Magellan Healthcare of Idaho

Out of Network Providers Accessing and Using the Outcomes and Assessments System

Overview

Access to Magellan's outcomes and assessments system for out of network providers to document a CANS assessment is through Availity Essentials. This step-by-step guide instructs on how to access the outcomes and assessments system via Availity Essentials and how to locate individuals not found in the system. After you have access and located individuals, please refer to the Outcomes and Assessments Training page where you can find additional step by step guides for entering assessments in the system. To register for a live, instructor led webinar on system navigation and overview, please visit our On-Demand Training page.

Gaining access to Magellan's outcomes and assessments system

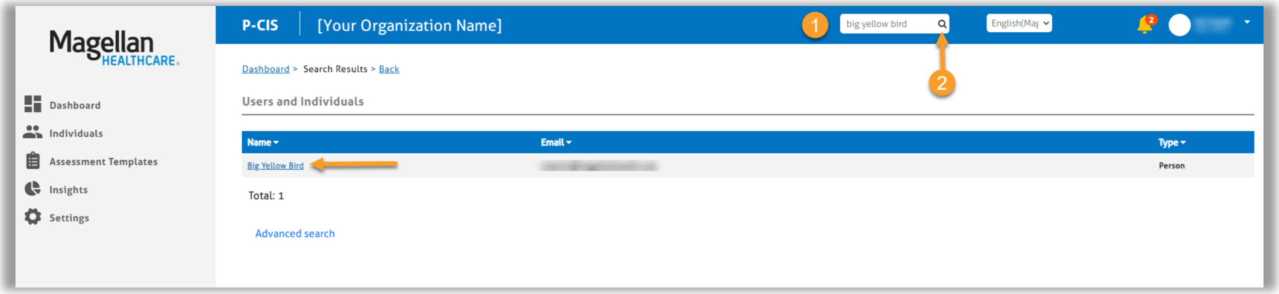
1. If you are an out of network provider and need access to Availity Essentials, email IdahoProvider@MagellanHealth.com.
2. A staff member from Magellan will be in contact to provide access to Magellan's outcomes and assessments system.

Logging into Avality Essentials to access the outcomes and assessments system

After you have access to Availity Essentials, you will access Magellan's outcomes and assessments system to document the CANS assessment via Availity Essentials. For step-by-step instructions on accessing the outcomes and assessments system, use the accessing the system via Availity Essentials step-by-step guide on the outcomes and assessments training page.

