

Idaho Behavioral Health Plan

New Provider Orientation Agenda

To access and register for these **online trainings**, click this link to the [Magellan Healthcare of Idaho Learning Management System](#).

During the contracting process, Magellan Healthcare of Idaho's Training team also will offer providers the option to attend **live, instructor-led sessions** of the New Provider Orientation.

Time	Topic
10 minutes	Welcome and Introductions <ul style="list-style-type: none"> • Training objectives and expectations
25 minutes	1. Idaho Behavioral Health Plan (IBHP) and Magellan Healthcare of Idaho <ul style="list-style-type: none"> • The Idaho Behavioral Health Plan (IBHP) System of Care • Magellan's Clinical Model • IBHP services and programs • IBHP members • Training materials: IBHP and Magellan Healthcare of Idaho
20 minutes	2. Magellan Network <ul style="list-style-type: none"> • Magellan's Network department functions • Magellan network contract types • How to get assistance with day-to-day inquiries and transactions • Training materials: Magellan Network
20 minutes	3. Providing Care <ul style="list-style-type: none"> • Submitting referrals for member services and care • Member eligibility and benefits • Member rights and responsibilities • Magellan's Clinical Practice Guidelines • Language Assistance Program and translation services • Training materials: Providing Care
15 minutes	4. Submitting an Authorization and the Clinical Review Process <ul style="list-style-type: none"> • How to request an authorization • How to request treatment through electronic submission

Time	Topic
	<ul style="list-style-type: none"> • Prior authorization requirements • Medical necessity criteria • Services that are not covered • How to contact Magellan with authorization questions • Training materials: Submitting an Authorization and the Clinical Review Process
30 minutes	<p>5. How Providers Get Paid</p> <ul style="list-style-type: none"> • Claim submission requirements • How to submit a clean claim • Your options for claims submission • How our claims resubmission process works • Some common billing errors • Claims inquiry and claims resolution • Third party liability (TPL) and coordination of benefits (COB) • Training materials: How Providers Get Paid
10 minutes	<p>6. Systems Overview</p> <ul style="list-style-type: none"> • MagellanofIdaho.com website • Availity Essentials • Magellan’s authorization system via Availity Essentials • Outcomes and assessments system via Availity Essentials • Articulate Reach Learning Management System (LMS) • Training materials: Systems Overview
30 minutes	<p>7. Quality and Compliance</p> <ul style="list-style-type: none"> • HIPAA verification when contacting Magellan, and uses and disclosures of protected health information (PHI) • Fraud, waste, and abuse (FWA) overview and resources • Documentation and record-keeping practices • Member complaints/grievances • Provider complaints and support • Idaho Department of Health and Welfare resources • Training materials: Quality and Compliance
10 minutes	<p>8. Provider Data Management</p> <ul style="list-style-type: none"> • What changes require you to update Magellan within 10 business days • What credentialing updates require you to notify Magellan • How to maintain your provider information • How to update your provider information from within Availity Essentials • Training materials: Provider Data Management
5 minutes	<p>9. Provider Resources</p> <ul style="list-style-type: none"> • Provider tools and resources

Time	Topic
	<ul style="list-style-type: none">• Member resources• Quick reference guides• Training materials: Provider Resources
10 minutes	<ul style="list-style-type: none">• Closing and Attestation