

Magellan Healthcare of Idaho

Idaho Behavioral Health Plan (IBHP)

Member Website Guide

Overview

Magellan Healthcare of Idaho offers Idaho Behavioral Health Plan (IBHP) members an easy-to-use, personalized online member website where you can find important healthcare information in one place.

Use the website to:

- Find providers near you
- Explore your benefits
- Manage your plan
- Access helpful resources

This guide will show you how to:

- Create an account
- Use key features
- Find helpful information

If you have any questions while using the website, call Magellan Member Services at **1-855-202-0973 (TTY 711)**. Once you call Magellan Member Services, please press **2** for technical support.

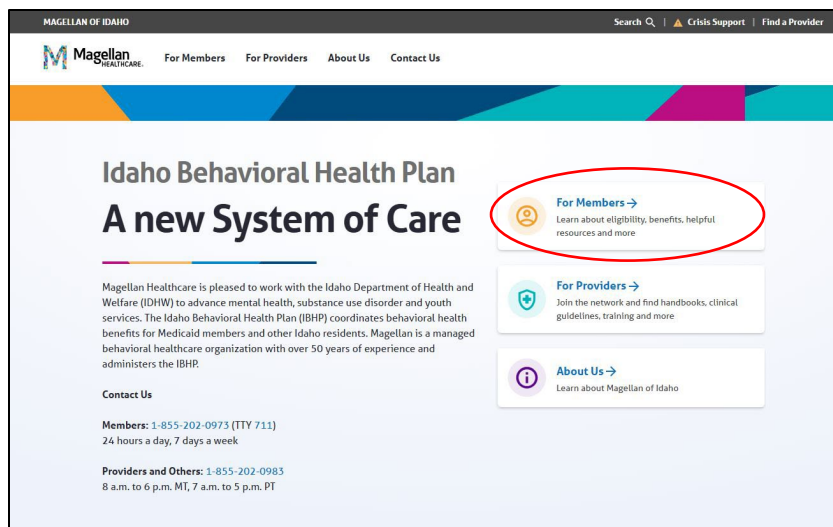
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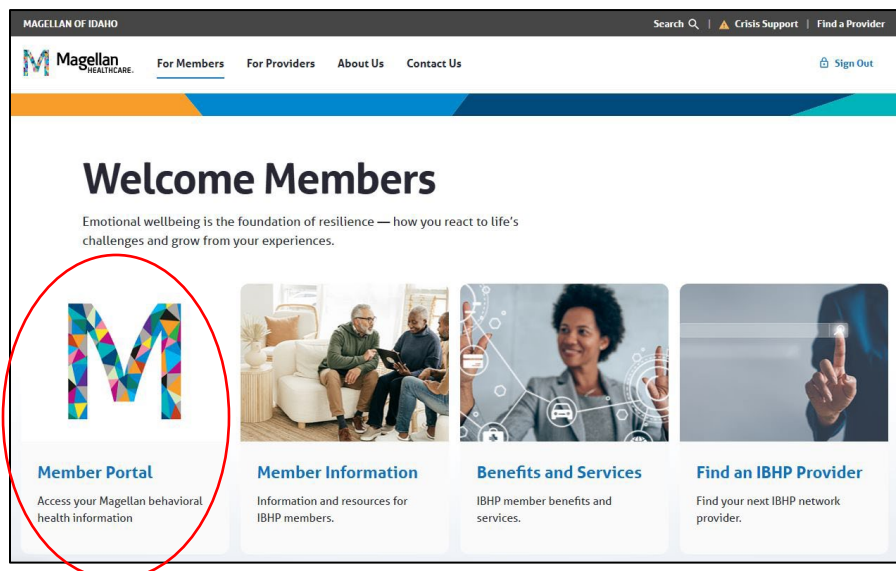
Creating an account

Before you begin, have your **Medicaid ID** card ready or your **Magellan ID number** found in your eligibility letter. You will need it to register your account. If you don't have your Medicaid ID card call Idaho Medicaid at 877-456-1233. If you don't have your Magellan ID number, please call the Magellan Member Helpline at 1-855-202-0973 (TTY 711).

