

Magellan Healthcare, Inc.\*

# Provider Handbook Supplement for California

*Revised November 2023*



\*In California, Magellan does business as Human Affairs International of California, Inc. and/or Magellan Health Services of California, Inc. – Employer Services.

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See [Appendices to the California provider handbook supplement](#)

**California Medical Necessity Criteria** - The Magellan California subsidiaries, Human Affairs International of California (HAI-CA) and Magellan Health Services of California, Inc. – Employer Services (EAP) have adopted certain guidelines by which requests for services will be evaluated for medical necessity. These guidelines include ASAM, LOCUS, CALOCUS, CASII, ECSII, MCG and [Magellan Care Guidelines](#) as outlined in the National Provider Handbook. Please refer to the California Review Criteria / Guidelines Grid for a designation of service and the corresponding criteria.

**Clinical Practice Guidelines** - The Magellan California subsidiaries, Human Affairs International of California and Magellan Health Services of California, Inc. – Employer Services have adopted Magellan’s [Clinical Practice Guidelines](#) as outlined in the National Provider Handbook.

**California Member Grievance Forms** (English and Spanish)

**Independent Medical Review Policy**

**Claims Settlement Practices and Dispute Resolution**

**Language Assistance Services**

**Sample Patient Financial Responsibility Acknowledgement Form**

*Please refer to the Magellan [National Provider Handbook](#) and its [Appendices](#) section for all policies and procedures with the exception of the pages and appendices set forth above. This Handbook Supplement provides additional guidance in connection with mental health plans and Employee Assistance Programs (EAP) regulated under the Knox-Keene Health Care Service Plan Act; this Supplement does **not** apply to services in connection with other group health plans. All references in this Supplement and in the National Provider Handbook, including Appendices, to “Magellan” should be read as referring to Human Affairs International of California and/or Magellan Health Services of California, Inc. – Employer Services.*

## SECTION 1: KNOX-KEENE REGULATIONS INTRODUCTION

# Welcome

Magellan Health Services, Inc. conducts its behavioral health business in California that is regulated under the Knox-Keene Health Care Service Plan Act (“Knox-Keene”) through two California-based subsidiaries: Magellan Health Services of California, Inc. – Employer Services and Human Affairs International of California (HAI-CA). Magellan is committed to meeting the quality assurance and consumer protection and provider protection requirements of the Knox-Keene Act and regulations issued by the Department of Managed Health Care (“DMHC”). This section sets forth special obligations of Magellan and providers contracted with Magellan designed to ensure compliance with Knox-Keene requirements.

This document supplements the [Magellan Provider Handbook for the National Provider Network](#). This provider handbook supplement is to be used in conjunction with the Magellan national provider handbook. When information in the California supplement conflicts with the national handbook, or when specific information does not appear in the national handbook, policies and procedures in the California supplement prevail.

### Contact Information

**Magellan Healthcare Provider Services Line: 1-800-788-4005, Monday through Friday, from 8 a.m. to 5:30 p.m. Central Time.**

If you have questions about covered services, you may contact Magellan at the following numbers:

Health Plan Name	Line of Business	Customer Service Number	Hours of Operation
Blue Shield of California	DMHC Plan Members: <ul style="list-style-type: none"><li>• HMO</li><li>• POS</li><li>• PPO</li><li>• FEHBP (HMO)</li></ul>	1-877-263-9952	Monday through Friday, 8 a.m. to 5 p.m., PST
	CDI Plan Members: <ul style="list-style-type: none"><li>• PPO</li></ul>		

	ASO/Shared Advantage UM Buy-up Product	1-800-378-1109	Monday through Friday, 8 a.m. to 5 p.m., PST
	CalPers Plan Members	1-866-505-3409	Monday through Friday, 8 a.m. to 5 p.m., PST
	Medicare Advantage	1-800-985-2398	Monday through Friday, 8 a.m. to 8 p.m., PST
Health Plan of San Mateo	Medi-Cal	1-800-424-4134	Monday through Friday, 8 a.m. to 5 p.m., PST
Positive Healthcare California	Medi-Cal	1-800-480-4464	Monday through Friday, 8 a.m. to 6 p.m., PST
	Medicare Advantage		Monday through Friday, 8 a.m. to 8 p.m., PST

## SECTION 2: MAGELLAN'S BEHAVIORAL HEALTH NETWORK

# Recredentialing – Continuous Credentialing

### ***Our Philosophy***

In support of Magellan's ongoing commitment to promoting quality care for our members, we regularly re-review provider licensure.

### ***Our Policy***

Recredentialing of providers with respect to licensure is conducted on a continuous basis.

### ***What You Need to Do***

In support of this policy, you are responsible to renew your professional license on a timely basis to avoid any lapse in licensure.

### ***What Magellan Will Do***

If you fail to renew your license on a timely basis, we will send you a reminder and suspend your network status. If you fail to renew within 60 days, we will terminate your network participation.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Before Services Begin

### ***Our Philosophy***

Magellan joins with our members, providers and customers to make sure members receive the most appropriate services and experience the most desirable treatment outcomes under their benefits.

### ***Our Policy***

Magellan refers members to providers who best fit their needs and preferences, based on member information shared with Magellan at the time of the call. We also confirm member eligibility and conduct reviews for initial requests for clinical services upon request.

### ***What You Need to Do***

Your responsibility is to:

#### **Obtain Precertification and Ongoing Certification**

Providers are required to obtain precertification for admission and ongoing certification for continued care for non-routine services, non-emergency hospitalizations and other facility-based mental health and substance use disorder services, subject to the member's benefit plan. Some of the non-routine services may include, but not limited to: outpatient electroconvulsive therapy (ECT), applied behavior analysis (ABA), transcranial magnetic stimulation (TMS), neuro-psychological testing or other psychological testing, and biofeedback, provided these services are a covered benefit.

If a provider does not obtain precertification for services, Magellan will allow the provider a one-day grace period to obtain retroactive certification and supply documentation to support medical necessity criteria. For retrospective reviews, Magellan will take into consideration extenuating circumstances that prevented the provider from timely notification, e.g., psychotic member unable to provide insurance information.

