



Authorization Submissions

Idaho Provider Training



Agenda – Authorization Submission

- » What is a prior authorization
- » Authorization submission options
- » Magellan's authorization system
- » Additional resources

Prior Authorization



Prior authorization



Electronic



Written



Faxed

Prior authorization

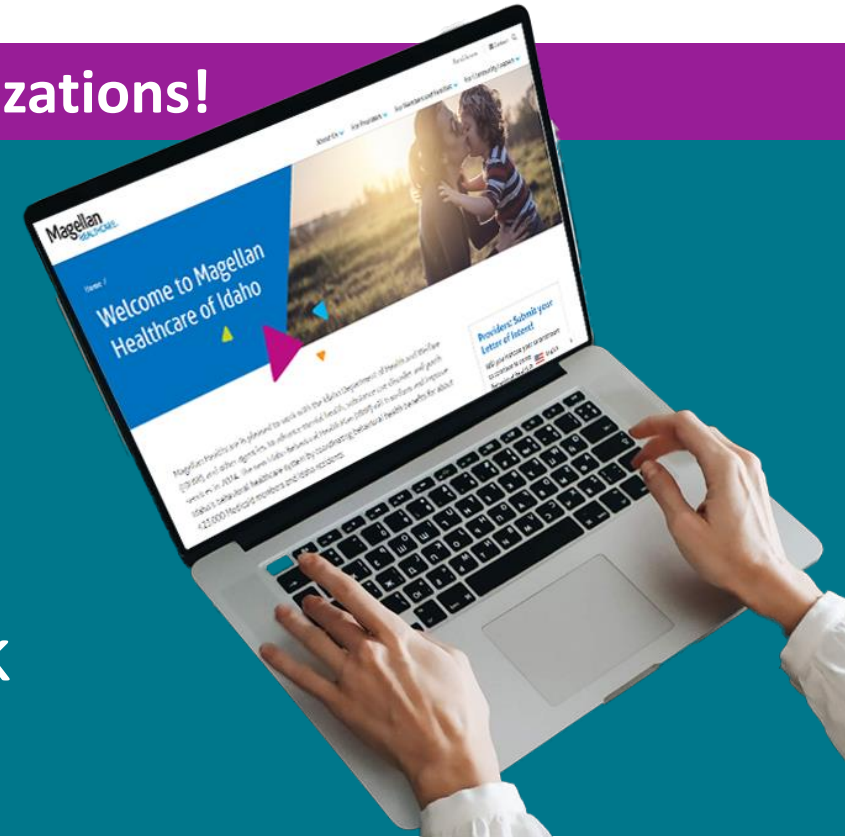


Not all service provisions require authorizations!



➤ Contact
Magellan

➤ Check
Provider
Handbook



Medical necessity criteria (MNC)



 **ASAM** American Society of Addiction Medicine

American Society of Addiction Medicine (ASAM)

 **m**cg
PART OF THE HEARST HEALTH NETWORK

MCG Care Guidelines

Magellan HEALTHCARE®
Magellan Care Guidelines

 **State Specific Guidelines**

[Magellan Healthcare of Idaho](#)

Levels of care & clinical review guidelines



Facility/level of care

Clinical review guidelines

Inpatient Mental Health: Hospital	Modified MCG Care Guidelines
Inpatient Mental Health: Institution for Mental Diseases (IMD)	Modified MCG Care Guidelines
4.0 Medically Managed Intensive Inpatient Services	American Society of Addiction Medicine (ASAM), 3 rd ed.
3.7 Medically Monitored High Intensity Inpatient Services	ASAM, 3 rd ed.
3.5 Clinically Managed Medium Intensity Residential Services	ASAM, 3 rd ed.