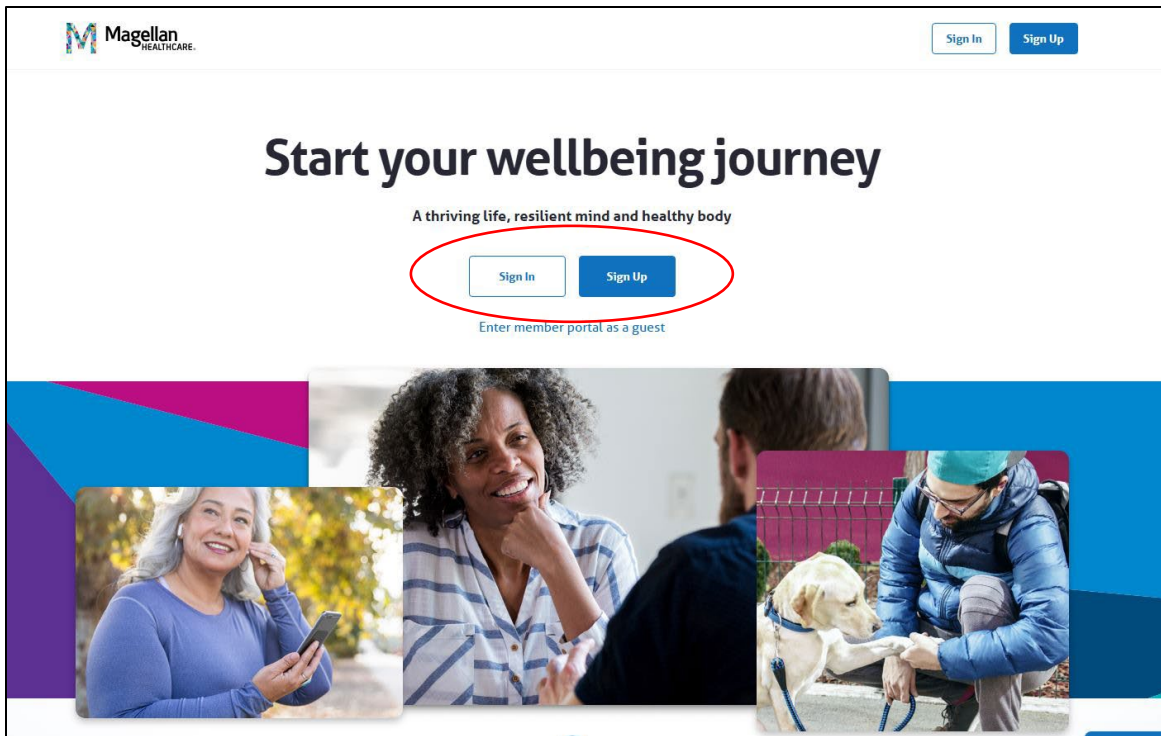
1. Visit MagellanofIdaho.com.
2. Click the **For Members** link on the right side of the screen.



3. On the **For Members** page, click the link for the member website.



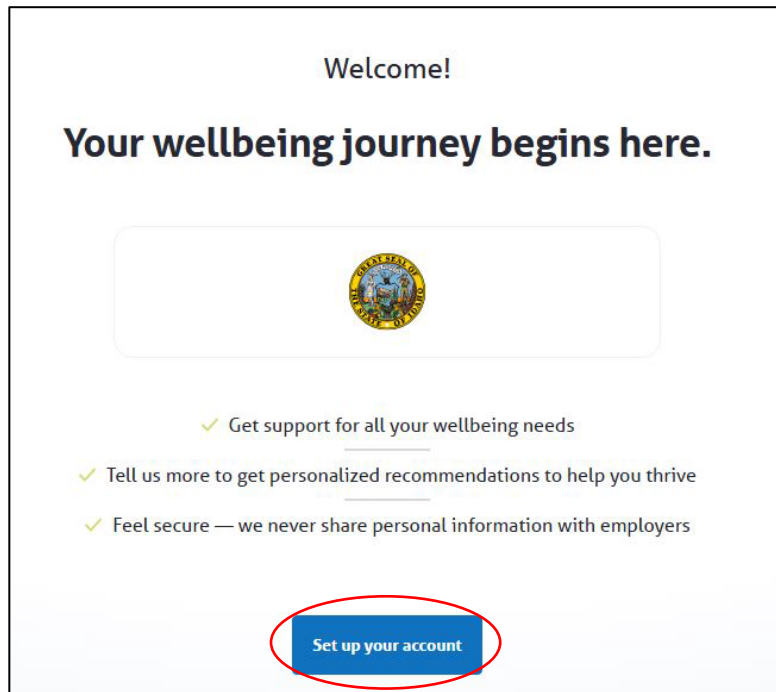
4. If this is your first time signing in to the member website, click the blue **Sign Up** button. If you have already created an account, click the white **Sign In** button.



5. After clicking the blue **Sign Up** button, you will see the screen below. Enter **Idaho Behavioral Health Plan** in the text box. This ensures your information is linked to the right health plan. Then, click the blue **Continue** button.


The screenshot shows a screen titled 'Let's find your benefits'. Below the title is a progress bar and a statement: 'Your information is private and never shared without your permission.' A red oval highlights a search box with the text 'This program was offered to me by:'. Inside the search box, 'Idaho Behavioral Health Plan' is entered, and a red arrow points to the 'Continue' button below it. Below the search box is a prompt to 'Begin typing at least 3 letters to search'. At the bottom, there is a question 'Do you reside outside of the United States?' and a link 'Click here to access your global benefits.'

6. On the “Welcome” page, click the blue **Set up your account** button.



>Welcome!

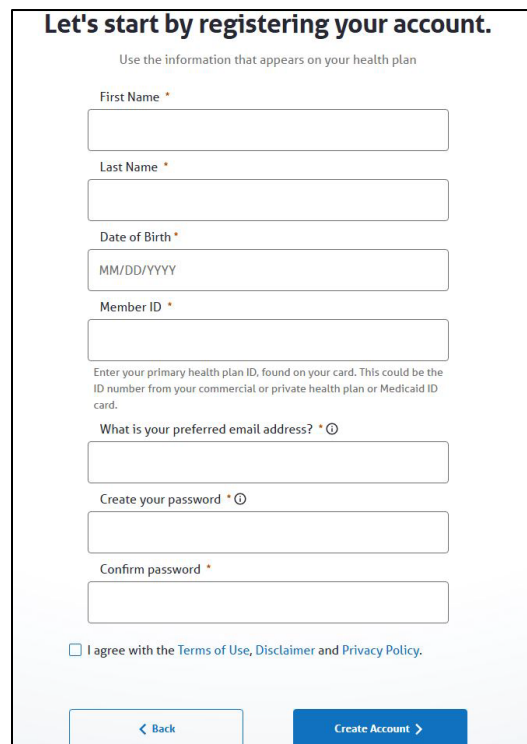
Your wellbeing journey begins here.



