yes; in support of NCQA, federal, and CMS regulations and standards, the State of Washington Network Access and Provider Directory requirements, and HB 1099, as a contracted Kaiser Permanente provider, you must sign into Magellan's provider website <i>monthly</i> to validate the accuracy of your practice information, specifically your appointment availability and ability to accept new patients.</b></p> <p>We also ask you to include your website URL and email address that members can use, along with practice specialties.</p> <p>Magellan will send you a monthly reminder about this requirement, either by email, fax or postcard, depending on the contact information we have for you. Thank you for your regular and timely response.</p>  |
| <p>What are my username and password for www.MagellanProvider.com?</p>  | <p>Find your <b>username (aka "MIS#")</b> on the cover letter from Magellan.</p> <p>If you are signing in for the first time, you will use a temporary <b>password</b>.</p> <ul style="list-style-type: none"> <li>• <b>For practitioners:</b> The password is the provider's birth year followed by the last four digits of your Taxpayer Identification Number (TIN) or Social Security Number (SSN). For example, if "John's" birth year is 1960 and the last digits of his TIN/SSN are 1234, his password is "19601234."</li> <li>• <b>For groups &amp; facilities:</b> The password is 2003 followed by the last four digits of the Taxpayer Identification Number (TIN) under which the organization/group bills services. For example, if the last digits of the organization/group TIN are 1234, the password is "20031234."</li> </ul> <p>You will be prompted to set up a new password.</p> |
| <p>How will recredentialing through Magellan work?</p>  | <p><i>If you are an...</i></p>  |

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|  | <p><b>Individual practitioner:</b></p> <p><i>Pursuant to Washington State law (House Bill 1552) practitioners need to have their credentialing applications on a centralized database. Paper applications are no longer accepted. You have two options:</i></p> <ol style="list-style-type: none"> <li><b>1. Make sure you have an application that is current on One Health Port</b> <a href="https://www.onehealthport.com">https://www.onehealthport.com</a>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li><b>2. Make an application available to Magellan via the CAQH® ProView™ website, <a href="http://proview.caqh.org">http://proview.caqh.org</a>.</b> Magellan utilizes the CAQH universal application to streamline the credentialing process. This application is free to providers and utilized by most of the major payers across the country. Completing and maintaining a CAQH profile will assist Magellan to complete your recredentialing process quickly and usually without additional outreach to you. <ul style="list-style-type: none"> <li>• If you are already registered with CAQH, simply log in and verify that your attestation is current and authorize us to retrieve your information by clicking “Magellan Health” or “All.”</li> <li>• If you currently are <b>not</b> using CAQH, click the <i>Register Now</i> link in Step 3 under the <i>First Time Here?</i> header on the CAQH website.</li> </ul> </li> </ol> <p><b>Organizational provider/facility:</b></p> <p><b>Be prepared to complete a hard copy recredentialing application.</b> Magellan will send your application packet via USPS five to six months prior to your organization’s credentialing expiration date.</p> |
| <p>How do I contact Kaiser Permanente and Magellan?</p>        | <p>For questions about eligibility, authorization and claims for Kaiser Permanente members, contact the Kaiser Permanente Provider Assistance Unit at 509-241-7206 or toll free at 1-888-767-4670.</p> <ul style="list-style-type: none"> <li>• For questions about referrals, contact 1-800-424-4493.</li> <li>• For information about network involvement, practice data or credentialing for Kaiser Permanente, email <a href="mailto:WashingtonProvider@MagellanHealth.com">WashingtonProvider@MagellanHealth.com</a>.</li> </ul>  |
| <p>Where do I submit claims?</p>                               | <p>Submit claims to Kaiser Permanente.</p>   |
| <p>I am not currently in the Magellan network. Can I join?</p> | <p>To participate in the Magellan network for other health plans, you will need to sign a Magellan Provider Participation Agreement. To request a contracting packet, contact Magellan’s Provider Services Line at 1-800-788-4005.</p>   |