Submitting an Authorization Request



Requirements for prior authorizations



Member eligibility

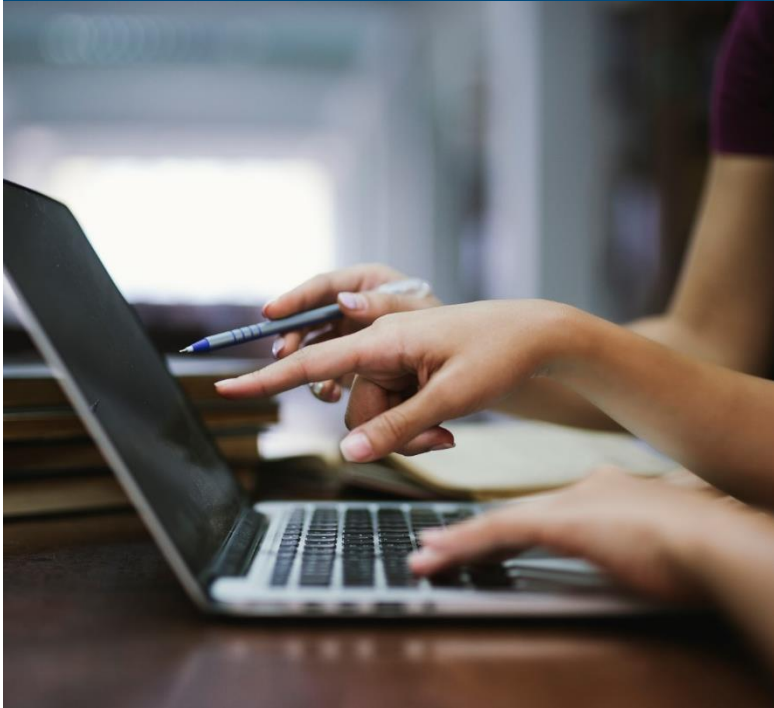
Assessments

Timely submissions

Submitting an authorization request



Authorization Options



Magellan's authorization system



Telephonic review



Paper submission

Prior authorization



Telephonic review

- Review of clinical needs and medical necessity
- Authorized verbally

Required for: ASAM 3.5 Clinically Managed Medium Intensity Residential Services and concurrent reviews



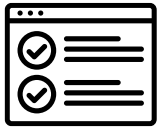
Prior authorization



Telephonic review



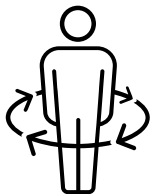
Please have ready:



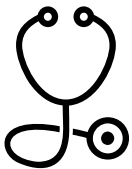
Diagnosis with ICD-10 codes



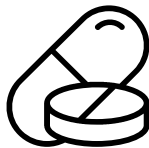
Medication update



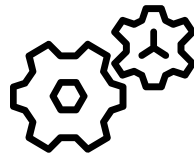
Status changes



Physical health concerns



Substance use concerns



System Involvement



Behavioral concerns



Treatment plan



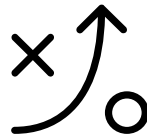
Crisis plan



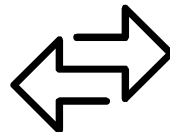
Summary of progress



Barriers to recovery



Coordination of care



Discharge/ aftercare plan



Any other areas

Prior authorization



Paper submission



Include all pertinent clinical information



Print or type information



Be aware of fax machine quality of transmission



Turnaround times for prior authorizations

IP, ASAM 4.0,
ASAM 3.7 LOC



1 day

PRTF, RTC,
ASAM 3.5



5 business days

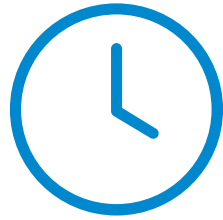
All other
outpatient



14 days



Concurrent reviews: Inpatient treatment



Inpatient treatment

Concurrent reviews for inpatient treatment will initiate **72 hours** after admission



Concurrent reviews: Psychiatric residential treatment



Psychiatric residential treatment

Concurrent reviews for residential treatment will initiate **30 days** after admission



Accessing the Authorization System via Availity Essentials



Accessing Availity Essentials



- 1 Visit <https://www.availity.com>
- 2 Click “Log in to Essentials”

Availity supports Google Chrome, Firefox®, and Microsoft Edge v79.