- ✓ Get support for all your wellbeing needs
- ✓ Tell us more to get personalized recommendations to help you thrive
- ✓ Feel secure — we never share personal information with employers

Set up your account

7. Complete the form below to register your account.



Let's start by registering your account.

Use the information that appears on your health plan

First Name *

Last Name *

Date of Birth *

MM/DD/YYYY

Member ID *

Enter your primary health plan ID, found on your card. This could be the ID number from your commercial or private health plan or Medicaid ID card.

What is your preferred email address? * ⓘ

Create your password * ⓘ

Confirm password *

☐ I agree with the [Terms of Use, Disclaimer and Privacy Policy](#).

[< Back](#) [Create Account >](#)

8. Once your account is set up, you'll see your personal dashboard. Here you can explore benefits, resources, and recommendations just for you.

Personal dashboard

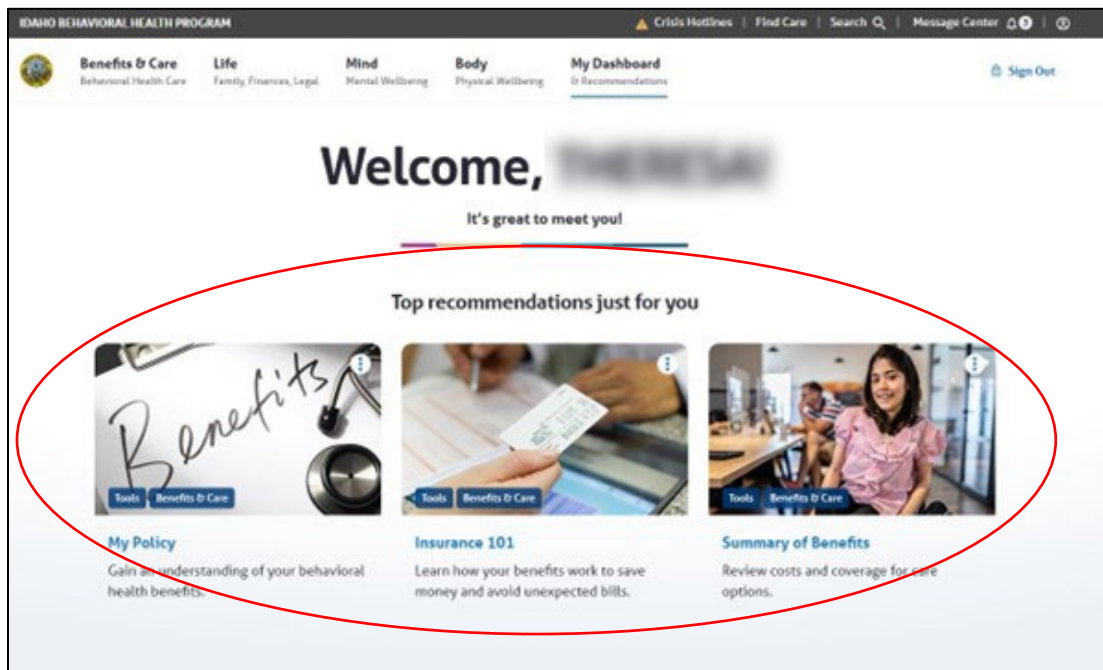
Your personal dashboard is your homepage on the website. It highlights important benefits, resources and recommendations to help you get the most out of your plan. At the top of the page, you'll see four menu options:

1. [Benefits & Care](#)
2. [Life](#)
3. [Mind](#)
4. [Body](#)



Top recommendations

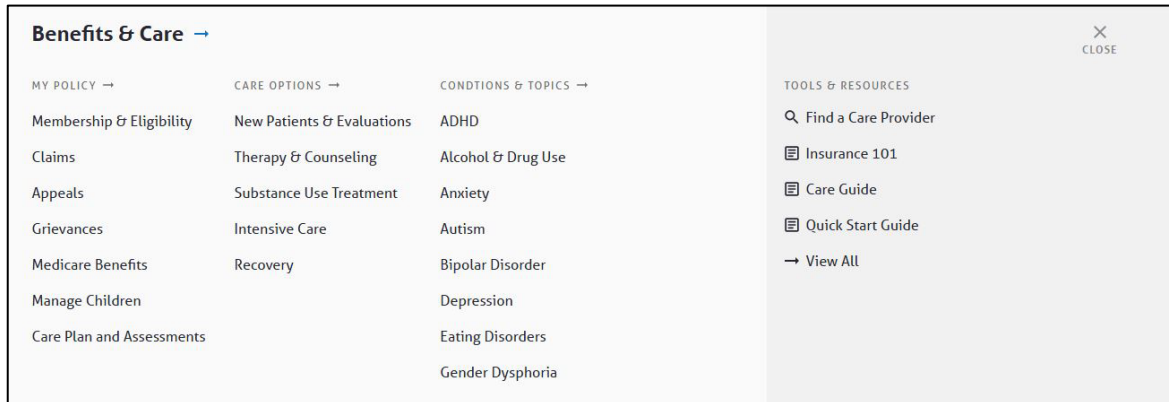
On your personal dashboard, you will see **Top recommendations just for you**. These resources are based on the three short questions you answered when you created your account.



