



Provider Notice

From: Magellan Healthcare

Subject: NEW retake a feature available in Psych Hub

New ability to retake a course in Psych Hub

Psych Hub learners now have the ability to retake any course they have previously completed directly within the platform.

Upon retaking a course, learners will:

- be issued a new certificate of completion with the updated completion date.
- retain both certificates, each showing the corresponding completion date and CE credits earned.
- see these details reflected in the Learner Detail Report for easy tracking.

Wondering what Psych Hub is?

Magellan Healthcare offers Continuing Education Units (CEUs) at no cost to our Idaho Behavioral Health Plan (IBHP) network providers through Psych Hub. This collaboration provides you with access to evidence-based education and resources for your daily practice. The Psych Hub professional training platform enables practitioners to transition from generalists to specialists by earning certificates in evidence-based interventions.

How do I know if I'm eligible for Psych Hub access at no cost?

IBHP providers can access Psych Hub at no cost by accessing a unique link sent to you. Please request this link by emailing MagellanIdahoTraining@MagellanHealth.com.

Note that if you sign up directly on Psych Hub's website, you will be prompted to pay for an account, so be sure to contact Magellan for our unique link!

Please send eligibility questions to MagellanIdahoTraining@MagellanHealth.com. Psych Hub cannot verify your Magellan provider status for eligibility.

What if I need help?

If you experience any issues while using the Psych Hub platform, you can submit a ticket from within the platform or reach out to support@psychhub.com. Response times may vary – you

can expect a response within 24 hours during regular business hours (9 a.m. to 5 p.m.) in all US time zones.

Questions?

If you have questions about Magellan's training sessions, email MagellanIdahoTraining@MagellanHealth.com.