Provider Notice

From: Magellan Healthcare
Subject: Submit a valid AUD to access member records in P-CIS

Attention: Important Reminder: Authorization for Use and Disclosure (AUD) of PHI Required for P-CIS Record Access

Overview

As part of Idaho's YES System of Care, the Outcomes and Assessments System Person-Centered Intelligence Solution (P-CIS) supports portability, allowing authorized providers to view key assessments and plans completed by other providers. *This helps ensure that members and families do not need to repeatedly share the same information as they access services from different providers.*

Examples of information available through P-CIS may include:

- Child and Adolescent Needs and Strengths (CANS) Assessments
- Coordinated Care Plans (CCPs) / Person-Centered Service Plans (PCSPs)
- Combined Behavioral Health Assessments
- Other assessments and plans documented within the Outcomes and Assessments System

Authorization Is Required

Because P-CIS contains members' protected health information (PHI), authorization must be granted by the member before access to the member's PHI is permitted.

To begin the process, Magellan must receive and approve a valid, completed Consent/Authorization for Use and Disclosure (AUD) of PHI form. After the Consent/AUD form is approved, providers can view assessments and plans completed by other providers in P-CIS.

In order to grant such access in P-CIS, the Consent/AUD form should either:

- Authorize access to the member's entire record:

OR

- Indicate "Other," specifying access to the desired information within P-CIS (for example, "everything in P-CIS" or "everything in the Outcomes and Assessments System" or "CANS and plans of care").

Once a valid AUD form is received and reviewed, Magellan staff will grant access to the specific, relevant member PHI in P-CIS as authorized by the member.

Ways to Submit an AUD

Providers may submit a Consent/AUD form using any of the following methods:

Online AUD Form

- Complete and submit the online AUD form:
- Authorization to Release Protected Health Information (PHI) - Idaho magellanhealth.com/authorization-to-release-protected-health-information-phi-idaho/

PDF AUD Form

The PDF version may be submitted by email or fax and is available on the Magellan of Idaho website:

- Provider Forms: magellanofidaho.com/provider-forms1
- Member Handbooks and Forms: magellanofidaho.com/member-handbooks-and-forms

AUD Submitted Within P-CIS

Providers may also submit a Consent/AUD form directly through P-CIS using the AUD assessment instrument.

Checking the Status of an AUD Form Submitted Through P-CIS

AUD forms submitted through P-CIS are reviewed by Magellan staff to ensure the document is valid prior to granting access to the member's PHI; they are not processed instantaneously.

Most AUD forms are reviewed within 2-3 business days (although this can reasonably take longer in certain situations).

Step 1: Review Your Notifications

If action is needed from you on an AUD form submission, an alert will be generated within P-CIS. You should see that under your Notifications within your P-CIS Dashboard. You can also view member-specific alerts by accessing the member's record within P-CIS.

Click the linked text to view the letter, then scroll down to click the plus sign (+) under Deficiency Letter:

Step 2: Open the Associated Letter

Click the file name to open the letter. The deficiency letter will explain exactly why the AUD is not being accepted.

Step 3: Correct and Resubmit

Review the deficiency letter carefully, correct the identified issue(s), and submit a new AUD for review.

Common Reasons why AUD forms Submitted Through P-CIS May Be Determined Invalid

The most common reasons a P-CIS AUD cannot be approved are:

Legal Documentation Is Required
In some cases, supporting legal documentation is required to verify an individual's authority to authorize the disclosure of a member's PHI to a third party. Because supporting documents cannot currently be attached to a P-CIS AUD form submission, these requests must be submitted through the online or PDF process.

Incorrect Completion of the Legal Representative Section
When an authorized personal representative (such as the parent/guardian of a minor) is completing the AUD form on behalf of a member, they must select that they have the legal right to act for the member.

Selecting that option prompts the system to collect required legal representative information. If the authorized personal representative mistakenly indicates that they are the member, rather than an individual with the legal right to act on behalf of the member, the required information is not collected and the AUD form cannot be approved.

Questions?

If you have questions regarding AUD form submission, deficiency letters, or access to member information in P-CIS, please contact Magellan Provider Services or email IdahoAUD@magellanhealth.com.

Thank you for helping support care coordination and the appropriate disclosure of PHI across Idaho's behavioral health system, while protecting member privacy and ensuring compliant authorization requirements.