

Magellan Healthcare of Idaho

Outcomes and assessments system troubleshooting guide

Overview

Idaho Behavioral Health Plan providers can use this guide to troubleshoot common issues encountered when accessing and completing work in Magellan's outcomes and assessments system.

Issue	Remediation Steps	Additional Training Resources
<p>Unable to locate a member.</p>	<ul style="list-style-type: none"> When performing an advanced search, set the Identifier Type dropdown to match the appropriate ID type entered in the Identifier ID field. For example, if entering a Medicaid ID number, change the Identifier Type field from the default Magellan ID to Medicaid ID. 	<p>Adding a Member to Your Caseload Step-by-Step Guide (Refer to the <i>Perform an advanced search</i> section starting on page 2.)</p> <p>Adding a Member to a Caseload Demo Video</p>
<p>Unable to see assessments in a member's profile.</p>	<ul style="list-style-type: none"> When first accessing a member's profile, <i>complete and save</i> the Member Access with No Historical Data assessment to access other assessments. Complete the Member Access with No Historical Data assessment like other assessments. Once submitted, it is automatically approved, granting immediate access to other assessments. 	<p>Adding a Member to Your Caseload Step-by-Step Guide (Refer to the <i>Access to member assessments without historical data</i> section starting on page 3.)</p> <p>Adding a Member to a Caseload Video</p>

<p>Providers don't have access to a member's profile.</p>	<ul style="list-style-type: none"> • Add providers to the member's user list to have the member appear on their dashboard, avoiding the need for an advanced search each time. • The Agency Organization Administrator should proactively add each provider to the individual's profile and complete the Member Access with No Historical Data assessment to pre-loaded available assessments. 	<p>Updating the Users for a Member/Individual Step-by-Step Guide</p> <p>Updating Users for a Member Video</p> <p>Adding a Member to Your Caseload Step-by-Step Guide (Refer to the Access to member assessments without historical data section starting on page 3.)</p> <p>Adding a Member to a Caseload Video</p>
<p>Some agencies do not have an Organization Administrator assigned in the system.</p>	<ul style="list-style-type: none"> • Please contact Beth Patzer and Jennifer Bly to inform them who the Organization Administrator should be for your agency. 	<p>IBHPClinical@MagellanHealth.com</p>
<p>Some users are not getting the correct level of access in the system (i.e., Praed).</p>	<ul style="list-style-type: none"> • The Agency Organization Administrator must ensure <i>at least</i> one Praed certified user is in the system and adjust their user role accordingly. • To edit user roles, go to Settings, click the user's name, click Edit Helper, update the Role field to Praed, and update the Certification Info fields, including uploading the Praed certificate. 	<p>Editing User Roles for Providers Step-by-Step Guide</p>
<p>A provider is not able to get into the outcomes and assessments system.</p>	<ul style="list-style-type: none"> • Providers with this issue can reach out to Magellan's Network Team for assistance at IdahoProvider@MagellanHealth.com. 	<p>IdahoProvider@MagellanHealth.com</p>
<p>The system won't let me attach my file to the Generic Attachment Form (GAF).</p>	<ul style="list-style-type: none"> • The maximum file size permissible in the outcomes and assessments system is 750 KB. • If the file size is larger than 750 KB, split the document into multiple files. 	

<p>There are users I don't recognize under the current users in the member's profile.</p>	<ul style="list-style-type: none">• Yvonne Niedergesaess and Lexy French, from Magellan's Compliance team, review submitted consent forms. Their names are expected in the User's table within a member's profile.• The User Name field entry "MGLN UserID" can't be changed. This is required as the primary Facilitator/Coordinator for each member.	
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