

# IBHS Tips, Tricks and Troubleshooting

## Quick Reference Guide

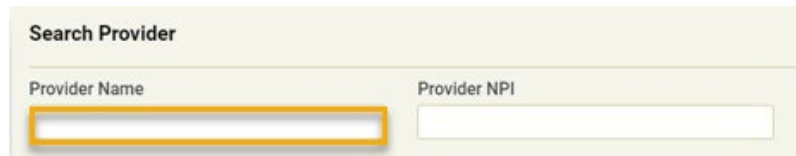
This guide assists you with requesting intensive behavioral health services (IBHS) using Magellan’s authorization system.

### Tips, Tricks and Troubleshooting

**1. Provider ID vs. Magellan MIS Number**  
 The Provider ID and Magellan MIS Number are the same. An MIS Number is the Provider ID that Magellan has assigned to you. This number allows us to process your claim efficiently and ensure the claim is paid to the appropriate provider rendering location and at the appropriate rates. You can find your MIS number on your contract.

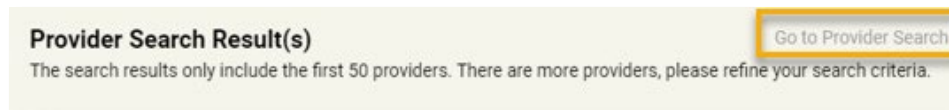
**2. Provider Search**  
 When you are on the **Prescreen** searching for the Servicing Provider (for outpatient service/procedure requests) or Servicing Facility (for inpatient requests), follow the steps below to complete a provider search:

a. Type your agency’s name. Click “**Search.**”



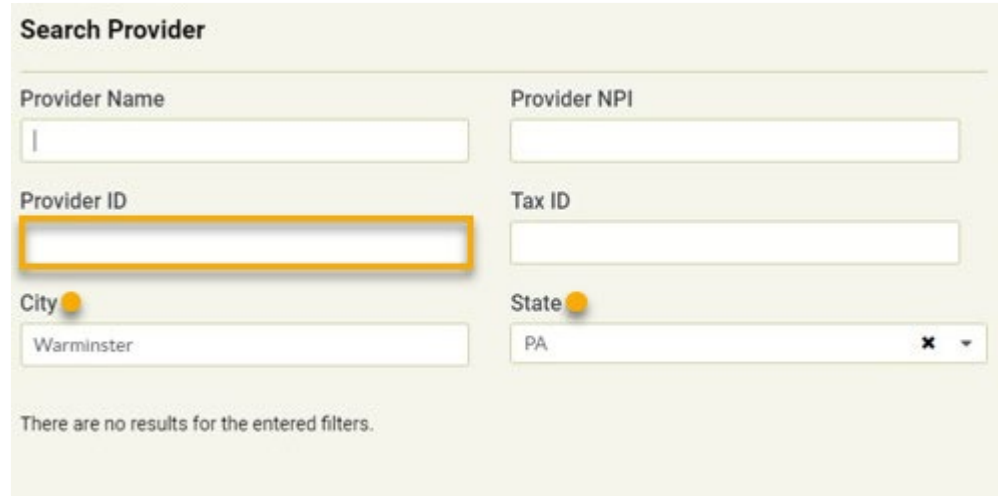
The screenshot shows a form titled "Search Provider" with two input fields: "Provider Name" and "Provider NPI". The "Provider Name" field is highlighted with a yellow border.

b. Click “**Go to Provider Search.**”



The screenshot shows a message box titled "Provider Search Result(s)" with the text: "The search results only include the first 50 providers. There are more providers, please refine your search criteria." A button labeled "Go to Provider Search" is highlighted with a yellow border.

- c. **Provider ID field** = Type this number in the field. *(This is the number Magellan has commonly referred to as your agency's MIS Number.)*
- Narrow the search results by using the other fields including City and State. Enter your agency's city and state in the field and click **"Search."**
  - If you get a message saying that there are no results, remove one of the filters.



**Search Provider**

Provider Name

Provider NPI

Provider ID

Tax ID

City

State

There are no results for the entered filters.

### 3. Locate and Select the Correct Provider

To ensure that you have located the correct provider during a provider search, check the **“Type”** field to verify that it displays **“Organization,”** and the **“Servicing Address”** field to verify that you have selected the correct provider location.



Provider Search Result(s) [Go to Provider Search](#)

H  
Location Name:

Provider ID	Tax ID	NPI
82		
Type	Servicing address	
Organization		

When the **“Type”** field displays **“Group,”** that is likely the incorrect provider unless your contract is specific to a group. (IBHS providers will all be Organizations.)