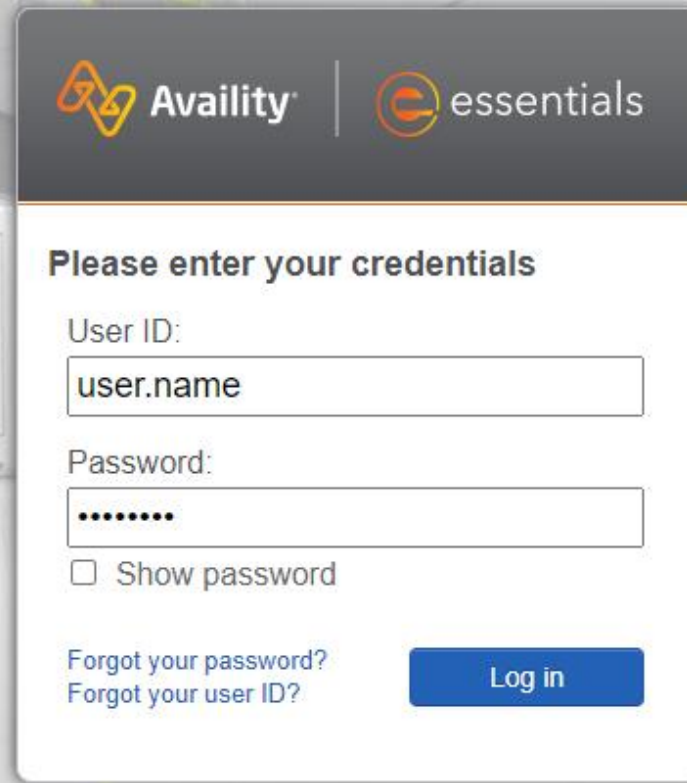


Log in to Essentials





New to Availity? [Get Started](#)

Accessing Availity Essentials



The image shows a login form for Availity Essentials. The form is centered on a background of a modern, brightly lit hallway with glass walls and a polished floor. The form has a dark header with the Availity and Essentials logos. Below the header, the text 'Please enter your credentials' is displayed. There are two input fields: one for 'User ID' containing the text 'user.name' and one for 'Password' containing seven dots. A checkbox labeled 'Show password' is located below the password field. At the bottom left, there are links for 'Forgot your password?' and 'Forgot your user ID?'. A blue 'Log in' button is positioned at the bottom right of the form.

 **Availity** |  **essentials**

Please enter your credentials

User ID:

Password:

Show password

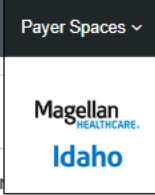
[Forgot your password?](#) [Forgot your user ID?](#)

Magellan's authorization system

You'll access our authorization system via the Magellan Idaho Payer Space in Avality Essentials.

Notification Center

You have



My Account Dashboard

- My Account
- Manage My Organization
- 'How To' Guide for Dental Providers
- Enrollments Center
- Spaces Management Tool
- EDI Companion Guide



