

### Provider Frequently Asked Questions

QUESTION	ANSWER
I am already contracted with Magellan, but I received a request to sign an addendum. Why was this sent to me?	Magellan* was awarded the federal Wildland Firefighter Behavioral Health Program contract. We are asking current Magellan providers to sign an addendum to provide services for this program.
What is the Wildland Firefighter Behavioral Health Program?	<p>The program is designed as a specialized initiative to address the unique behavioral health needs of wildland firefighters and dispatchers. It focuses on providing mid- to long-term counseling services.</p> <p>The nature of wildland fire work exposes the workforce to potentially traumatic and emotionally charged events that contribute to mental health concerns. The work-related physical and psychological stressors may put individuals at increased risk of post-traumatic stress disorder (PTSD), depression, anxiety, burnout, suicide, and substance use disorders.</p> <p>This program has been established in response to federal legislation that mandates programs to recognize and address mental health needs and expand access to evidence-based counseling services for wildland firefighters and dispatchers.</p> <p>The program’s key focus is on having in-person and virtual counseling services available whenever possible, in communities where employees work and live, including rural areas across the country.</p>
What is the scope of care for this program?	The scope of care is limited to individuals who meet the criteria for <i>Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition, Text Revision (DSM-5-TR)</i> mental health and substance use disorders. Also, common wildland fire-related stressors are addressed to prevent the development or exacerbation of mental health conditions that may detract from readiness. Based on the assessment, the clinician will develop an effective, evidence-based counseling plan.
Must I complete and sign the attestation to be in the Wildland Firefighter Behavioral Health Program network?	Yes, you must complete and sign the attestation and meet the minimum requirements to be eligible for the Wildland Firefighter Behavioral Health Program network.

	For group practices, each practitioner must complete the attestation. Only licensed social workers, psychologists or other master’s prepared therapists are eligible to participate.
Is provider training required for this program?	Yes, you must complete the Wildland Firefighter Behavioral Health Program provider orientation to serve in this program.
Where can I access the required orientation?	Find the orientation online at <a href="http://www.MagellanProvider.com/WFBHP">www.MagellanProvider.com/WFBHP</a> .
How many sessions do Wildland Firefighter Behavioral Health Program participants have, and what is the duration of sessions?	Participants have an initial assessment and up to 16, 50–60-minute sessions for the first calendar year, and 16 counseling sessions per each subsequent calendar year. Unused sessions do not roll over to the next calendar year. In certain circumstances, participants may receive trauma counseling modalities that could require longer sessions (e.g., 90-minute sessions for prolonged exposure). For instance, prolonged exposure protocol may be available for up to 10 sessions, 90 minutes each (these sessions are part of the 16 sessions per calendar year limits).
Is self-referral permitted?	If a participant completes their allotted sessions before the end of the calendar year, and continued care is recommended, they can continue seeing the same practitioner either through private pay or by using their medical insurance benefits. Practitioners cannot refer to a treatment facility for which they have a financial stake.
How will I bill for counseling services for Wildland Firefighter Behavioral Health Program participants?	You will complete and submit the Wildland Firefighter Service Report Form to be reimbursed for counseling services.
Where can I find the Wildland Firefighter Service Report Form?	You can find the Wildland Firefighter Service Report Form at <a href="http://www.MagellanProvider.com/WFBHP">www.MagellanProvider.com/WFBHP</a> .
Where do I submit the Wildland Firefighter Service Report Form?	Submit your completed form via fax as indicated on the form.
Will I be able to provide services via telehealth?	Providers who participate in the Wildland Firefighter Behavioral Health Program network may conduct sessions via telehealth when appropriate.
What is the reimbursement rate per session?	You can find the rates within the Exhibit B reimbursement schedule included in the contracting packet Magellan sent you via U.S. Mail.
Is the reimbursement rate negotiable?	No; the reimbursement rate for Wildland Firefighter Behavioral Health Program services is not negotiable.
When does the program start?	The Wildland Firefighter Behavioral Health Program started June 16, 2025.

<p>Will I need to submit case notes to be reimbursed?</p>	<p>For reimbursement, you will not need to submit case notes. However, upon request, when Magellan determines the need to validate the clinician’s use of an evidence-based counseling plan, you must submit redacted clinical records that include the following:</p> <ol style="list-style-type: none"> <li>1. Diagnosis</li> <li>2. Identification of behavioral health trends/issues</li> <li>3. Development of counseling plans</li> <li>4. Administration of counseling plans</li> <li>5. Monitoring of participant progress</li> <li>6. Keeping and safeguarding of participant records in accordance with state and federal law</li> <li>7. Process for participant referral and appointment requests</li> <li>8. Performance of case management functions in the context of optimizing linkage to appropriate medical services, including coordination with the participant’s managed care plan for further evaluation. This may involve coordinating with the participant’s medical team for additional referrals and services, as they are under the purview of managed care benefits.</li> </ol>
<p>What is the Quality of Clinical Care Review?</p>	<p>Magellan uses the Quality of Clinical Care Review to confirm participants are receiving effective, appropriate, and evidenced-based counseling services. If selected to complete the review, you will receive an email with a link to a short questionnaire. We will request your prompt response (within 5 business days).</p>
<p>Is the Quality of Clinical Care Review required?</p>	<p>Yes. The timely completion of the Quality of Clinical Care Review is a required part of participating as a provider in this program. The questionnaire takes approximately 5 minutes to complete.</p>
<p>I have more questions and would like to talk to someone. Whom can I contact?</p>	<p>Contact the Federal Network team at 1-800-424-5912 or <a href="mailto:WFBHPPProviderNetwork@MagellanHealth.com">WFBHPPProviderNetwork@MagellanHealth.com</a>.</p>
<p>How do I verify eligibility for Wildland Firefighter Behavioral Health Program participants?</p>	<p>Participants will contact the Magellan Federal Shared Service Center directly, where staff will triage eligible participants and then refer them for assessment and counseling services.</p>
<p>How will participants request a referral for counseling services?</p>	<p>Participants will contact the Magellan Federal Shared Service Center directly to request a referral.</p>
<p>Must our practice have online scheduling capability to participate in the Wildland Firefighter Behavioral Health Program network?</p>	<p>While not required, online scheduling is encouraged. It is a convenient option for both your practice and Wildland Firefighter Behavioral Health Program participants.</p>