Benefits & Care

The **Benefits & Care** section of your member website has lots of helpful information. Use it to:

- Learn about your behavioral health benefits
- Explore different care options
- Find information on mental health conditions
- Access useful tools and resources



Click the links under **MY POLICY**, **CARE OPTIONS**, **CONDITIONS & TOPICS**, and **TOOLS & RESOURCES** to explore more.

Understanding your Coverage

The **My Policy** section in **Benefits & Care** provides important details about your IBHP coverage. Here you can find information on:

- Membership & Eligibility
- Covered Services
- Claims
- Appeals & Grievances
- Manage Children
- Care Plans and Assessments

The screenshot shows the 'My Policy' section of the Magellan HealthCare website. At the top is a navigation bar with links for 'Benefits & Care' (Behavioral Health Care), 'Life' (Family, Finances, Legal), 'Mind' (Mental Wellbeing), 'Body' (Physical Wellbeing), and 'My Dashboard' (Recommendations). A 'Sign Out' button is in the top right. The main heading is 'My Policy' with the subheading 'Your coverage at a glance.' Below this is a paragraph: 'Behavioral health care doesn't have to be complicated. Magellan is here to help you manage your care at every step of the way. Use this hub to manage your membership details, coverage, and costs.'

The section is titled 'Review Your Policy' with the text: 'Take control of your behavioral health care policy. Manage your claims, authorizations, and membership and eligibility.'

There are three main interactive boxes:

- Membership & Eligibility**: Review your membership details, eligibility, and benefits. (Icon: three people)
- Covered Services**: Find covered services for adults and youth enrolled in the Idaho program. (Icon: calendar and dollar sign)
- Grievance Form**: If you are a California resident and are dissatisfied with the services you've received, you have the right to file a formal complaint.

Membership & Eligibility

The link to the **Membership & Eligibility** page is under **Benefits & Care**, then **My Policy**. This section provides key details about your IBHP coverage such as:

- Policy Title
- Group
- Primary Benefits

The screenshot shows the IDAHO BEHAVIORAL HEALTH PROGRAM website. The top navigation bar includes links for Crisis Hotlines, Find Care, Search, Message Center, and a Sign Out button. The main navigation menu has five categories: Benefits & Care (Behavioral Health Care), Life (Family, Finances, Legal), Mind (Mental Wellbeing), Body (Physical Wellbeing), and My Dashboard (Recommendations). The page title is "Membership & Eligibility". Below the title, there is a sub-header "Review information about your Behavioral Health policy, including your current status, coverage and other important details." and a note: "Note: The following does not include any information related to your medical or physical health benefits." The main content area is titled "Policy Information" and contains a table with the following data:

Policy Title	IDAHO BEHAVIORAL HEALTH PLAN
Group	IDBHP
Primary Benefits	MEDICAID

Covered Services

The **Covered Services** page is under **Benefits & Care**, then **My Policy**. This page has two links to the **Covered Services for Adults** and **Covered Services for Youth** pages on MagellanofIdaho.com. As an IBHP member, you have access to the behavioral health services in this section.

The screenshot shows the Magellan Healthcare website. The top navigation bar includes links for Benefits & Care (Behavioral Health Care), Life (Family, Finances, Legal), Mind (Mental Wellbeing), Body (Physical Wellbeing), and My Dashboard (Recommendations). The page title is "Covered Services". Below the title, there is a sub-header "As a member you have access to behavioral health care services that are covered by the Idaho program. Please view the following resources on MagellanofIdaho.com to find available services for adults and youth." and two buttons: "Covered Services for Adults" and "Covered Services for Youth".

Claims

The link to the **Claims** page is under **Benefits & Care**, then **My Policy**. Search for claims, filter by date, and view details about services you've received here.

PLEASE NOTE:

- These claims do not include out-of-network, medical, and physical health care services.
- Claims for members under 18 years old will not appear.

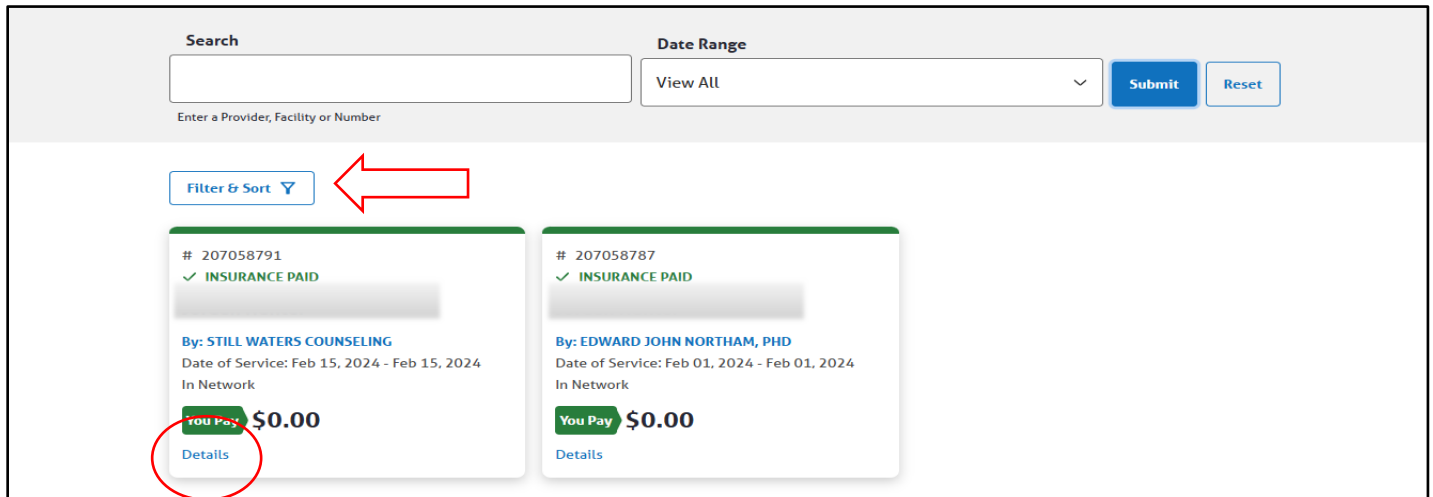
How to view your claims:

1. Enter a provider, facility, or claim number.
2. Select a date range, if needed.
3. Click the blue **Submit** button to display all available claims.

