

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

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



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

