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** • Training objectives and expectations
25 minutes	**1. Idaho Behavioral Health Plan (IBHP) and Magellan Healthcare of Idaho** • 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** • 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** • 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
30 minutes	**4. Cultural Competency in Idaho** • Common cultural competency terms and definitions • Culturally and Linguistically Appropriate Services (CLAS) standards

Time	Topic
	• Impact of culture on healthcare and inequities in behavioral health • Communication with members with limited English proficiency • Cultural competency in Idaho • Training materials: [Cultural Competency in Idaho](#)
15 minutes	**5. Submitting an Authorization and the Clinical Review Process** • How to request an authorization • How to request treatment through electronic submission • 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	**6. How Providers Get Paid** • 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	**7. Systems Overview** • 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	**8. Quality and Compliance** • 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](#)

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Time	Topic
10 minutes	**9. Provider Data Management** • 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	**10. Provider Resources** • Provider tools and resources • Member resources • Quick reference guides • Training materials: Provider Resources
10 minutes	**Closing and Attestation**

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