



Provider Notice

From: Magellan Healthcare

Subject: Action required: Report appointment availability to meet IBHP access standards

Thank you for participating in the Magellan network for the Idaho Behavioral Health Plan (IBHP).

As you are likely aware, **access-to-care standards allow members to obtain behavioral health services by an in-network provider within a time frame that reflects the clinical urgency of their situation.**

Member access standards for [provider type, i.e. psychiatrist, non-psychiatrist, etc.]

Urgent Access	48 hours
Non-urgent Access	10 business days
Critical Appointment	6 hours

In support of that commitment, Magellan will soon launch a monthly survey process, beginning Wednesday, Dec. 17, 2025, to collect appointment availability and access information from IBHP network providers.

How the process works

- Your practice/organization could be randomly selected from the IBHP network to complete the appointment availability and access form.
- If this happens, you will receive an email inviting you to share information about your current wait times, appointment availability, and any waitlists for the following:
 - Outpatient mental health services
 - Psychiatric medication management
 - Outpatient substance use disorder (SUD) treatment
 - SUD medication-assisted treatment
- If your organization has multiple locations with different wait times, we will ask you to complete a separate form for each location.

Why this matters

Sharing information about your practice/organization's availability for appointments helps Magellan ensure that members have adequate access to care when they need it. By understanding current wait times and appointment availability, we can work together to address gaps and support timely services for both adults and youth.

More information

For information about appointment access standards, refer to the [Idaho Behavioral Health Plan Handbook Supplement, section 3](#), online at www.MagellanofIdaho.com.

Questions?

Contact Magellan at IdahoProvider@MagellanHealth.com.