Based on the member's benefit plan, services provided without precertification or ongoing certification may be subject to retrospective medical necessity review. If medical necessity cannot be demonstrated, services may not be covered. Where applicable, if retrospective requests are denied for medical necessity, Magellan will issue an administrative denial for failure to certify services, effective the date of admission or last covered day of ongoing services. Magellan will review services for medical necessity prospectively from the date of notification forward. If retro-certification is denied, the facility is held liable for all services that took place prior to Magellan being notified, from date of admission. In-network providers must hold members harmless under these circumstances.

Please also note that Magellan is available to take calls for all services 24 hours a day, seven days a week. Magellan continues to expect providers to contact Magellan **for notification after hours for urgent/emergent care requiring certification. Magellan after-hours staff will initiate a notice of admission certification or clinical review for inpatient hospitalization**; for residential, partial hospitalization, or intensive outpatient services, the facility must call the next business day for certification.

Your responsibility is to:

#### **Outpatient Care**

- Confirm member eligibility, member benefits, applicable member copayments/coinsurance/deductibles, and timely filing timelines prior to the member's visit, via provider portal or contact center.
- Obtain pre-authorization for outpatient ABA services, biofeedback and psychological/neuropsychological testing (all provider types), TMS, ECT and OBOT.
- Obtain additional outpatient authorizations for additional services as needed when applicable.
- Provide medical records and any other documentation necessary to substantiate medical necessity for the services requested.
- Acquire the copayment/coinsurance/deductible from the member at the time of the visit.
- Follow Magellan medical necessity criteria and clinical practice guidelines.
- Submit all claims to Magellan on behalf of the member and follow billing procedures detailed in [Claims Settlement Practices and Dispute Resolution appendix](#).
- Coordinate care with outpatient behavioral health providers and PCPs in writing or by telephone.
- Not require a primary care physician (PCP) referral from members.
- Not require prior authorization of emergency services or urgent care services.

Your responsibility is to:

#### **Facility-Based Care**

- Understand federal and state standards applicable to providers.
- Comply with federal and state standards.
- Contact Magellan for related notifications and/or requests for certification
- Be able to provide medical records and any other documentation necessary to substantiate medical necessity for all services requested.
- Not require a primary care physician (PCP) referral from members.
- Not require prior authorization of emergency services.
- Requests for substance use residential treatment services must include reference to the level of care treatment as outlined in ASAM criteria.



- Arrange for timely and appropriate aftercare/discharge planning including securing of 7-day follow-up after hospitalization (FUH) appointment, appropriate stepdown coordination, and linkage to appropriate resources including coordination with Magellan case management programs prior to discharge.
- Provide an individualized care and treatment program.
- Alert outpatient providers of admission and coordinate care with outpatient behavioral health providers and PCPs in writing or by telephone.

### ***What Magellan Will Do***

Magellan's responsibility to you is to:

#### **Outpatient Care**

- Operate toll-free telephone numbers to respond to provider questions, comments and inquiries (see [contact information](#) above).
- Establish a multi-disciplinary Utilization Management Committee to oversee all utilization functions and activities.
- Make decisions about non-urgent prior authorizations within five business days of receipt of the request. The determination will be communicated via telephone or fax to the requesting provider within 24 hours of making the determination.
- Conduct an expedited coverage review when the member's condition is such that he/she faces an imminent and serious threat to his or her health, including, but not limited to the potential loss of life, limb, or other major bodily function, or the standard time frame for the decision-making process would be detrimental to the member's life or health or could jeopardize the member's ability to regain maximum function.

Magellan's responsibility to you is to:

#### **Facility-Based Care**

- Operate a toll-free telephone number to respond to provider questions, comments and inquiries (see [contact information](#) above).
- Establish a multi-disciplinary Utilization Management Oversight Committee to oversee all utilization functions and activities.
- Make decisions about expedited prior authorizations within 72 hours of the receipt (inpatient and residential continued-stays) of the request and give verbal notification within 24 hours of the decision. Written notification will be sent within the shorter of two business days from when the determination is made or 72 hours of receipt of the request.
- Make decisions about standard prior authorizations within five business days of the receipt (partial hospital and intensive outpatient continued-stays) of the request and give verbal

notification within 24 hours of the decision. Written notification will be sent within the shorter of two business days from when the determination is made.

- Understand federal and state standards applicable to providers.
- Comply with federal and state standards.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Concurrent Review

### ***Our Philosophy***

Magellan believes in supporting the most appropriate services to improve healthcare outcomes for members. We look to our providers to notify us if additional services beyond those initially authorized are needed.

### ***Our Policy***

Our clinical and utilization management activities follow our established guidelines memorialized in Magellan policies.

### ***What You Need to Do***

If, after evaluating and treating the member, you determine that additional services are necessary:

#### **(Facility-based Care)**

- Call the designated Magellan care management team member at least one day before the end of the authorization period for inpatient and intermediate ambulatory services (see [contact information](#) above).
- Be prepared to provide Magellan staff with an assessment of the member's condition, including any changes since the previous clinical review and discharge plan.
- Understand federal and state standards applicable to providers.
- Comply with federal and state standards.
- Respond promptly to requests for additional information, including but not limited to facility Records.

If, after evaluating and treating the member, you believe that additional non-routine outpatient services are necessary:

#### **(Outpatient Care)**

- Understand federal and state standards applicable to providers.
- Comply with federal and state standards.
- Contact Magellan for prior authorization of all out-of-network and non-routine services at the applicable number listed above.
- Respond promptly to requests for additional information.

