

Idaho Behavioral Health Plan New Provider Orientation Agenda

To access and register for these **online trainings**, click this link to the **Magellan Healthcare of Idaho** Learning Management System.

During the contracting process, Magellan Healthcare of Idaho's Training team also will offer providers the option to attend **live, instructor-led sessions** of the New Provider Orientation.

Time	Торіс
10 minutes	 Welcome and Introductions Training objectives and expectations
25 minutes	 Idaho Behavioral Health Plan (IBHP) and Magellan Healthcare of Idaho The Idaho Behavioral Health Plan (IBHP) System of Care Magellan's Clinical Model IBHP services and programs IBHP members Training materials: IBHP and Magellan Healthcare of Idaho
20 minutes	 2. Magellan Network Magellan's Network department functions Magellan network contract types How to get assistance with day-to-day inquiries and transactions Training materials: Magellan Network
20 minutes	 3. Providing Care Submitting referrals for member services and care Member eligibility and benefits Member rights and responsibilities Magellan's Clinical Practice Guidelines Language Assistance Program and translation services Training materials: Providing Care
30 minutes	 4. Cultural Competency in Idaho Common cultural competency terms and definitions Culturally and Linguistically Appropriate Services (CLAS) standards

Time	Торіс
	 Impact of culture on healthcare and inequities in behavioral health
	Communication with members with limited English proficiency
	Cultural competency in Idaho
	Training materials: <u>Cultural Competency in Idaho</u>
15 minutes	5. Submitting an Authorization and the Clinical Review Process
	 How to request an authorization
	 How to request treatment through electronic submission
	Prior authorization requirements
	 Medical necessity criteria Services that are not covered
	 How to contact Magellan with authorization questions
	 Training materials: <u>Submitting an Authorization and the Clinical Review Process</u>
	6. How Providers Get Paid
30 minutes	Claim submission requirements
	 How to submit a clean claim
	Your options for claims submission
	How our claims resubmission process works
	Some common billing errors
	 Claims inquiry and claims resolution
	 Third party liability (TPL) and coordination of benefits (COB)
	 Training materials: <u>How Providers Get Paid</u>
	7. Systems Overview
10 minutes	MagellanofIdaho.com website
	Availity Essentials
	 Magellan's authorization system via Availity Essentials Outsomes and assessments system via Availity Essentials
	 Outcomes and assessments system via Availity Essentials Articulate Reach Learning Management System (LMS)
	 Training materials: <u>Systems Overview</u>
	- Training materials. <u>Systems Overview</u>
30 minutes	8. Quality and Compliance
	HIPAA verification when contacting Magellan, and uses and disclosures of
	protected health information (PHI)
	 Fraud, waste, and abuse (FWA) overview and resources Documentation and record-keeping practices
	 Member complaints/grievances
	 Provider complaints and support
	 Idaho Department of Health and Welfare resources
	Training materials: <u>Quality and Compliance</u>



Time	Торіс
10 minutes	 9. Provider Data Management What changes require you to update Magellan within 10 business days What credentialing updates require you to notify Magellan How to maintain your provider information How to update your provider information from within Availity Essentials Training materials: Provider Data Management
5 minutes	 10. Provider Resources Provider tools and resources Member resources Quick reference guides Training materials: Provider Resources
10 minutes	Closing and Attestation