The screenshot shows the 'Claims' page of the Idaho Behavioral Health Plan. The page has a header with navigation links: Crisis Hotlines, Find Care, Search, Message Center, and Sign Out. Below the header, there are tabs for Benefits & Care, Life, Mind, Body, and My Dashboard. The main content area is titled 'Claims' and includes a description: 'The following claims (bills) are for in-network, behavioral health care services you have received. These claims don't include out-of-network claims, medical, physical health care services, or claims for members under 18 years old.' At the bottom, there is a search bar with the placeholder text 'Enter a Provider, Facility or Number', a date range selector with 'View All' selected, and a blue 'Submit' button circled in red.

4. Click the white **Filter & Sort** button to view your claims by:
 - a. Date
 - b. Status
 - c. Provider or Facility
 - d. Number
 - e. Member

5. Click the blue **Details** link at the bottom of the claim tile. Then click each of these links to see more information:
- Claims Overview
 - Billing Summary
 - Claim Details
 - Payment Information

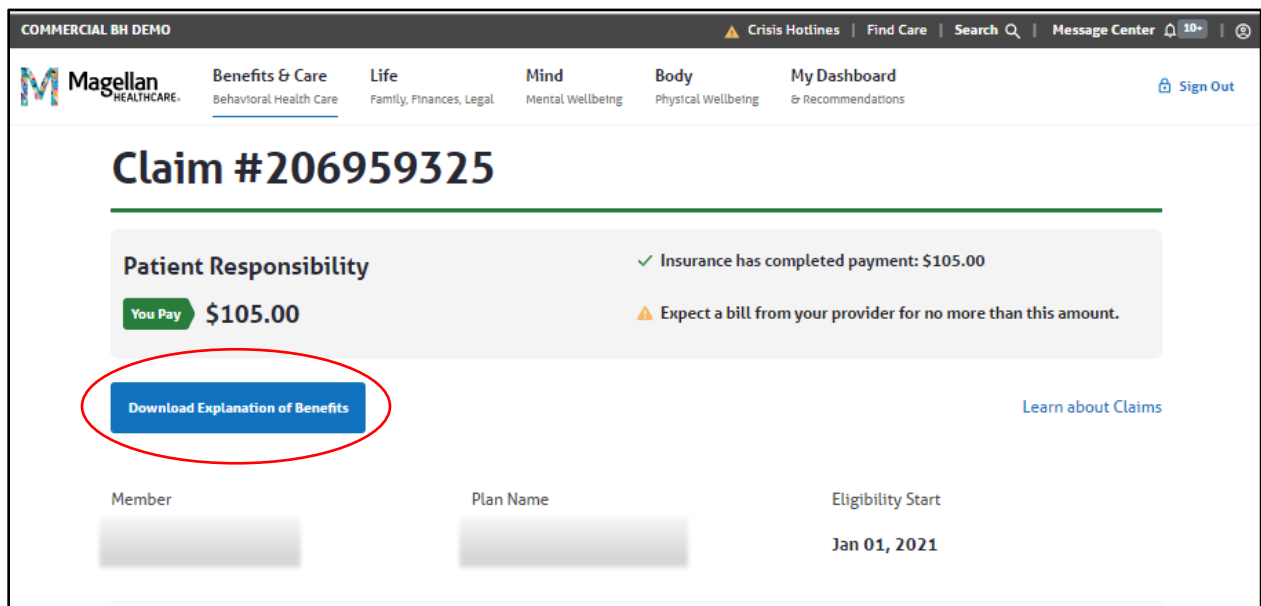


Claims Overview

The first thing you'll see on the **Details** page for each claim is a summary. It includes:

- What your plan has paid toward the claim.
- The amount you may need to pay, if any.
- A notice that your bill will not exceed the amount shown.

Click the blue **Download Explanation of Benefits** button to see more details.



Billing Summary

The **Billing Summary** appears below the **Claims Overview** section. It breaks down your claim to show how the total is calculated.

Member	Plan Name	Eligibility Start	
		Jan 01, 2021	
<hr/>			
Billing Summary			
Plan Paid ⓘ	\$420.00	Patient Responsibility ⓘ	\$105.00
Original Amount Billed ⓘ	\$827.10	Copay ⓘ	\$105.00
Allowed Amount ⓘ	\$525.00	Coinsurance ⓘ	0.00%
Plan Discount ⓘ	\$302.10	Applied to Deductible ⓘ	\$0.00
		Not Covered Amount ⓘ	\$0.00

Claim Details

The **Claim Details** section is below the **Billing Summary**. It provides details about the provider, including their:

- Name
- Contact details
- Network status

Claim Details			
This claim does not guarantee claims payment and is subject to member eligibility and all other terms and provisions of the policy at the time the service is rendered.			
Provider / Facility	BILLTOPAR PROVIDER, PHYS	Phone	3143875396
NPI/Supplier ID	1083633804	Address	14100 MAGELLAN PLAZA
Network	In Network		MARYLAND HEIGHTS, MO 63043

Payment Information

The **Payment Information** section is below the **Claim Details**. It breaks down all services included in the claim and shows:

- What was billed
- What your plans cover
- Your share of the cost, if any

Click the blue **down arrow** to the right of each service for more details.