## **What Magellan Will Do**

Magellan's responsibility to you is to:

### **(Facility-based Care)**

- Be available 24 hours a day, seven days a week, 365 days a year to respond to requests for authorization of care.
- Have a physician advisor available to conduct a clinical review in a timely manner if the care manager is unable to authorize the requested services.
- Respond in a timely manner to your request for additional days.
- Urgent Concurrent Decision Timeframe: If the request is made at least 24 hours prior to the expiration of the authorization, the decision to extend must be made within 24 hours of the receipt of the request.
- If the request to extend urgent concurrent care was not made prior to 24 hours before the expiration of the authorization, the decision must be made within 72 hours of the request.
- Practitioner Notification of Approval and Denial: Within 24 hours of the decision.
- Written Notification of Denial to Practitioner: Within 24 hours of receipt of the request (Urgent); within two business days of making the decision (Non-Urgent).
- *Note:* If oral notification is given within 24 hours of receipt of the request, written or electronic notification will be given no later than three calendar days after the initial oral notification.
- *Note:* If additional information is required to make a determination, different timeframes may apply.
- Operate toll-free telephone numbers to respond to provider questions, comments and inquiries (see [contact information](#) above).

Magellan's responsibility to you is to:

### **(Outpatient Care)**

- Make a physician advisor or clinician advisor available to conduct a clinical review in a timely manner if the care manager is unable to authorize the requested services.
- Non-Urgent Concurrent Decision Timeframe: The decision must be made in a timely fashion appropriate for the member's condition not to exceed five business days of receipt of the request.
- Practitioner Notification of Approval and Denial: Within 24 hours of the decision.
- Written Notification of Denial to Practitioner: Within two business days of making the decision.
- *Note:* If additional information is required to make a determination, different timeframes may apply.
- Operate toll-free telephone numbers to respond to provider questions, comments and inquiries (see [contact information](#) above).

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Medically Necessary Treatment (SB 855)

Effective Jan. 1, 2021, Senate Bill 855 applies to all California regulated health plans, including California regulated Employee Assistance Programs.

1. Plans must provide coverage for medically necessary treatment of mental health and substance use disorders (MH/SUD) listed in the mental and behavioral disorders chapter of the most recent edition of the International Classification of Diseases (ICD) or Diagnostic and Statistical Manual of Mental Disorders (DSM).
2. All healthcare services plans (e.g., Magellan) must apply specific clinical criteria and guidelines when conducting utilization review.
3. Magellan will utilize guidelines set forth in the most recent version of treatment criteria developed by the nonprofit professional association for the relevant clinical specialty. (See the “California Review Criteria / Guidelines Grid” in the State/Client-Specific Criteria section of the [Medical Necessity Criteria](#) page.)
4. Requests for services will be evaluated for medical necessity based on the prescribed guidelines.

## Third Party Telehealth Providers (AB 457)

Effective Jan. 1, 2022, Assembly Bill 457 applies to all California regulated health plans. Magellan offers mental health services via telehealth to an enrollee through third-party corporate telehealth providers. Below are the following requirements with which Magellan and its third-party corporate telehealth providers must comply:

1. **“Third-party corporate telehealth provider”** means a corporation directly contracted with Magellan that provides health care services exclusively through a telehealth technology platform and has no physical location at which a patient can receive services.
2. Third-party corporate telehealth providers are to ensure that the records entered into a patient record system are shared with the enrollee’s primary care provider or are otherwise provided to the enrollee’s primary care provider, unless the enrollee objects, in a manner consistent with state and federal law.
3. Third-party corporate telehealth providers shall obtain a consent from the enrollee to receive covered mental health services via telehealth.
4. Magellan shall provide coverage for covered mental health services delivered through telehealth services on the same basis and to the same extent the plan of the same covered mental health services through in-person diagnosis, consultation, or treatment.
5. Magellan shall reimburse covered telehealth mental health services on the same basis and to the same extent Magellan reimburses the same covered mental health services delivered in-person.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Adverse Childhood Experiences Screenings (ACEs, SB 428)

Effective Jan. 1, 2022, Senate Bill 428, the ACEs Equity Act, applies to all California regulated health plans. Plans are required to cover Adverse Childhood Experiences screenings (ACEs) for children and adults.

### ***Our Philosophy***

Magellan believes in supporting the most appropriate services to improve healthcare outcomes for members.

### ***Our Policy***

Magellan maintains a formal attestation process to ensure ACEs eligible providers receive reimbursement for Adverse Childhood Experiences screenings they conduct.

### ***What You Need to Do***

- Providers must complete an ACEs oriented, trauma informed care training, offered in-person and online through DHCS. For more information, visit <https://www.dhcs.ca.gov>. To enroll directly in training, visit: <https://training.acesaware.org/aa>.
- Providers meeting the requirement above can request a CA SB 428: ACEs Screening Attestation by contacting Magellan’s Provider Services Line at 1-800-788-4005 or by emailing Magellan’s Provider Relations Department at [CaliforniaProvider@MagellanHealth.com](mailto:CaliforniaProvider@MagellanHealth.com).
- Eligible providers are required to use specific ACEs screening tools:
  - ACEs Questionnaire for Adults (Ages 18 years and older)
  - PEARLS (Pediatric ACEs and Related Life-events Screener) for Children (Ages 0 – 19 years old)
  - *NOTE: Both the ACEs Questionnaire and PEARLS are appropriate for ages 18 and 19 years, and Part I of PEARLS is acceptable for 20 years and older.*
- Providers must bill appropriately, using covered HCPCS.

### ***What Magellan Will Do***

Upon receipt of the provider’s CA SB 428: ACEs Screening Attestation, Magellan will update the provider’s record with an “ACEs Eligible” flag so that the provider receives appropriate member referrals and ACEs claims reimbursement.

If you have any concerns or comments, contact our Magellan Provider Services Line at 1-800-788-4005, Monday through Friday from 8 a.m. to 5:30 p.m. Central Time.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Appealing Care Management Decisions – Member Complaints and Appeals

### ***Our Philosophy***

Magellan supports the right of members to appeal adverse decisions and to comment on service or care concerns.

### ***Our Policy***

We provide a formal mechanism for members to appeal adverse decisions, to express comments related to care or service, to have appeals or complaints appropriately investigated, and to receive a timely and professional response.