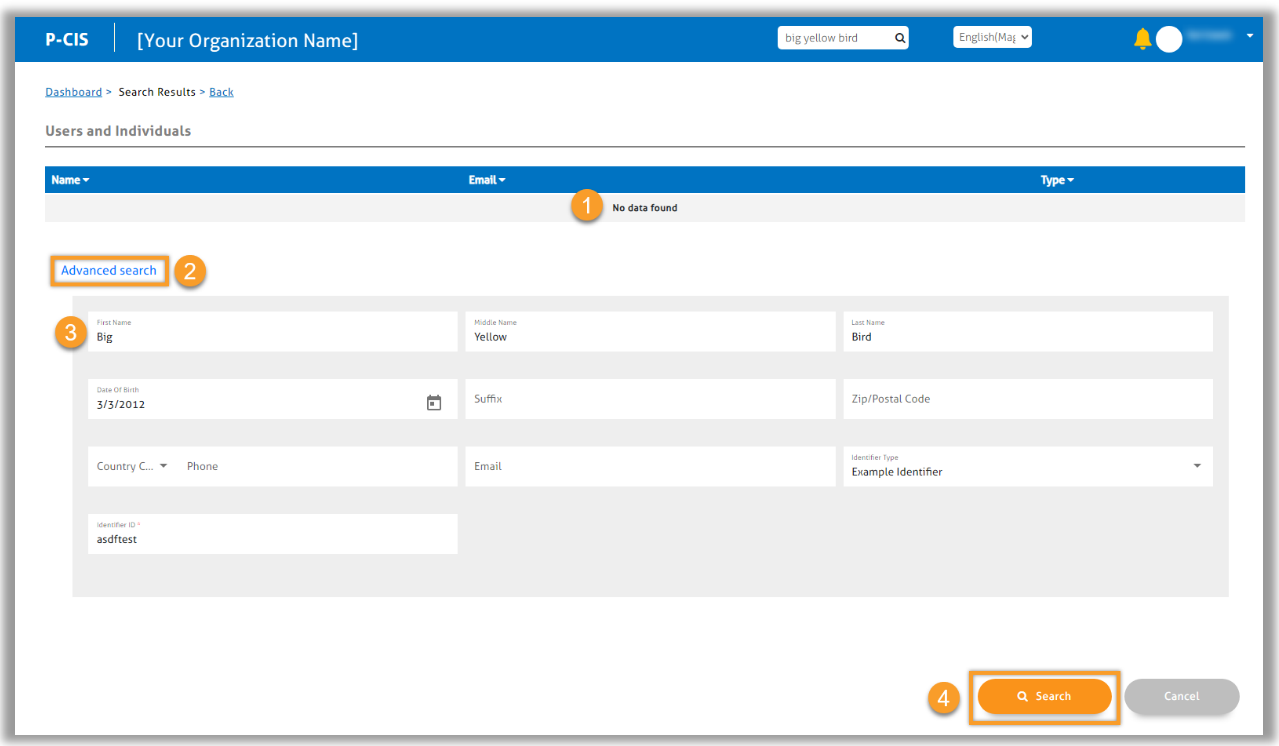
Search for the member or individual

1. From the Dashboard, type the member's name into the **Search** box at the top of the page.
   NOTE: The Search Bar will appear at the top of the page regardless of what module you are in**.** You can enter the member's entire name or just part of it. For example, if you are trying to locate "John Smith," you can type in "John Smith," "John," "Jo," "Smith," "Sm," "S," etc.
2. Click the **magnifying glass** *or* hit **Enter** on your keyboard.



Perform an advanced search

1. The search results may display **No data found**.
2. If this is the case, click the **Advanced search** hyperlink.
3. Enter the search criteria for the member, including First and Last Name, Date of Birth, Identifier Type, and Identifier ID.
4. Click **Search**.



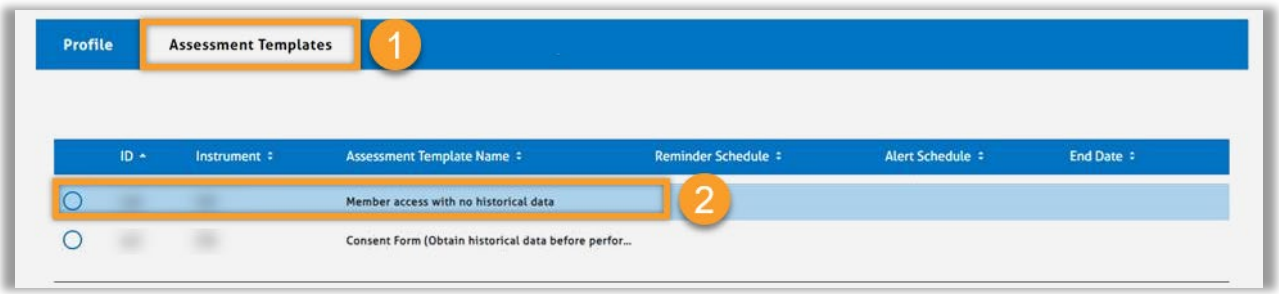
5. If there is a result that matches the entered criteria, the outcomes and assessments system will automatically take you to the member's profile.

Contact Magellan when no member or individual is found

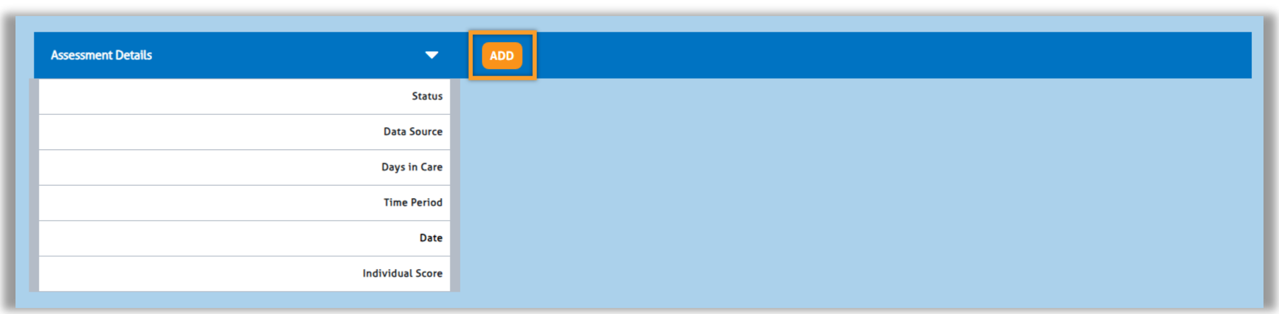
1. If the advance search results do not locate a member in the system, email IdahoProvider@MagellanHealth.com.
   NOTE: Be mindful to NOT include PHI in the initial email.
2. A staff member from Magellan will be in contact to create the member/individual account in the outcomes and assessments system.
   NOTE: For any non-Magellan individual, an Authorization to Use and Disclosure (AUD) form will have to be completed and sent to Magellan.
3. Once the AUD form is processed (if applicable) and the individual is added to Magellan's outcomes and assessments system, you may proceed to the next section, access to member assessments without historical data.
   NOTE: It can take up to three (3) business days for an individual to be added to the system.