Payment Information

The billing details for all services included in this claim are listed below. Expand each item to view the amount billed, amount covered by insurance, and amount you owe.

Jan 30, 2023 - Feb 03, 2023

1. OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN - 99214 ✓ INSURANCE PAID			▼
Plan Paid	\$140.00	Patient Responsibility	\$35.00
2. OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN - 99214 ✓ INSURANCE PAID			▼
Plan Paid	\$140.00	Patient Responsibility	\$35.00
3. OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN - 99214 ✓ INSURANCE PAID			▼
Plan Paid	\$140.00	Patient Responsibility	\$35.00

1

Show per page 15 ▼

The expanded section will show:

- Billed amounts
- Plan discounts
- Plan payments
- Any remaining balance you may owe, if any

Payment Information

The billing details for all services included in this claim are listed below. Expand each item to view the amount billed, amount covered by insurance, and amount you owe.

Feb 01, 2024 - Feb 01, 2024

1. DRUG TEST PRSMV READ DIRECT OPTICAL OBS PR DATE - 80305 ✓ INSURANCE PAID				^
Plan Paid	\$99.00	Patient Responsibility		\$0.00
Units Billed	1	Co-Pay		\$0.00
Amount Billed	\$250.00	Co-Insurance		\$0.00
Amount Allowed	\$99.00	Applied to Deductible		0.00
Plan Discount	\$151.00			
Diagnostic Information*: Alcohol abuse, uncomplicated		Authorized: Not Available		
Service Date: Feb 01, 2024 - Feb 01, 2024				

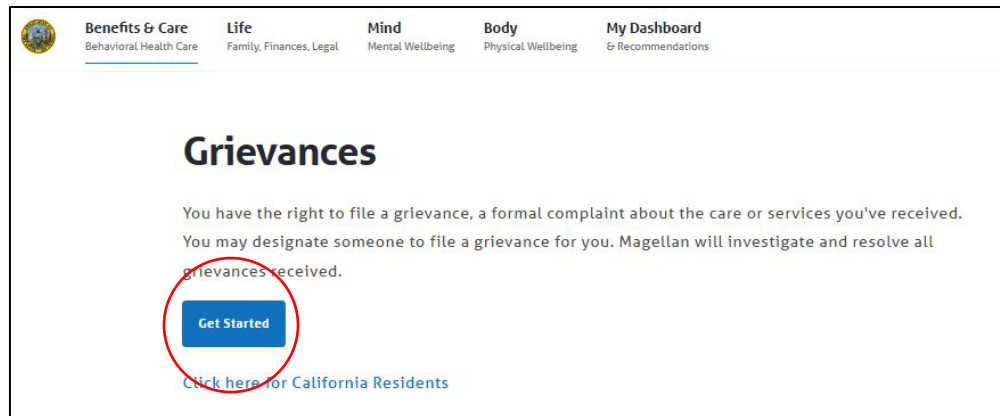
Appeals

The link for the **Appeals** page is under **Benefits & Care**, then **My Policy**. This page has information about:

- When you can file an appeal
- Types of appeals
- What your appeal must include
- Ways to file your appeal
- State Fair Hearings

Grievances/Complaints

The link for the **Grievances** page is under **Benefits & Care**, then **My Policy**. Click the blue **Get Started** button to find out where to call or how to submit a grievance by mail.



Manage Children

The link to the **Manage Children** page is under **Benefits & Care**, then **My Policy**. This page lists the children you have added to your account. It allows you to access their claims and assessments.

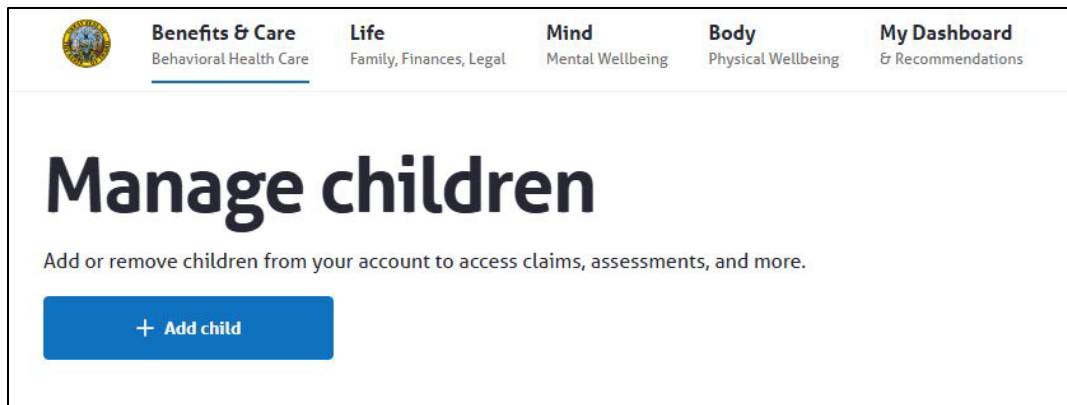


Adding a child

Your child(ren) must have their own **Medicaid ID** or **Magellan ID number** to be added to your account.