An *appeal* is a formal request for reconsideration of a non-authorization decision or adverse claim determination) with the goal of finding a mutually acceptable solution. For an appeal prior to the provision of the services, the member may submit the appeal or the provider, acting on the member's behalf, may submit an appeal. Examples of actions that can be appealed include, but are not limited to, the following:

- Denial or limited authorization of a requested service, including the type or level of service
- Reduction, suspension or termination of a previously authorized service
- Denial, in whole or in part, of payment for a service.

An *expedited appeal* is a request that is made when the routine decision-making process might seriously jeopardize the life or health of a member, or when the member is experiencing severe pain. An expedited decision may involve an admission, continued stay, or other healthcare services.

Our mechanism for clinical appeals includes access to independent medical review when required by Knox-Keene, the Patient Protection and Affordable Care Act (Health Care Reform law), other applicable law, and/or our customer contracts.

### ***What You Need to Do***

To support this policy, your responsibility is to:

- For Employee Assistance Program (EAP), furnish a copy of our complaint form (See the [California Member Grievance Form appendix](#) or [Spanish version](#)) to each member with a complaint.
- For Blue Shield of California, Positive Healthcare, and Health Plan of San Mateo (HPSM), refer member to their health plan to file a complaint.



- For Clinical Appeals please submit your request to the following health plans:

Health Plan Name	Line of Business	Appeals Mailing Address	Appeals Phone Number	Appeals Fax Number
Blue Shield of California	Commercial	Blue Shield of California Mental Health Service Administrator PO Box 719002 San Diego, CA 92171-9002	--	1-888-656-1060
	Medicare	Blue Shield of California Medicare Appeals and Grievances Department P.O. Box 927 Woodland Hills, CA 91365-9856	--	(916) 350-6510
Positive Healthcare California	Medi-Cal	PHC California P.O. Box 46160 Los Angeles, CA 90046	1800-263-0067; TTY 711 Monday through Friday, 8 a.m. to 8 p.m.	
	Medicare	PHP P.O. Box 46160 Los Angeles, CA 90046	1800-263-0067; TTY 711	1888-235-8552
Health Plan of San Mateo	Medi-Cal	Health Plan of San Mateo Attn: Grievance and Appeals 801 Gateway Blvd., Suite 100 South San Francisco, CA 94080	1-888-576-7227 or (650) 616-2850; TTY 711 or 1-800-735-2929 Monday through Friday, 8 a.m. to 5 p.m.	

- Members must follow the instructions for submitting an appeal described on the notification of the adverse decision and contact Magellan directly.
- Providers and other individuals filing on the member's behalf should refer to the adverse determination notification letter for the specific procedures for appealing a clinical determination.

- Cooperate with us in investigating and resolving member complaints and/or appeals without speaking negatively or derogatory about Magellan to the members.
- Members may not be charged for services beyond the applicable copayment, deductible or coinsurance applied by their benefit. However, a member may be charged for services that have been denied authorization by Magellan if the member agrees, in writing, to be financially responsible for such services on a form that meets the requirements set forth below. The member's written agreement must be obtained *after the services have been denied but before they have been provided* and following notification that the services are not covered by the plan. General financial responsibility acknowledgments signed upon admission are not sufficient. The written agreement should contain the following elements (see Sample Patient Financial Responsibility Acknowledgement Form in [appendices](#)):
  - A description of the services to be rendered
  - The dates of service
  - The cost of the service
  - Alternative treatment and cost
  - Information regarding the right to appeal and/or contact the appropriate regulatory body
  - Signature of the patient or patient's legal representative
  - Signature of a witness

Please note that this waiver is required even if you elect to appeal the non-authorization. Updates to the status of the non-authorization require an updated waiver. Please be further advised that failure to obtain a valid waiver may result in the determination that you engaged in prohibited balance-billing, which would require you to reimburse the member for any amounts paid beyond the deductible and/or copay.

As a reminder, per your agreement with Magellan, Section 2.4.6 Member Hold Harmless Commitment:

*In the event a Member requires services which are beyond the scope or duration of Medically Necessary Covered Services under this Agreement, Facility shall verify with Payer that the Payer has no independent obligation to provide those non-Covered Services and if that verification is obtained from Payer, Facility may bill the Member for those non-Covered Services; provided, however, that prior to delivering such services, Facility informs the Member that such services are non-Covered Services and Member elects in writing to receive those non-Covered Services prior to having such services delivered. Any rates charged by Facility to a Member for non-Covered Services in accordance with the provisions of this section, shall be the rates negotiated by Facility and Plan for such services set forth in the Exhibits to this Agreement.*

- Support a member’s application for independent medical review. When our denial is based on our conclusion that the treatment is experimental or investigational, we expect you, as appropriate, to furnish written certification that (i) standard treatments have not been effective in improving the member's condition, (ii) standard treatments would not be medically appropriate for the member, or (iii) there is no more beneficial standard therapy covered by the plan than the requested treatment, and that the treatment is likely to be more beneficial than any standard therapy.

Please see the Independent Medical Review Policy in [appendices](#).

***What Magellan Will Do***

We will send a letter acknowledging a grievance within five calendar days of receipt and a resolution letter or a pended resolution letter within 30 calendar days of receipt.

We will furnish determinations on expedited appeals within the shorter of one business day or three calendar days, regarding standard pre-service appeals within 15 calendar days, and regarding post-service appeals within 30 calendar days.

We will provide a copy of all relevant documents to the independent review organization within three business days of receipt of an independent review request from the DMHC and provide the member an annotated list of the documents sent to the review organization. We will implement an independent medical review decision within three business days of receiving the decision from the DMHC.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Member Access to Care – Appointment Access Standards

### ***Our Philosophy***

Members are to have timely access to appropriate mental health, substance abuse, and/or Employee Assistance Program (EAP) services from an in-network provider 24 hours a day, seven days a week.

### ***Our Policy***

Our access-to-care standards allow members to obtain behavioral health services by an in-network provider within a time frame that reflects the clinical urgency of the situation.

### ***What You Need to Do***

In support of that commitment, we adhere to the established appointment and telephone access standards set forth in 28 CCR Section 1300.67.2.2. We strongly encourage you to follow these standards.

