Provider Notice

From: Magellan Healthcare
Subject: NEW Magellan Member Portal

What is the member portal?

The NEW Magellan member portal will be a web-based platform designed to provide Idaho Behavioral Health Plan (IBHP) members with a personalized, easy-to-use online site for members only to access their Magellan-related behavioral health information. Upon a member creating their online account, the tools, records, and information that members will be able to access in the portal, include, but are not limited to:

- Ability to view claims
- Track individual care plan progress
- Access clinical behavioral health assessments (i.e., CANS)
- Provider search tool
- Behavioral health resources
- Educational tools

What makes the member portal unique?

While the Magellan of Idaho website offers general resources and information, the member portal helps members manage their own individual care experience with Magellan.

We encourage you to share this exciting news with your clients and encourage them to sign up in the member portal that is set to go live, Monday, April 21. You can access the portal here on April 21.

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.

Resources

Magellan has developed a step-by-step guide to assist members when using the member portal. We have also created a flyer for providers to have as a reference for their clients who are Magellan members. The flyer contains a QR code for members to scan to access the member portal.

Questions?

Please contact Magellan at IdahoProvider@MagellanHealth.com.