My Top Applications



Eligibility and Benefits Inquiry



Remittance Viewer



Claims & Encounters

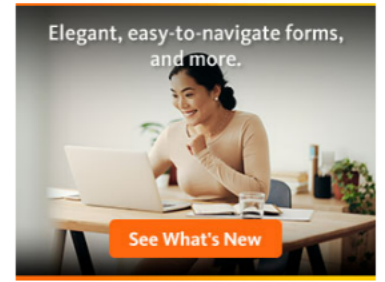


Request Member Care

News and Announcements

- Avality Essentials Welcomes (Health Plan)** 10/27/2023
Avality has opened its doors to (Health Plan), and we're inviting you to learn more. You now have access to check eligibility and benefits, submit claims, check claim status, view remittances, and access payer More...
- Save the Date: Molina Healthcare Provider Training November 15** 10/24/2023
Save your seat for an exclusive, live training session on November 15 for Molina Healthcare providers. Learn more about working with Molina Healthcare in Essentials, including how to complete an E&B request, More...
- Browser Tip: Are you having trouble accessing the Avality Learning Center or Essentials Help Topic?** 10/23/2023
If you click a link that is supposed to take you to a help topic or the Learning Center, and the page doesn't display, please check your browser settings for pop-ups and redirects. Be sure to allow pop-ups and More...
- New Look for Claim Status Details** 10/23/2023
The claim status details page has a new look and feel so you can find the information you need at a glance. You may already notice the updated layout for some payers, while the new look will be unveiled for all More...
- Available Now for Essentials Providers: New Claims Entry Experience for Additional Health Plans** 10/23/2023
You can now use the new claim entry form to submit to over 75 health plans. Highlights include easy-to-navigate forms with a consistent data entry workflow. To learn more, view the list of payers, and access 24/7

Available Now: New Claims Entry Experience

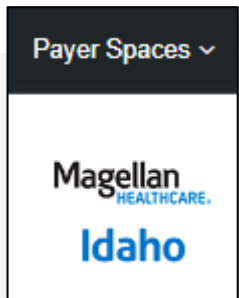


Payer Spaces

Payer Spaces in Availity Essentials are the areas that provide payer-specific applications, resources, news and announcements.

Welcome, **Idaho** behavioral health providers!

Find tools and information to support you in providing quality care to Idahoans.



From the Payer Spaces drop-down menu, select the **Magellan Healthcare Idaho** tile. From here you can:



Chat with a Magellan representative



Access Magellan's authorization system to submit inpatient and/or outpatient authorization requests



Visit the Magellan Healthcare of Idaho website

Magellan's authorization system

Home > Magellan of Idaho

Magellan
HEALTHCARE.

Magellan of Idaho

Welcome, **Idaho** behavioral health providers!

Find tools and information to support you in providing quality care to Idahoans.



Start typing to search this payer space...

Q Search

Applications **7**

Resources

News and Announcements

Sort By

A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

♥ Assessments

Submit and manage member assessments



♥ Authorizations **Now!**

Request member care and manage existing authorization requests

♥ Critical Incidents **Now!**

Report a critical incident event

Magellan
HEALTHCARE.

Whom can I contact for help?

Magellan Customer Service

Magellan Customer Service will address questions related to:

- Magellan's data
- Eligibility inquiries
- Claim adjustments
- Copayment discrepancies

Magellan can **NOT** answer questions regarding Availity Essentials outages. You can access Help & Training > View Network Outages for details.

Availity Customer Service (ACS)

ACS will **ONLY** address calls related to the following:

- Availity Essentials registration
- Adding providers to your organization
- Login information
- Error messages on the Availity Essentials screen

ACS does **NOT** have access to Magellan data. They cannot verify eligibility, check claims status, etc. Contact Magellan to address those types of questions.

Magellan's Authorization System



Magellan's authorization system

Home > Magellan Healthcare > Authorizations

Authorizations

Give Feedback



Organization

Magellan Healthcare

Select a Provider (Optional)

Select... clear

NPI (Optional)

Enter NPI...

Tax ID (Optional)

Select Fields Above...

Authorization Option

Request Member Care

Member Information

First Name

First

Last Name

Last

Date of Birth

01/01/2015

State

Idaho

Member ID

80ID10599105ID-01

Submit

Magellan's authorization system

Home > Magellan Healthcare > Magellan ProAuth Provider Site

Magellan ProAuth Provider Site

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

Cancel

Submit

Magellan's authorization system



Dashboard

Member Search

KENT, DARYL

Member ID
80BK09488094BK-01

Date of Birth (Age)
01/09/2018 (5 years)

Gender

Active Eligibility
Yes

Policy #
CHILD 100%

Product
SSI & HH W/O MED A - AGE 0
- 20-01-S

Group #
HCBUC

Eligibility Effective Dates
01/13/2021 - 12/31/2069

Dashboard

CREATE INPATIENT AUTHORIZATION

CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By ?