### **Appointment Access Standards**

- **Life-Threatening Emergency Access:** If you are unable to see a member with a life-threatening emergency immediately, we ask that you immediately refer the member to the nearest emergency room, advise the member to call 911, or advise the member to call the nearest Psychiatry Emergency Team (PET).
- **Non-Life-Threatening Emergency Access:** We expect you to see members with non-life-threatening emergencies within **six hours** of contact.
- **Urgent Access:** We expect you to see health plan and other managed care members with urgent situations within **48 hours** of contact and Employee Assistance Program (EAP) members with urgent situations within **24 hours** of contact.
- **Non-Urgent Access:** We expect you to see health plan and other managed care members for non-urgent appointments within 10 business days of contact for non-physician mental healthcare provider (15 business days for psychiatrists) and EAP members for routine care within three business days of contact.
  - **Physician/Prescriber Threshold for Routine Outpatient Follow-up Care After Initial Visits/Assessment/Evaluation:** Physician/prescribers offer health plan and other managed care members routine **follow-up care** appointments within 90 days following the initial visit, assessment or evaluation.
  - **Non-Prescriber Threshold for Routine Outpatient Follow-up Care After Initial Visits/Assessment/Evaluation:** Non-prescribers offer health plan and other managed care

members **routine follow-up care** appointments within 30 days following the initial visit, assessment or evaluation.

- **Effective July 1, 2022, per Senate Bill 221**, non-physician mental health and substance use disorder providers shall offer health plan and other managed care members non-urgent follow-up appointments within 10 business days of the prior appointment for those undergoing a course of treatment for an ongoing mental health or substance use disorder condition.
- **Follow-Up Visit Post Hospital Discharge (HEDIS):** We expect you to see a member within seven calendar days of their discharge from an inpatient facility upon request from either the facility, the member, or the Magellan care manager via in-office or a telehealth appointment (if you are contracted to offer that service option).
- **Unavailability:** Notify us immediately when you become unavailable for new referrals by updating your appointment availability and/or requesting a hold of referrals for any date span via the provider website. Any hold request beyond 90 days must be submitted in writing and reviewed by the Network and CNCC committee for approval to be granted.
- **Missed Appointment:** If it is necessary for a provider or member to reschedule a missed appointment, the missed appointment shall be promptly rescheduled in a manner that is appropriate for the member's healthcare needs.

### Telephone Access Standards

- **Return Calls:** We expect you to return member's call in accordance with good professional practice guidelines.
- **Outgoing Phone Message or Answering Service:** Include your telephone response time to members via your outgoing phone message and/or answering service. We also ask that your phone message or answering service informs members that if they believe their situation requires immediate intervention, they should:
  - Go to the nearest emergency room.
  - Call 911.
  - Page you (if an available option).
  - Contact the nearest Psychiatry Emergency Team (PET).

### In-Office Wait Times

Members should not have to wait more than 15 minutes after the scheduled appointment time except when an emergency interrupts your schedule.

### **Referral Supplement – California Provider Specialty Information**

Providers can update frequently and maintain their specialties and appointment availability via the [www.MagellanProvider.com](http://www.MagellanProvider.com) (or sites of Magellan’s contracted vendors, as directed). This information is requested to meet regulatory requirements of the California Department of Managed Health Care.

#### ***What Magellan Will Do***

In support of our commitment to these standards and to meet our regulatory obligations, we may contact you through random audits to gauge your ability to meet these standards. Failure to meet these standards may result in sanctions, up to and including termination of your provider participation agreement. If you have any concerns or comments, please contact our Magellan Healthcare Provider Services Line at toll-free, 1-800-788-4005, Monday through Friday from 8 a.m. to 5:30 p.m. Central Time.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Use of Associates and Interns (SB 855)

### ***Our Philosophy***

Magellan recognizes the increased need for members to be able to access behavioral health services.

### ***Our Policy***

In accordance with California Senate Bill 855, Magellan will reimburse covered services provided by eligible associates/interns.

### ***What You Need to Do***

Your associates/interns must meet all requirements below to deliver services to Magellan members and receive reimbursement. You must also submit an initial associate/intern attestation and an updated attestation if there are changes to your associate/intern roster. An associate/intern attestation can be requested by contacting Magellan Provider Relations at [CaliforniaProvider@MagellanHealth.com](mailto:CaliforniaProvider@MagellanHealth.com).

### **Supervision of non-credentialed clinicians will follow these guidelines:**

- Supervising clinicians, who are credentialed by Magellan (or credentialed by provider via delegation agreement with Magellan) and in good standing in the Magellan network, will provide supervision of non-credentialed clinicians.
- The supervising clinician must have regular one-on-one supervision with the non-credentialed clinician to review treatment provided to members on an ongoing basis.
- Supervision must be documented in the member's chart and kept on file.
- The supervising clinician will co-sign all treatment plans and progress notes generated by the non-credentialed clinician.
- Supervision and treatment provided will be consistent with the Magellan Level of Care Guidelines.
- At all times, the supervising clinician shall require the non-credentialed clinician to comply with the protocols and requirements of Magellan and the requirements of all applicable regulatory authorities.
- The supervising clinician will conduct primary source verification of the non-credentialed clinician's training and education including but not limited to:
  - Professional license eligibility
  - Work history
  - Specialized training, where applicable
- Non-credentialed clinicians will practice within the scope of their training and abide by the ethical principles of their discipline's licensing Board, of their supervising clinician, and the relevant professional association with which they are affiliated.

- Members must be informed that they are being treated by a non-credentialed clinician and must sign a written consent to this effect.
- Upon achieving full licensure and no longer an intern/associate, practitioners working in a group practice setting must apply to Magellan to become an in-network, credentialed provider to continue to provide services to Magellan members.

**Billing correct license-level modifiers on claims**

- Ensure that claims submitted for services rendered by associates/interns include correct license-level modifiers. Find more information at [MagellanProvider.com/California](https://MagellanProvider.com/California).

