Quick Reference Guide for Magellan Healthcare* participating providers providing outpatient services for Kaiser Permanente and Kaiser Permanente Insurance Company (KPIC)

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| Kaiser Permanente: Commercial, Medicare, and Medicaid (MediCal) | To verify eligibility and for authorization questions, contact Magellan at: 1-800-327-5479 | Paper Claims Address  
Magellan Healthcare  
P.O. Box 1116  
Maryland Heights, MO 63043  
Payer ID for electronic claims  
Magellan Payor ID is 01260 |

Magellan supplements the current Kaiser Permanente Insurance Company (KPIC) Self-Funded network, for routine behavioral health outpatient referrals. Higher levels of care are serviced by Kaiser Permanente.

**Eligibility Verification**
You can verify benefit eligibility and authorization for Kaiser Permanente and KPIC Self-Funded members by contacting Magellan’s Customer Service Department directly at 1-800-327-5479.

**Authorization**
Members will receive a Magellan Authorization Tracking (MAT) number as a demonstration of their authorization for routine outpatient behavioral health services (therapy and/or medication management) once an appointment with a participating provider has been identified. Please obtain the MAT number from the member prior to or during their first appointment. This MAT number will serve as a reference if and when you need to contact Magellan.

Please note when medication management is authorized, therapy services are not included; a separate (new) referral and authorization will be required for therapy. Refer the member to their assigned Kaiser Permanente clinic to obtain new referral. If you have questions about any authorizations, you may contact Magellan at 1-800-327-5479.

**Member Access Standards**
Magellan’s Appointment Access Standards apply to Kaiser Permanente members as well; so review the Provider Handbook/Supplements to ensure that you offer urgent, emergent, and routine appointment times, and respond to members’ appointment requests within a 24-hour time period. Update and validate your practice data and available appointment times by using the Magellan online Provider Data Change Form at [www.MagellanProvider.com](http://www.MagellanProvider.com).

*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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**Claims Processing**

Claims for covered services rendered to Kaiser Permanente and KPIC Self-Funded members referred to you by Magellan must be submitted to Magellan solely by the provider. All Commercial, Medicare and Medi-Cal Kaiser Permanente and KPIC Self-Funded member referrals will be paid by Magellan for 100% of the provider’s contracted rate with Magellan. Magellan providers are restricted from collecting cost share (copayments and deductible) from Kaiser Permanente members with exception. Kaiser Self-Funded Plan members are the exception; providers should collect cost share for Kaiser Self-Funded Plan members only at the time of the member's appointment. Providers are prohibited from collecting cost share from non Self-Funded members.

If a non Self-Funded Plan member inquires about cost share collection, please inform the member that they will receive a bill directly from Kaiser Permanente through the postal service.

To receive claims payment for KPIC Self-Funded members, providers have two options:
1. Enroll in KPIC electronic funds transfer (EFT) program in which a cost will be incurred
2. Non EFT claims payments will be paid via hard copy reimbursement from KPIC.

**Provider Inquiry Resources**
- Call the appropriate number(s) listed 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.

**Online Resources for Providers**
You can get answers to many frequently asked questions online at www.MagellanProvider.com. You have access to resources including:
- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Claim Tools
- Online Professional Claims Submission
- Provider Profile
- Sample PCP Communication Form
- Provider Data Change Form
- Group and Facility Roster Maintenance
- Magellan Provider Newsletter, Provider Focus