Member ID

80BK09488094BK-01

Authorization Number

Diagnosis Type

Medical

Date of Service From Date

10/11/2023

MM/DD/YYYY

Date of Service To Date

MM/DD/YYYY

Inpatient Service Types

Service/Procedure Service Types

Include Closed

Requested By Me

FILTER

RESET

Inpatient Authorizations Summary

EXTEND

VIEW AUTH DETAILS

Member Name	Authorization #	Determination Status	From Date	To Date	Servicing Facility	Diagnosis Code	State
No records found							

Service / Procedure Authorizations Summary

ADD/EXTEND SERVICE

VIEW AUTH DETAILS

Member Name	Authorization #	Determination Status	Start Date	End Date	State
No records found					

Magellan's authorization system

A & M PSYCHIATRIC SERVICES PA
Location Name: A AND M PSYCHIATRIC SERVICES

Provider ID
492193000

Tax ID
593394760

NPI
1679500953

Type
Group

Servicing address
1938 SOULE RD
CLEARWATER, FL, 33759-1507, United States

Specialties

- Psychiatry
- Women's Issues
- Obsessive Compulsive Disorders
- Military Veterans
- EAP Return to Work Consultation
- EAP Management/Supervisor Consultation
- Life Coaching
- Younger Child (0-5)
- Comorbid Diabetes
- PTSD
- Older Child (6-12)
- EAP Formal/Mandatory Referral
- Hindu Counseling
- EAP Assessment & Referral
- Depressive Disorders
- Nurse Practitioner -Psychiatry
- Autism Spectrum Disorder
- Substance Abuse Disorders
- Christian Counseling
- Adoption
- Psychiatry Child/Adolescent
- Marriage/Family Therapy
- EAP CISM
- Comorbid Cancer
- Fitness-for-Duty
- Psychological Testing
- Unassigned
- Unassigned
- Jewish Counseling
- Latter-day Saints Counseling
- EAP Wellness/Supervsr Training
- Bipolar Disorder
- Comorbid Child Medical Condtns
- Geriatric
- Behavior Modification

1 2 3 4 5 100

APPLY FILTER **RESET**

Magellan's authorization system

Dashboard

Member Search

IP Configuration

SP Configuration

SR Configuration

Global Configuration

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID

Enter 6-18 characters

Search by Name and Date of Birth

First Name

Enter at least 2 characters

Last Name

Enter at least 2 characters

Date of Birth

MM/DD/YYYY



SEARCH

RESET

Magellan's authorization system

Dashboard

Member Search

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID

Enter 6-18 characters

Search by Name and Date of Birth

First Name

Enter at least 2 characters

Last Name

Enter at least 2 characters

Date of Birth

MM/DD/YYYY



SEARCH

RESET

Magellan's authorization system

Dashboard

Member Search

BELL, VICTORIA

Member ID

80BC03047149BC-01

Date of Birth (Age)

10/02/1985 (38 years)

Gender

Active Eligibility

Yes

Policy #

FP SG GOLD FULL PPO
250/30 OFFEX +SA

Product

FP SG GOLD FULL PPO
250/30 OFFEX +SA-01-F

Group #

BSCAL

Eligibility Effective Dates

01/01/2021 - 12/31/2069

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID

Enter 6-18 characters

Search by Name and Date of Birth

First Name

Enter at least 2 characters

Last Name

Enter at least 2 characters

Date of Birth

MM/DD/YYYY



SEARCH

RESET

Member Search Results

	Member ID	Name	Date of Birth	Gender	Active Eligibility	Eligibility Effective Dates
<input checked="" type="radio"/>	80BC03047149BC-01	BELL, VICTORIA	10/02/1985		Yes	01/01/2021 - 12/31/2069