***What Magellan Will Do***

In accordance with California Senate Bill 855, Magellan will reimburse covered services provided by eligible associates/interns (using the organization's Taxpayer Identification Number).

- We process claims using the organization's record and the license-level modifier provided.
- We base reimbursement for services rendered by associates and interns on the supervising provider's licensure.



## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Keeping Your Practice Data Current

## Department of Managed Health Care (Senate Bill No. 137), NCQA and CMS Data Validation regulatory requirements

### ***Our Philosophy***

Maintaining accurate practice information for in network providers, groups and facilities to ensure members whose plans are managed by Magellan receive timely access to in network mental health, substance abuse and/or EAP treatment.

### ***Our Policy***

Magellan maintains a formal data validation program to ensure compliance with regulatory requirements. We require all providers active in Magellan's California network to review update and/or attest to the accuracy of their practice information annually during the annual assessment audit and at a minimum every quarter or 90 calendar days.

### ***What You Need to Do***

Keeping your practice information up to date through Magellan's online form is essential to ensuring appropriate referrals, appointment availability and accurate and timely claims processing, in addition to complying with contractual stipulations outlined in your provider/group/facility participation agreement(s) with Magellan. *If you do not have computer access or unable access Magellan's website (or the sites of Magellan's contracted vendors, as directed), contact our Magellan Healthcare Provider Services Line at 1-800-788-4005, Monday through Friday from 8 a.m. to 5:30 p.m. Central Time, to complete your telephonic update and/or attestation.*

**Providers must update and/or attest to the accuracy of the following practice information online at [MagellanProvider.com](http://MagellanProvider.com) (or the sites of Magellan's contracted vendors, as directed):**

- Name
- Practice location or locations (mailing, financial and practice locations)
- Contact (telephone and fax number) information
- Professional level/level of licensure
- National Provider Identifier (NPI)
- California license number and type of license
- Office hours and appointment availability
- Area(s) of specialty and subspecialty, including board certification as applicable
- The providers office email address as applicable

- Provider language capabilities as applicable
- Hospital admitting privileges as applicable
- If the provider is active under Group Participation Agreement with Magellan, confirm the affiliated group practice through which the provider sees Magellan members.

**In accordance with CA Senate Bill No. 137/Chapter 649/Section 2(j), in network providers are required to notify Magellan within five business days when either of the following occurs:**

- If the provider is not accepting new patient appointments.
- If the provider had previously not accepted new patient appointments, but the provider is currently accepting new patients.

If you not accepting new patient appointments and are contacted by a Magellan member or potential member requesting an appointment, please redirect the member to Magellan to assist with alternative referral options (see [contact information](#) above).

Please note, you have an option to suppress your provider directory information. You may submit your written request to [CaliforniaProvider@MagellanHealth.com](mailto:CaliforniaProvider@MagellanHealth.com). Your request must include the following information:

- Provider NPI
- Location
- Detailed reason for requesting to suppress your provider directory information from the provider directory.

### ***What Magellan Will Do***

Magellan will send data validation reminder communications to all noncompliant California providers every quarter. In network providers that are not compliant with Magellan’s data validation program over the course of two consecutive quarters will be reviewed at Magellan’s California Network and Credentialing Committee to address noncompliance of contractual obligations and the provider’s contract affiliations with Magellan may be impacted in accordance with CA Senate Bill No. 137/Chapter 649/ Section 2(l)(n).

In accordance with CA Senate Bill No. 137/Chapter 649/Section 2(p) Magellan reserves the right to delay payment or reimbursement owed to a provider if the provider continues to not be responsive to Magellan’s attempts to verify practice information over the course of two consecutive quarters and subsequent corrective action measures implemented by the California Network and Credentialing Committee in accordance with CA Senate Bill No. 137/Chapter 649/Section 2(p).

If you have any concerns or comments, contact our Magellan Healthcare Provider Services Line at 1-800-788-4005, Monday through Friday from 8 a.m. to 5:30 p.m. Central Time.

## SECTION 3: THE ROLE OF THE PROVIDER AND MAGELLAN

# Advance Directives - Medicare

### ***Our Philosophy***

Magellan believes in a member's right to self-determination in making healthcare decisions.

### ***Our Policy***

As appropriate, Magellan will inform adult members 18 years of age or older about their rights to refuse, withhold or withdraw mental health and/or substance abuse treatment through advance directives. Magellan supports the state and federal regulations that provide for adherence to a member's psychiatric advance directive.

### ***What You Need to Do***

Your responsibility is to:

- Understand and comply with federal Medicare standards regarding psychiatric advance directives.
- Maintain a copy of the psychiatric advance directive in the member's file, if applicable.
- Understand and follow a member's declaration of preferences or instructions regarding behavioral health treatment.
- Use professional judgment to provide care believed to be in the best interest of the member.

### ***What Magellan Will Do***

Magellan's responsibility to you is to:

- Comply with federal advance directive laws.
- Document the execution of a member's psychiatric advance directive.
- Not discriminate against a member based on whether the member has executed an advance directive.
- Provide information to the member's family or surrogate if the member is incapacitated and unable to articulate whether or not an advance directive has been executed.

## SECTION 4: THE QUALITY PARTNERSHIP

# A Commitment to Quality

### ***Our Philosophy***

Magellan is committed to continuous quality improvement through a program that includes assessment, planning, measurement, and re-assessment of key aspects of care and service.

### ***Our Policy***

We conduct annual reviews of a random sample of provider treatment record documentation against standards for documentation and adherence to important elements of clinical practice guidelines. We conduct our reviews in accordance with regulatory mandates and in a manner consistent with respecting federal and state health information privacy regulations.

### ***What You Need to Do***

- To support this policy, your responsibility is to: Understand and comply with regulatory standards applicable to providers.
- Provide input and feedback to Magellan to actively improve the quality of care provided to members.
- Participate in quality improvement activities if requested by Magellan.
- Respond to our written request for treatment records within the time frame requested.

### ***What Magellan Will Do***

We will review your records, provide you with feedback on your individual results and review aggregate data to identify areas where we may improve our assistance to you in meeting our documentation standards and clinical practice guidelines.