Provider Search Result(s) [Go to Provider Search](#)

A  
Location Name:

Provider ID	Tax ID	NPI
41		
Type	Servicing address	
Group		

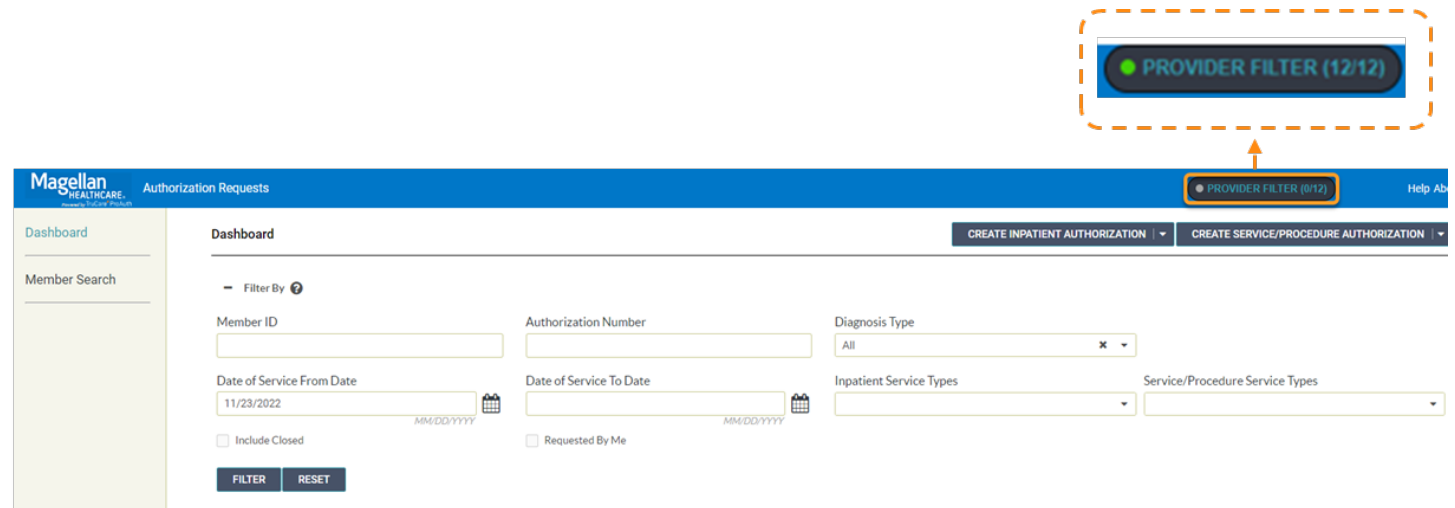
#### 4. Authorization Lookup Tip

To see the authorization requests you submitted for multiple members, it is critical that you first enable the **Provider Filter** feature.

When you enter the authorization system, the circle next to **Provider Filter** is grey, which indicates you have not selected a provider. Before searching for an authorization, be sure to activate the **Provider Filter** feature and ensure that the circle is green.

If the Provider is not listed in the **Provider Filter**, then you can still submit an authorization request; however, *you will not be able to view authorizations* by the provider.

For more details on Provider Filters, view the [“Understanding the Provider Filter Quick Reference Guide.”](#)



## 5. Authorization Search

Once you have enabled the Provider Filter, you can search for an authorization in two ways:

- a. Search for a specific authorization from the **Dashboard**.

On the Dashboard, first expand the “**Filter By**” field by selecting the **+** symbol. When the search fields display, enter the authorization number including the inpatient or outpatient prefix, then click the “**FILTER**” button.

Dashboard

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

- Filter By ?

Member ID:

Authorization Number:

Diagnosis Type: All x

Date of Service From Date: 05/16/2023 (MM/DD/YYYY)

Date of Service To Date:  (MM/DD/YYYY)

Inpatient Service Types:

Service/Procedure Service Types:

Include Closed  Requested By Me

FILTER RESET

- b. Search for authorizations for a specific member using the **Member Search** screen.

On the **Member Search** screen, it is best practice to select the radio button for the “**Search by Name and Date of Birth**” field to *search using the member's name and date of birth first*. Then, click “**SEARCH**.”

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit [www.MagellanHealthcare.com/states](http://www.MagellanHealthcare.com/states) for more information.

Search by ID

Member ID:  (Enter 6-18 characters)

Search by Name and Date of Birth

First Name:  (Enter at least 2 characters)

Last Name:  (Enter at least 2 characters)

Date of Birth:  (MM/DD/YYYY)

SEARCH RESET

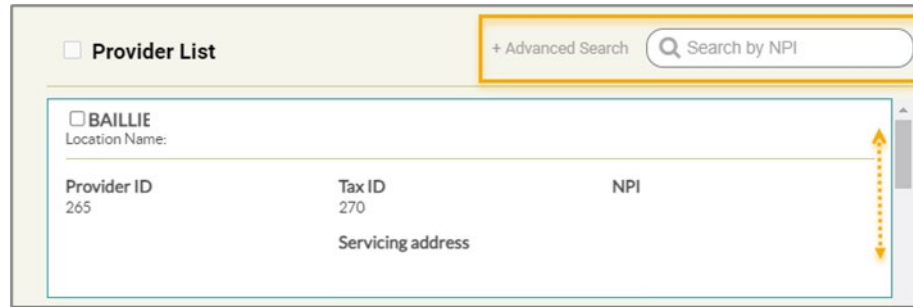
## 6. View All Authorizations for One Provider

To view all authorizations for a specific provider, you must first select the provider using the **Provider Filter** feature.