Access to member assessments without historical data

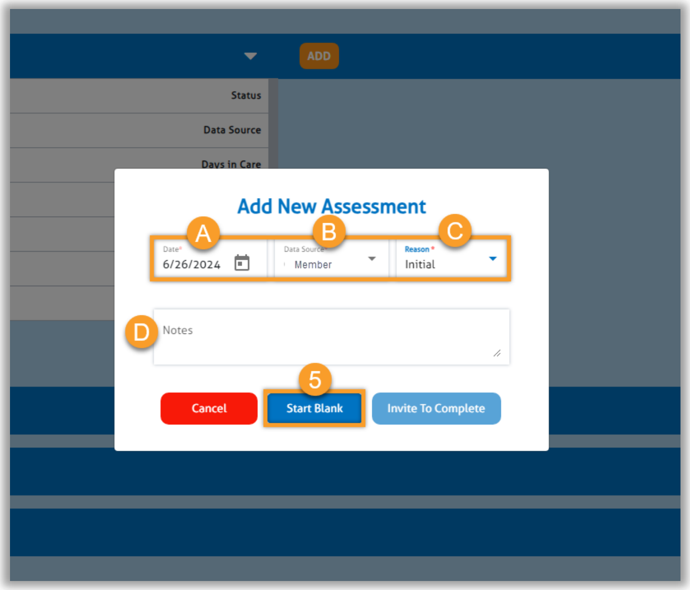
1. To access a member's assessments without historical data, go to the **Assessment Templates** tab in the member's profile.
2. Select the radio button next to the **Member access with no historical data** option.



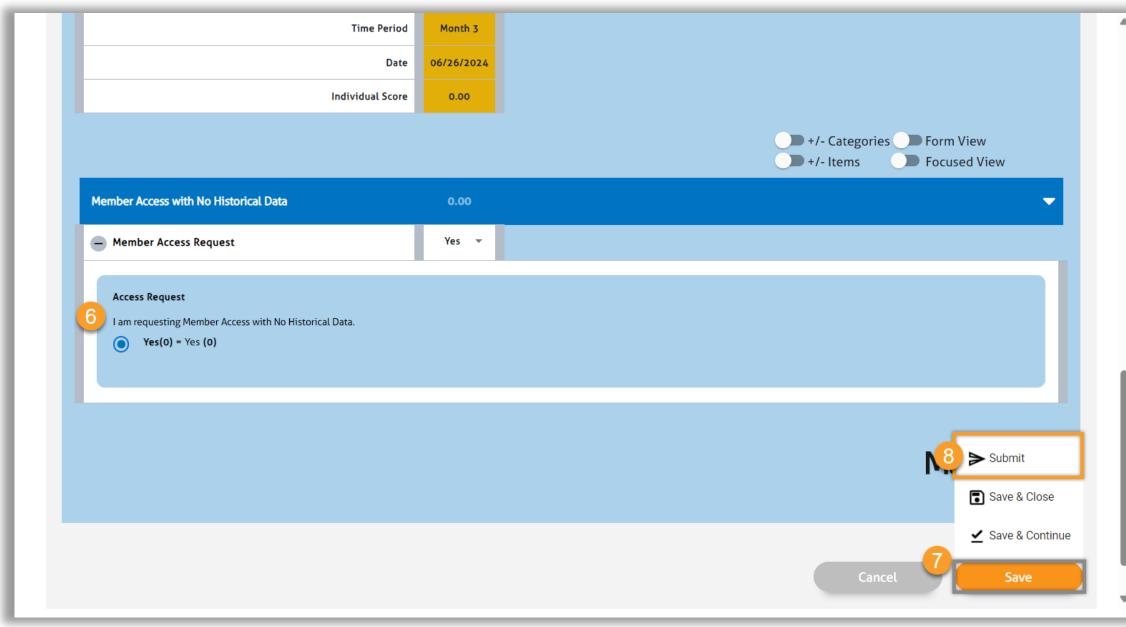
3. After you select the correct form, scroll down and click the **ADD** button to add a new **Member access with no historical data** assessment.



4. Complete the fields of the **Add New Assessment** screen.
   A. **Date** – Auto populates to the **current date** and can be changed if needed.
   B. **Data Source** – Select the member's name as the data source.
   C. **Reason** – Select **Initial**.
   D. **Notes** – Optional and can be used to provide additional information as needed.
5. Click **Start Blank** to open the form.



6. Complete the single question in the form as required (screenshot below).
7. When done, click **Save**.
8. Click **Submit**. This means you are submitting and automatically approving the assessment and you can no longer edit or modify it.



9. After submitting the form, you will now see this member or individual in your caseload and can go into their profile and begin a new assessment.
10. Please refer to the Adding a New Assessment Step-by-Step Guide or Demo on the [Outcomes and Assessments Training page] if you need further assistance.