## SECTION 4: THE QUALITY PARTNERSHIP

# Provider Input

### ***Our Philosophy***

Magellan believes that provider input concerning our programs and services is a vital component of our quality programs.

### ***Our Policy***

We obtain provider input through provider participation in various workgroups and committees of Magellan. We offer providers opportunities to give feedback through participation in our quality programs, or via requests for feedback in provider publications.

### ***What You Need to Do***

To comply with this policy, your responsibility is to:

- Understand and comply with regulatory requirements and standards applicable to providers.
- Provide input and feedback to Magellan to actively improve the quality of care provided to members.
- Participate in quality improvement and utilization oversight activities if requested by Magellan.

### ***What Magellan Will Do***

Magellan's responsibility to you is to:

- Actively request input and feedback regarding member care.
- Operate a toll-free telephone number to respond to provider questions, comments and inquiries.
- Establish a multi-disciplinary Quality Improvement Committee to oversee all quality functions and activities.
- Maintain a health information system sufficient to support the collection, integration, tracking, analysis and reporting of data.
- Provide designated staff with expertise in quality assessment, utilization management and continuous quality improvement.
- Develop and evaluate reports, indicate recommendations to be implemented, and facilitate feedback to providers and members.
- Participate in annual performance improvement projects (PIPs) that focus on clinical and non-clinical areas, and provide annual reports on performance improvement project results using a valid process for evaluation of the impact and assessment of the quality improvement activities.

## SECTION 4: THE QUALITY PARTNERSHIP

# Cultural Competency and Language Assistance Services

### ***Our Philosophy***

Magellan supports the right of members with limited English Proficiency (LEP) to assistance that enhances their ability to understand and obtain needed services.

### ***Our Policy***

We maintain a formal language assistance program (LAP) to identify and assist members with LEP.

### ***What You Need to Do***

- *Cultural sensitivity:* Be sensitive to language needs and cultural backgrounds of our members; treat all members in a manner compatible with their cultural health beliefs and practices and preferred language. See the “Cultural Sensitivity Tips” section in the [Language Assistance Services appendix](#).
- *Notice to members:* Inform LEP members of the availability of our free language assistance services in connection with their behavioral health benefits or EAP services.
- *Selection of interpreters and translators:* Use only qualified interpreters or translators when needed for an LEP member. Minimum qualifications include (i) being a native speaker and/or having at least 2 years’ experience of using English and each non-English language in healthcare settings and (ii) understanding of behavioral health terms and concepts in the non-English language(s). (You cannot be considered a bi-lingual provider unless you meet these standards.) If you are not a bi-lingual provider and do not have access to a qualified interpreter, we will arrange for a qualified interpreter at no cost to you or the member.
- *Language assistance costs:* Do not charge any member or his/her family or personal representative for interpretation or alternative-language translation services or represent to any member or his/her family or personal representative that there is a cost for such services.
- *Access to language assistance services:* Call us 24/7/365 for assistance in providing timely interpretation and translation assistance.
- See the “What We Expect from You, Our Provider” section of the [Language Assistance Services appendix](#) for more information.

### ***What Magellan Will Do***

We will make appropriate interpreter services available at our cost for LEP members who request interpreter services for all telephonic contacts and for your face-to-face communications with those

members. We use a professional, credentialed interpretation company with interpreters in various languages. If a member's language is not one of the languages provided by the interpretation company, there may be a slight delay in identifying an appropriate interpreter, but we will make efforts to locate an appropriate interpreter. See the [Language Assistance Services appendix](#) for more information.

## SECTION 4: THE QUALITY PARTNERSHIP

# California Member Confidentiality Protections (AB 1184)

## Updated California Medical Information Privacy Requirements

### ***Our Philosophy***

Confidentiality is a key tenant of our operations and processes. To that end, we have developed policies and procedures that serve to protect the privacy of confidential health information that is used or disclosed by Magellan.

### ***Our Policy***

Magellan protects access to protected health information (PHI) in the following ways:

- Utilizing strict guidelines for how member information may be used and disclosed.
- Requiring all employees to be familiar with the process for responding to any unauthorized uses or disclosures of confidential member information.
- Requiring Magellan staff, employees, consultants and visitors to sign statements concerning confidentiality of information, release of information, and communication requirements.
- Making sure that the Authorization to Use or Disclose Protected Health Information form we use complies with applicable state and federal laws and our customer-specific requirements.
- Monitoring provider adherence to privacy policies and procedures through site visits, quality reviews, and routine contact.
- Monitoring member feedback through the complaint process, member satisfaction survey results, and internal quality audits.
- Complying with applicable state and federal laws and accrediting organization standards.
- Establishing proper mechanisms for timely and appropriate responses to member rights issues, including but not limited to, member requests for confidential communications, access to PHI, amendments to PHI, and accounting of disclosures.
- Implementing technical barriers to systems by requiring authorization and passwords to access systems containing confidential information.
- Requiring the minimum necessary information for routine uses and disclosures of health information.



### **What You Need to Do**

In addition to complying existing medical privacy and confidentiality regulations, California providers must ensure the protection of members' health information as follows:

Assembly Bill 1184 amended the Confidentiality of Medical Information Act (CMIA), which requires health care providers to protect a subscriber or enrollee's privacy. AB 1184 prohibits the disclosure of medical information related to sensitive services (defined below) to anyone other than the enrollee without the individual's express written authorization, including the policyholder or parent of a minor patient.

Under the new legislation, a subscriber or enrollee can request "confidential communications" for all communications regarding the individual's medical information. If the confidential communication is available in the individual's preferred requested form and format, or at alternative locations, providers must permit and accommodate the request. The confidential communication request shall apply to communications that disclose medical information or provider name and address related to receipt of medical services by the individual requesting the confidential communication.

### **Sensitive Services**

Sensitive services are defined as all health care services related to:

- Mental or behavioral health
- Sexual and reproductive health
- Sexually transmitted infections
- Substance use disorder
- Gender affirming care
- Intimate partner violence

Sensitive services include services described in Sections 6924—6930 of the Family Code, and Sections 121020 and 124260 of the California Health and Safety Code, obtained by a patient at or above the minimum age specified for consenting to the services.