VIEW SUMMARY

CREATE INPATIENT AUTHORIZATION | ▾

CREATE SERVICE/PROCEDURE AUTHORIZATION | ▾

Behavioral Health

Behavioral Health

Medical

Medical

Magellan's authorization system

Dashboard

Member Search

Member ID

Date of Birth (Age)

Gender

Active Eligibility
Yes

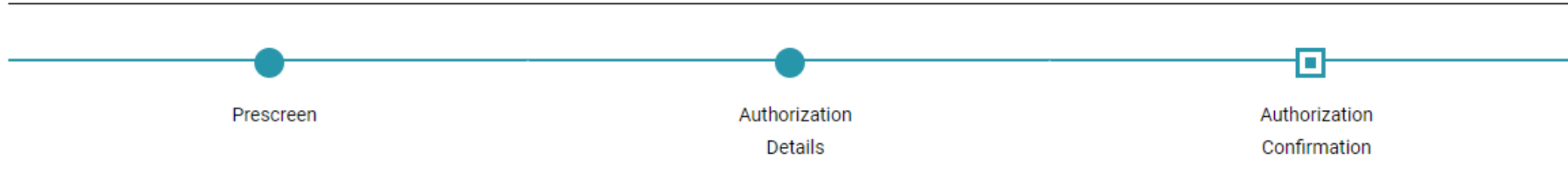
Policy #

Product

Group #

Eligibility Effective Dates
01/13/2021 - 12/31/2069

Create Inpatient Behavioral Health Authorization



You have successfully submitted your authorization request. You may track status using the Dashboard, if applicable. Thank you.

Authorization Number IP000	Authorization Status Pending	Admission Date 11/28/2023	Requested Days 3
Servicing Facility [Redacted]	Primary Diagnosis Schizoaffective disorder, unspecified (F25.9)	Primary Procedure Code	

- RETURN TO MEMBER SEARCH
- RETURN TO DASHBOARD
- PRINT

Additional resources



Additional resources providing support for both Availity Essentials and Magellan's authorization system will be available online. They include:

Availity Essentials

Step-By-Step Guides

- General Navigation & Overview
- Eligibility & Benefits Inquiry
- Claims Status
- Understanding Payer Spaces
- Managing Your Organization
- Troubleshooting

Video Tutorials

- General Navigation & Overview
- Eligibility & Benefits Inquiry
- Claims Status
- Understanding Payer Spaces
- Managing your Organization
- Troubleshooting

Magellan's Authorization System

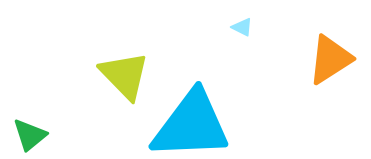
Step-By-Step Guides

- Understanding the Provider Filter
- General Navigation and Dashboard
- Create an Inpatient Authorization
- Extend an Inpatient Authorization
- Create a Service/Procedure (Outpatient) Authorization
- Extend a Service/Procedure (Outpatient) Authorization
- View Authorization Status
- Add a Provider with (or without) an NPI in Availity Essentials.

