



Sharp Health Plan Quick Reference Guide for participating providers

Medicare effective date Jan. 1, 2024

Commercial (HMO/POS/PPO) and Exchange effective Feb. 1, 2024

Health Plan	Authorizations and Eligibility	Claims Phone Number	Claims Submission
Commercial (HMO/POS/PPO) Exchange Medicare Advantage	1-866-512-6190	1-866-512-6190	Magellan Healthcare* P.O. Box 710430 San Diego, CA 92171

Eligibility/Benefits Verification

- Before providing care, please verify the member’s eligibility using the Availity Essentials portal.
 1. Go to www.Availity.com and sign in using your Availity Essentials login. (Register for an account if you do not already have one.)
 2. From the *Patient Registration* tab, select *Eligibility and Benefits Inquiry*, then *Magellan Healthcare* from the list of payers.
- Or contact Magellan at 1-866-512-6190 to speak to a customer service associate.

Mental Health/Substance Use Disorders Authorization

- For most outpatient cases, providers do not need to preauthorize routine outpatient services or submit treatment request forms for continued care.
- To request inpatient member care or non-routine outpatient services, such as transcranial magnetic stimulation, psychological testing, residential treatment, partial hospitalization and intensive outpatient, contact Magellan at 1-866-512-6190.

Applied Behavior Analysis Authorization

- To request initial services, complete the ABA initial authorization form and submit it along with the member’s diagnostic report via encrypted email to SharpHPABA@MagellanHealth.com.
- For all subsequent requests, submit your updated treatment plan or the Magellan ABA treatment plan/concurrent review form for continued care via encrypted email to SharpHPABA@MagellanHealth.com.

- Find additional information on autism spectrum disorders, including forms for requesting ABA initial authorization and concurrent review at www.MagellanProvider.com/Autism (sign in required).

Claims Processing

- Providers are encouraged to submit claims electronically for services rendered to Sharp Health Plan members either through direct submit, an approved clearinghouse, or Magellan's *Submit a Claim Online* application – available by securely logging in to www.MagellanProvider.com. (Magellan's Payer ID number is 01260.)
- Or, submit paper claims to:
Magellan Healthcare
P.O. Box 710430
San Diego, CA 92171

Resources for Providers

You can get answers to many frequently asked questions online at www.MagellanProvider.com.

Some of these online resources include:

- Magellan provider handbook
- Handbook supplement for California
- Medical necessity criteria
- Clinical practice guidelines
- Credentialing criteria
- Claim tools
- Online professional claims submission
- Online appeal/dispute document upload
- Provider profile application (to enhance the information members see about you in directories)
- Sample PCP communication forms
- Provider data change form
- Group and facility roster maintenance
- Magellan provider newsletter, *Provider Focus*

Provider Inquiries

- Call the general 800 number listed above in this **Quick Reference Guide** for claims and authorization questions.
- Call the Magellan national **Provider Services Line** at **1-800-788-4005** for general inquiries, including credentialing and network status.