### **Protected Individual**

Pursuant to state or federal law, a "Protected individual" is:

- Any adult subscriber or member covered under a health plan or health insurance policy.
- A minor subscriber or member who can consent to a health care service without the consent of a parent or legal guardian.

"Protected individual" does not include an individual who lacks the capacity to give informed consent for service. For protected individuals who may not have designated an alternative mailing address, the provider and/or Magellan is required to send the communications to the address or phone number on file in the name of the protected individual.

### **CMIA Guidelines**

Providers are to follow the following guidelines to protect members' privacy:

- A protected individual (member) who has the right to consent to care is not required to obtain authorization from the primary subscriber to receive or submit a claim for sensitive services.
- Communications (written, verbal or electronic) regarding a member's receipt of sensitive services should be directed to the member's designated mailing address, email address, or phone number.
- Providers may not disclose a member's medical information related to sensitive health care services to the primary subscriber or other enrollees unless the member's authorization is present.
- Providers must notify the subscriber and enrollees that they may request a confidential communication in a specified format and how to make the request.
- Providers must respond to confidential communications requests within:
  - 7 calendar days of receipt via electronic or phone request, or
  - 14 calendar days of receipt by first-class mail.

Confidential communication includes:

- Bills and attempts to collect payment.
- A notice of adverse benefit determinations.
- An explanation of benefits notice.
- A request for additional information regarding a claim.
- A notice of a contested claim.
- The name and address of a provider, description of services provided, and other information related to a visit.
- Any written, oral, or electronic communication that contains protected health information.

### ***What Magellan Will Do***

Magellan's responsibility is to:

- Collaborate with you to protect member privacy and confidentiality.
- Request the minimum necessary PHI to perform needed healthcare operations and payment activities.
- Only respond to electronic (internet) requests for PHI through secure email channels.

## SECTION 5: PROVIDER REIMBURSEMENT

# Claims Filing and Claims Disputes

### ***Our Philosophy***

Magellan is committed to reimbursing our providers promptly and accurately in accordance with our provider contracts. We believe that informing providers of claims processing requirements helps avoid administrative denials that delay payment and require resubmission of claims. We recognize that we may make mistakes from time-to-time and are committed to addressing appropriately submitted provider concerns.

### ***Our Policy***

Magellan reimburses behavioral health treatment providers using Current Procedural Terminology (CPT®) fee schedules for professional services. Magellan's professional reimbursement schedules include the most frequently utilized CPT codes for professional services. *Our provider contracts require claims to be submitted within 90 days of the provision of covered services. We will deny claims not received within 90 days except when delay is caused by extraordinary circumstance.* A claim must contain no defect or impropriety, including a lack of any required substantiating documentation, HIPAA-compliant coding or other particular circumstance requiring special treatment that prevents timely payments from being made. If the claim does not contain all required information, it may be denied.

Magellan complies with section 1371.8 of the Knox-Keene Act by reimbursing providers for services rendered in good faith pursuant to a written authorization for a specific type of treatment even if after the authorization Magellan determines that the service was not covered under the plan.

To help resolve provider disputes, we maintain a formal provider dispute mechanism.

### ***What You Need to Do***

To support this policy, your responsibility is to follow the detailed claim submission guidelines and, as necessary, provider dispute guidelines in the [Claims Settlement Practices and Dispute Resolution appendix](#).

To be eligible for payment for services notwithstanding that the services are not covered, the following must be present:

- Written authorization for services that was not revoked prior to delivery of the services
- Services rendered in good faith reliance on the written authorization
- A complete clean claim filed within the timely filing standards.

You will not be considered to have relied in good faith on the authorization unless you re-check eligibility with Magellan (or the sites of our contracted vendors or a plan's online eligibility site, as directed), whenever the authorization was issued more than five days prior to service delivery. Keep evidence of this eligibility check to verify the member was eligible (e.g., print screen of website showing eligibility, documentation of a call, etc.), as well as evidence of submission to the payer specifically, Magellan.

If an established patient/member missed an appointment, the provider must have a signed specific policy signed by the member PRIOR to the missed appointment that outlines that an "administrative/missed appointment" fee will be charged to the member that is not to exceed the contracted amount for that particular scheduled/missed appointment; in order to obtain payment from the member.

***What Magellan Will Do***

Within 15 working days of receipt of a clean claim, we will either (i) pay or deny your claim and send you a written explanation or (ii) send you an acknowledgement of receipt of your claim.

When you submit a provider dispute in accordance with the guidelines in the [Claims Settlement Practices and Dispute Resolution appendix](#), we will acknowledge receipt within 15 business days of receipt and issue a written determination within 45 business days of our receipt of the dispute, or, if insufficient information is furnished, an amended dispute.

## SECTION 5: PROVIDER REIMBURSEMENT

# Reimbursable Business Expenses (SB 242)

**To prevent the spread of diseases causing public health emergencies declared on or after Jan. 1, 2022 (excluding COVID-19)**

Pursuant to California Senate Bill 242, Magellan will reimburse contracted providers for business expenses to prevent the spread of diseases causing public health emergencies, which are declared by the State of California on or after Jan. 1, 2022.

For purposes of this section, “business expenses” are defined as follows:

**“Personal protective equipment, additional supplies, materials, and clinical staff time over and above those expenses usually included in an office visit or other nonfaculty service or services, if performed during a public health emergency, as defined by law, due to respiratory-transmitted infectious disease.”**

Pursuant to the regulations, Magellan will reimburse contracted providers for business expenses for each individual patient encounter, limited to one encounter per day per enrollee for the duration of the public health emergency.

For reimbursement pursuant to this section, contracted providers must submit their expenses for reimbursement to the Magellan claims mailing address.

**Note:** Under the regulations, this shall NOT apply to the State of Emergency declared by the Governor of California on March 4, 2020, relating to the coronavirus pandemic (COVID-19).