Provider Notice

From: Magellan Healthcare
Subject: Magellan's Authorization System updates impacting IP authorizations

Overview

An operational update made in the Magellan Authorization System on March 19 to the ***Place of Service*** field has generated an unanticipated reaction, exclusively affecting Inpatient (IP) authorizations being extended.

- The Magellan Authorization System IP line-item Place of Service field will display both the disabled option and the new option to be selected.
- The system will display an error message if the existing authorization includes the disabled option.
- Providers may encounter errors specifically when entering an extension request for authorizations that were originally submitted **prior to March 19** due to the system's inability to process extensions with the now-disabled Place of Service values.

Provider Action Required:

- Providers will be unable to submit an extension request for any existing, open authorizations that use the disabled Place of Service values for Inpatient authorizations.
- If an error occurs, providers must submit extension requests via:
  - **Fax:** 1-888-656-2586
  - **Phone:** 1-855-202-0983
- The authorization system internal team is proactively reviewing open IP authorizations and editing Place of Service values for line items with upcoming end dates. This process will continue sequentially.

Disabled Place of Service values

IBHP Services:

- ASAM 3.1 Sub Related Disorder
- ASAM 3.2 Detox
- ASAM 3.3 Sub Related Disorder
- ASAM 3.5 Sub Related Disorder
- ASAM 3.7 Detox
- ASAM 3.7 Sub Related Disorder
- ASAM 4 Detox
- ASAM 4 Sub Related Disorder
- Homes with Adult Residential Treatment (HART)

- Inpatient Psychiatric
- Psychiatric Residential Treatment Facility (PRTF)
- Residential Treatment - Substance Use

We appreciate your cooperation as we work through this issue. If you have any questions, please contact us for further assistance.

Questions?

Please contact Magellan at IdahoProvider@MagellanHealth.com.

Please do not send extension requests to the Magellan Provider inbox. Extension requests must be sent to the fax or phone number included above.