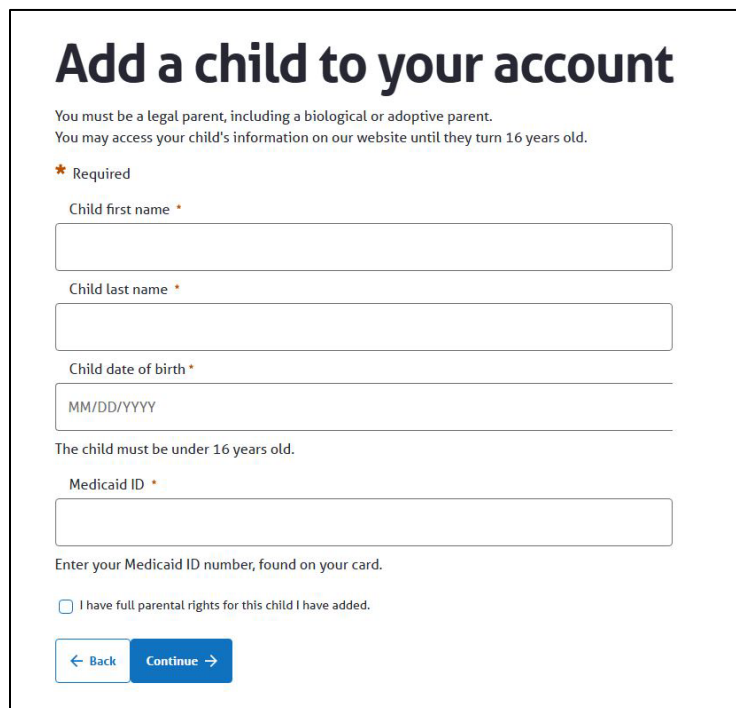
To add your child(ren):

1. Click the blue **Add Child** button.



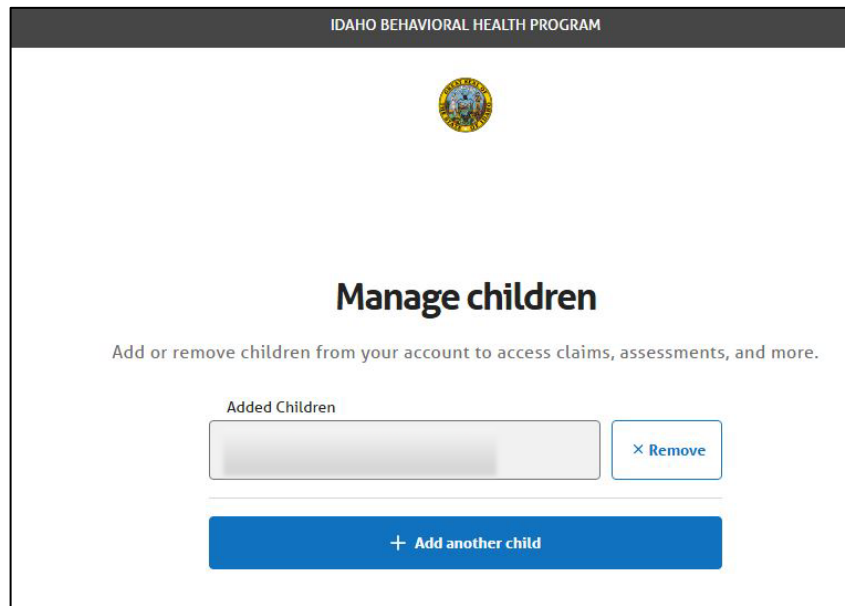
The screenshot shows the top navigation bar with the following links: **Benefits & Care** (Behavioral Health Care), **Life** (Family, Finances, Legal), **Mind** (Mental Wellbeing), **Body** (Physical Wellbeing), and **My Dashboard** (& Recommendations). The main heading is **Manage children**. Below it, a subheading reads: "Add or remove children from your account to access claims, assessments, and more." A prominent blue button with a white plus sign and the text **+ Add child** is located at the bottom left of the main content area.

2. Enter your child's personal information when the **"Add a child to your account"** screen appears. Enter your child's information then click the blue **Continue** button. **You must be the legal parent or guardian of the child to add them to your account.**




The form is titled **Add a child to your account**. Below the title, it states: "You must be a legal parent, including a biological or adoptive parent. You may access your child's information on our website until they turn 16 years old." A red asterisk indicates required fields. The form includes the following fields: **Child first name ***, **Child last name ***, **Child date of birth *** (with a placeholder MM/DD/YYYY), **Medicaid ID ***, and a checkbox for **I have full parental rights for this child I have added.** At the bottom, there are two buttons: **< Back** and **Continue >**.

3. The screen below will appear and show the children who have been added to your member website account.



IDAHO BEHAVIORAL HEALTH PROGRAM



Manage children

Add or remove children from your account to access claims, assessments, and more.