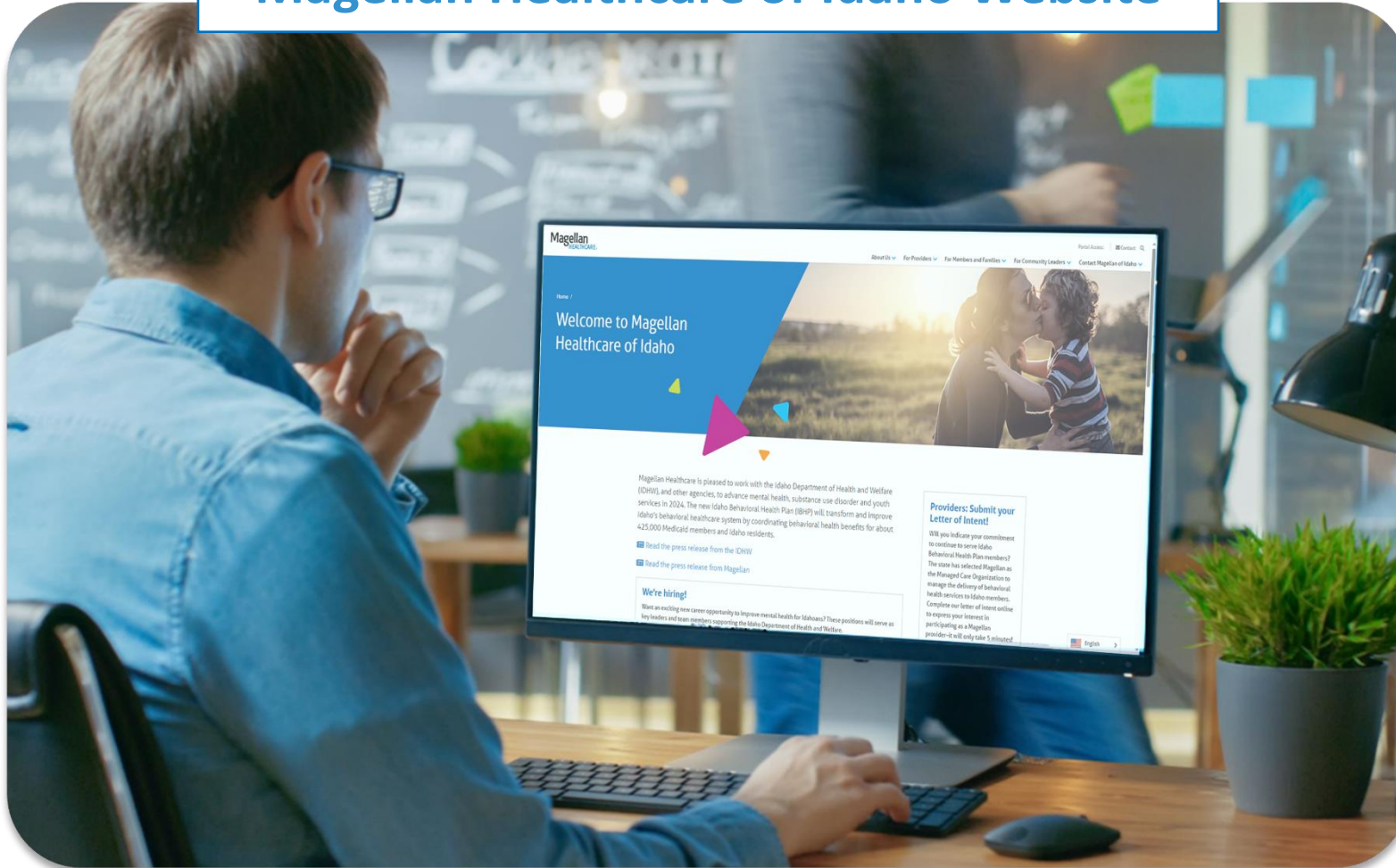
Video Tutorials

- Introduction and Logging In
- Understanding the Provider Filter
- Using Filter By and Direct Search
- Authorization Summary
- Create an Inpatient Authorization
- Create an Outpatient Authorization
- View Authorization Status
- Extend an Authorization