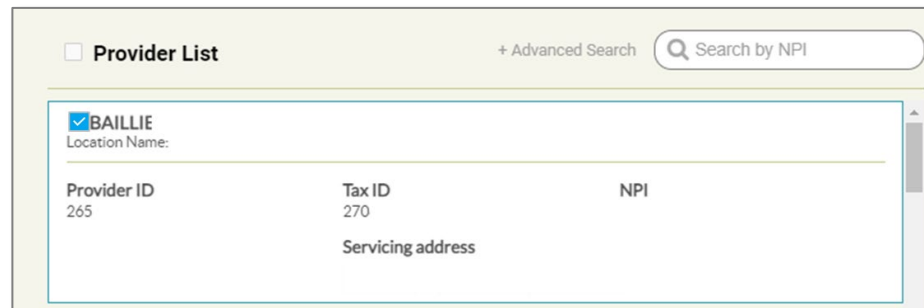
- a. Click on **PROVIDER FILTER**.



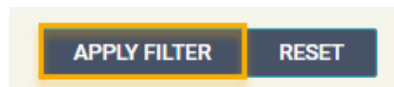
- b. Scroll to select the desired provider or perform a search using “Search by NPI” or the **Advanced Search** feature.



- c. Click the box next the desired provider.



- d. Select “**APPLY FILTER**” at the bottom of the window to see all applicable authorizations.



## 7. 999 Unit Limit

The Magellan authorization system presently allows you to add up to 999 units to an authorization. If the authorization requires more than 999 units, you will need to add the excess units as a secondary service by clicking the **ADD SERVICE** button on the **Services** screen.

The system returns you to the **Prescreen** to add the new service.

### IMPORTANT:

- You *must* complete the required fields as outlined in the “**Complete the Prescreen**” section of this guide for the new service.
- The **Primary Diagnosis** field populates with the diagnosis information from the previous **Prescreen** and *cannot be changed*.
- You *must* also complete the required fields as outlined in the “**Authorization Details**” section of this guide for the new service.

The screenshot displays the 'Create Service/Procedure Behavioral Health Authorization' interface. A progress bar at the top indicates the current step is 'Services', with previous steps 'Prescreen' and 'Authorization Details' completed, and 'Confirmation' pending. The main content area shows a service entry for 'Intensive Behavioral Health Services (IBHS)' with a procedure code of 'MENTAL HEALTH SERVICE PLAN DVLP NON-PHYSICIAN (H0032HPEP)'. The service details are as follows:

Start Date	End Date	Requested Units	Member's Applied Eligibility
04/20/2023	04/30/2023	10 Units	SSI & HH W/O MED A - AGE 0 - 20-01-S

Below the table, the 'Primary Procedure' is 'MENTAL HEALTH SERVICE PLAN DVLP NON-PHYSICIAN (H0032HPEP)', the 'Service Type' is 'Intensive Behavioral Health Services (IBHS)', and the 'Servicing Provider' is 'ACCESS SERVICES'. Other fields include 'Primary Diagnosis' (Attention-deficit hyperactivity disorder, unspecified type (F90.9)), 'Level of Urgency' (Standard/Standard Organization Determination), 'Place of Service' (Office), 'Treatment Type', 'Requesting Provider' (John Smith), 'Requesting Provider Contact Name' (John Smith), 'Requesting Provider Contact Number', and 'Requesting Provider Fax Number'. An 'EDIT' button is visible next to the service entry. At the bottom of the screen, there are buttons for 'ADD SERVICE', 'SUBMIT', and 'CANCEL', with a yellow callout box highlighting the 'ADD SERVICE' button.

## 8. Uploading Documents

The Magellan authorization system may require providers to upload documents into the system during the authorization request.

Create Service/Procedure Behavioral Health Authorization

\*An Attachment is required. ADD NOTE ADD ATTACHMENT (0) CLINICAL CRITERIA

Prescreen Authorization Details Services Confirmation

### IMPORTANT:

- The document name **cannot include punctuation**. Note: The end of the name can still include .PDF, .doc, etc.

**Add Attachment**

Submit required packet information with this request.

\* File

**BROWSE**

File names can contain alphanumeric characters, dashes, and underscores.

\* Document Type

Comment

**ADD** **REMOVE**

**Attached Files (1)**

File	Name	Comment
Sample ProAuth Attachment.pdf	Treatment Authorization Request P...	

1 10



b. Once uploaded you will see that it has been added.