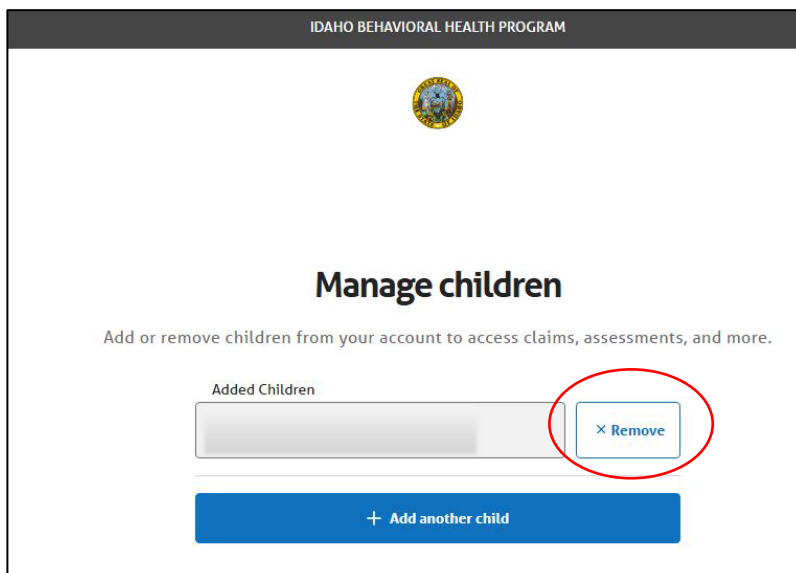
Added Children

[× Remove](#)


[+ Add another child](#)

Removing a child

To remove a child from your account, click the white **Remove** button to the right of the child's name.



IDAHO BEHAVIORAL HEALTH PROGRAM



Manage children

Add or remove children from your account to access claims, assessments, and more.

Added Children

[× Remove](#)

[+ Add another child](#)

Care Plans and Assessments


The link to the **Care Plans and Assessments** page is under **Benefits & Care**, then **My Policy**. If you or your child(ren) have a care plan or an assessment (e.g., Child and Adolescent Needs and Strengths (CANS) assessment or Combined Behavioral Health Assessment) linked to your account, it will be listed here.

To see care plans or assessments, click the **dropdown arrow** and select the member's name.

Care Plans and Assessments

Find available care plans and assessments connected to your account.

Select member*



Care Plan

Start Date: 12/10/2024

Assessments

[CANS Assessment - 06/10/2024](#)

[Combined Behavioral Health Assessment - 05/30/2024](#)

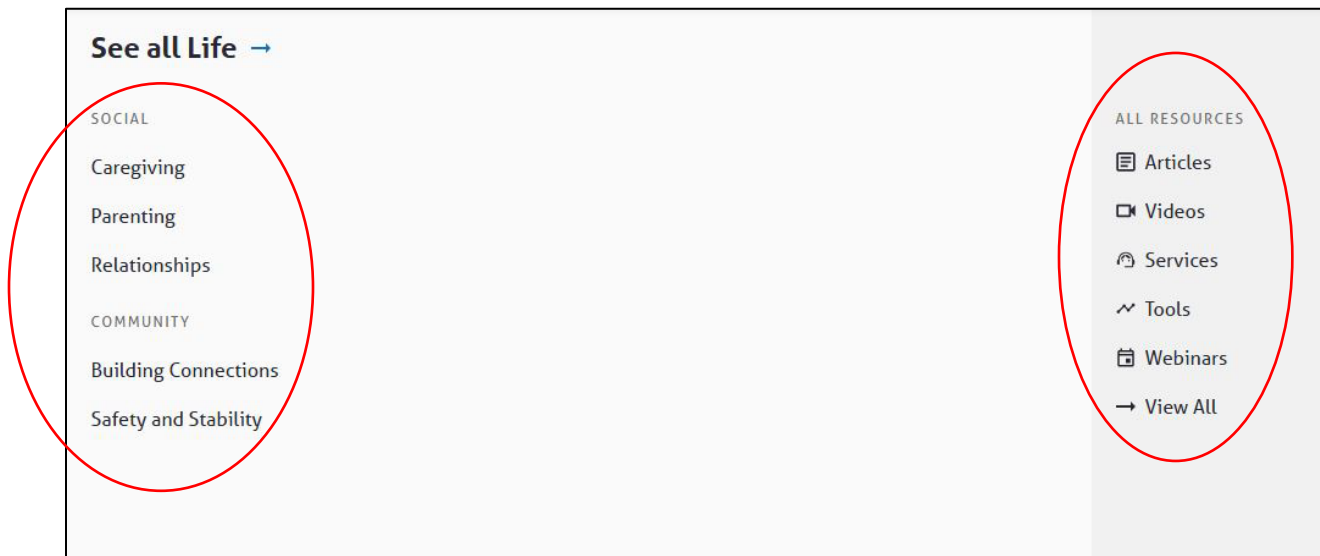
Life

The **Life** dropdown is at the top of your home page or personal dashboard.



Click **Life** to explore helpful resources for everyday life, including:

- Caregiving
- Parenting
- Relationships
- Building Connections
- Safety and Stability



You can also use the **All Resources** section on the right side of the dropdown menu to browse articles, videos, tools, and more.

Mind

The **Mind** dropdown is at the top of your home page or personal dashboard.



Click **Mind** to explore helpful resources for everyday life, including:

- Mental Healthcare
- Support Groups & Hotlines
- Anxiety
- Depression
- Domestic Abuse
- Gender & Sexuality
- Grief
- PTSD
- Resilience
- Stress
- Alcohol & Drug Use



You can also use the **All Resources** section on the right side of the dropdown menu to browse articles, videos, tools, and more.

Body

The **Body** dropdown is at the top of your home page or personal dashboard.



Click **Body** to explore helpful resources for everyday life, including:

- Aging
- Fitness
- Healthy Eating
- Managing Conditions
- Physical Healthcare
- Sexual Health
- Sleep
- Alcohol & Drug Use



You can also use the **All Resources** section on the right side of the dropdown menu to browse articles, videos, tools, and more.