Questions about prior authorization



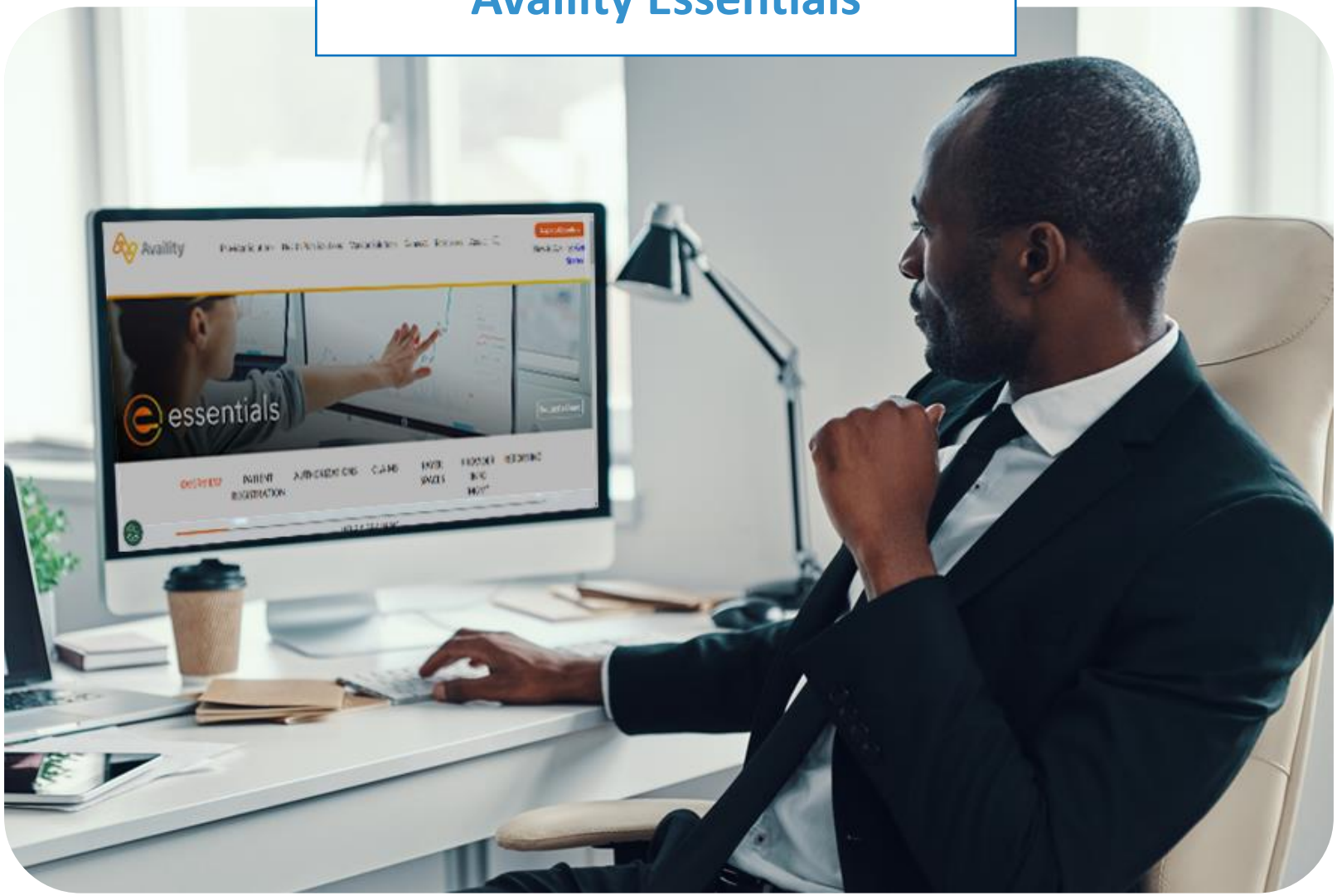
Magellan Healthcare of Idaho Website



Questions about prior authorization



Availity Essentials



Questions about prior authorization



Magellan's Idaho Provider Services



1-855-202-0983

8 hours a day during normal business hours

A woman in a white top and glasses is presenting in a meeting room. She is standing in front of a whiteboard that has some diagrams and text on it. In the foreground, a man in a grey suit and a woman with curly hair in a beige blazer are seated at a table, looking towards the presenter. The woman with curly hair has her hand raised, indicating she has a question or wants to contribute. A large white diagonal shape is on the left side of the image, containing a purple triangle pointing right and the text 'Do you have any Questions?'.

Do you have any
Questions?



Magellan
HEALTHCARE®



Thank you!

Magellan
HEALTHCARE®

Legal



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