

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-touse, 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).

Please note: For parents/guardians of youth who have Medicaid or other Magellan services, but do not have Medicaid or Magellan membership themselves, they will be unable to create an account for the youth on April 21. Magellan is actively working on this enhancement and will be available in the coming months. We apologize for the inconvenience.

- 1. Visit <u>Magellanofldaho.com</u>.
- 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.





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.



 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.

	Let's find your benefits
You	ir information is private and never shared without your permission.
(This program was offered to me by:* Idaho Behavioral Health Plan
	Begintyping at least 3 letters to search
	Do you reside outside of the United States?
	Click here to access your global benefits.



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



7. Complete the form below to register your account.

ose the information that appears on your nearth plan
First Name *
Last Name *
Date of Birth *
MM/DD/YYYY
Member ID *
ID number from your commercial or private health plan or Medicaid ID card. What is your preferred email address? * ()
Create your password * O
Confirm password *



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. <u>Life</u>
- 3. Mind
- 4. Body

Benefits & Care	Life	Mind	Body	My Dashboard
Behavioral Health Care	Family, Finances, Legal	Mental Wellbeing	Physical Wellbeing	& Recommendations

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

Benefits & Care →				× CLOSE
MY POLICY \rightarrow	care options \rightarrow	condtions & topics \rightarrow	TOOLS & RESOURCES	
Membership & Eligibility	New Patients & Evaluations	ADHD	Q Find a Care Provider	
Claims	Therapy & Counseling	Alcohol & Drug Use	Insurance 101	
Appeals	Substance Use Treatment	Anxiety	🗐 Care Guide	
Grievances	Intensive Care	Autism	🗐 Quick Start Guide	
Medicare Benefits	Recovery	Bipolar Disorder	→ View All	
Manage Children		Depression		
Care Plan and Assessments		Eating Disorders		
		Gender Dysphoria		

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





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

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	Benefits & Care Behavioral Health Care	Life Family, Finances, Legal	Mind Mental Wellbeing	Body Physical Wellbeing	My Dashboard & Recommendations		e) Sign Out
	Re st	Aembers eview information ab atus, coverage and o tte: The following does not	hip & E out your Behavi ther important d include any Informa	oral Health polic etails.	Y y, including your current nedical or physical health benefits.			
	Policy In	formation						
	Policy Title		DAHO BEHAVIOI	RAL HEALTH PLA	N			
	Group	1	DBHP					
	Primary Ben	efits N	IEDICAID					

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.





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.

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	Be	nefits & Care	Life Family, Finances, Legal	Mind Mental Wellbeing	Body Physical Wellbeing	My Dashboard & Recommendations			🕆 Sign Out
		C 	laims	hills) are for in-r		and baatth care convices you			
		hav hea	ve received. These of alth care services, o	claims don't incluing claims for men	ude out-of-netw nbers under 18 y	ork claims, medical, physica Jears old.	ıl		
		Search	lity or Number		Date Range			Subi	mit Ø _r set

- 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:
 - a. Claims Overview
 - b. Billing Summary
 - c. Claim Details
 - d. Payment Information

Search	Date Range		
	View All	~	Submit Reset
Enter a Provider, Facility or Number			
Filter & Sort Y			
# 207058791 ✓ INSURANCE PAID	# 207058787 ✓ INSURANCE PAID		
Prestill WATER COUNCILNC			
Date of Service: Feb 15, 2024 - Feb 15, 2024 In Network	Date of Service: Feb 01, 2024 - Feb 01, 2024 In Network		
FOU PS: \$0.00	You Pay \$0.00		
Details	Details		

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.

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	Benefits & Care Behavioral Health Care	Life Family, Finances, Legal	Mind Mental Wellbeing	Body Physical Wellbeing	My Dashboard & Recommendations		🔓 Sign Out
Clai	m #206 9	959325					
Patier	nt Responsibilit	ty		✓ Insurance has co	ompleted payment: \$10	15.00	
You Pay	\$105.00			🛕 Ехресt a bill fro	m your provider for no	more than this amount.	
Download	d Explanation of Benefits					Learn about Claim:	5
Member		Plan N	lame		Eligibility Start		
					Jan 01, 2021		



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	
Billing Summary			
bitting Summary			
Plan Paid ①	\$420.00	Patient Responsibility [®]	\$105.00
Original Amount Billed ①	\$827.10	Сорау 🛈	\$105.00
Allowed Amount ①	\$525.00	Coinsurance O	0.00%
Plan Discount ①	\$302.10	Applied to Deductible ①	\$0.00
		Not Covered Amount ①	\$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.

The billing details for all services included insurance, and amount you owe.	In this claim are listed below. Expand each item to view the amount bil	lled, amount covered by
Jan 30, 2023 - Feb 03, 2023		\frown
1. OFFICE/OUTPATIENT ESTABLISHED MC Plan Paid	DD MDM 30-39 MIN - 99214 V INSURANCE PAID \$140.00 Patient Responsibility	\$35.00
2. OFFICE/OUTPATIENT ESTABLISHED MC Plan Paid	DD MDM 30-39 MIN - 99214 V INSURANCE PAID \$140.00 Patient Responsibility	\$35.00
3. OFFICE/OUTPATIENT ESTABLISHED MC Plan Paid	DD MDM 30-39 MIN - 99214 V INSURANCE PAID \$140.00 Patient Responsibility	\$35.00
	1	Show per page 15 V

The expanded section will show:

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

Payment Informati	ion		
he billing details for all services incluo Isurance, and amount you owe.	ded in this claim are listed below.	Expand each item to view the amount bill	ed, amount covered by
eb 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
	60.00	Applied to Deductible	0.00
Amount Allowed	\$99.00	Applied to beddelible	
Amount Allowed Plan Discount	\$99.00		
Amount Allowed Plan Discount Diagnostic Information®: Alcohol abuse,	\$99.00 \$151.00 uncomplicated	Authorized: Not Available	



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.



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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.

	Benefits & Care Behavioral Health Care	Life Family, Finances, Legal	Mind Mental Wellbeing	Body Physical Wellbeing	My Dashboard & Recommendations	
Manage children						
Add or remove children from your account to access claims, assessments, and more.						
	+ Add child					

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.

'ou must be a legal paren 'ou may access your chilo	, including a biological or ac s information on our websit	doptive parent. The until they turn 16 years old.	
Required			
Child first name *			
Child last name *			
Child date of birth *			
MM/DD/YYYY			
he child must be under 1	ó years old.		
Medicaid ID *			
nter your Medicaid ID nu	nber, found on your card.		
Librus full parantal rights	for this child I have added		



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



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
+ 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 A	Assessments
Find available care plans and assessm	ients connected to your account.
Select member*	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

	See all Mind →			
	ENOTIONAL	CONDITIONS & TOPICS		ALL RESOURCES
	Mental Healthcare	Anxiety	Alcohol & Drug Use	Articles
/	Support Groups & Hotlines	Depression	\mathbf{h}	➡ Videos
		Domestic Abuse		Services
		Gender & Sexuality)	≁ Tools
V		Grief		🖬 Webinars
	\backslash	PTSD		→ View All
		Resilience		
		Stress		

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

See all Body →	
PHYSICAL Aging	ALL RESOURCES
Fitness Healthy Eating	□ Videos ⑦ Services
Managing Conditions Physical Healthcare	✓ Tools☐ Webinars
Sexual Health Sleep	→ View All
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.

