



Provider Resources

Magellan New Provider Orientation

Magellan
HEALTHCARE.

Purpose

As we work together to assist IBHP members in living healthy, vibrant lives, we want to equip you with pertinent tools and resources.

- Send clinical information and questions for our IBHP Clinical team to IBHPClinical@MagellanHealth.com
- Send inquiries related to participating in the IBHP provider network to IdahoProvider@MagellanHealth.com
- Refer to the IBHP [Provider Handbook Supplement](#) for more information.

Links to Resources

Magellan
HEALTHCARE.

Magellan Healthcare of Idaho website

www.MagellanofIdaho.com

Here you will find information on:

- Getting started (joining the network)
- Provider handbook and handbook supplements
- Forms
- Providing care
 - Clinical guidelines
 - Initiating care
 - Programs and services
 - Member benefits and eligibility
- Getting paid
 - Submitting claims
 - Billing codes
- Provider resources
 - Trainings
 - Events
- News and communication
 - Announcements





Availity Essentials is the portal where you have access to:

- Claims
- Benefits
- Eligibility
- Magellan's authorization system
- Magellan's patient outcomes management system
- Provider data change application
- Appeals submission

www.availity.com

Provider handbook and supplements



Access the Magellan Provider Handbook and IBHP Handbook Supplement on the MagellanofIdaho.com website:

[Idaho Behavioral Health Plan Provider Handbook Supplement](#)

[2024 Handbook for the National Provider Network](#)



The Idaho Behavioral Health Center of Excellence (CoE)



The CoE offers a variety of provider resources and support:

- Evidence-based practice education and training
- Technical assistance
- Tools to support providers and enhance member care

<https://healthandwelfare.idaho.gov/coe>

Evidence-based practices (EBP)



Magellan supports a wide range of EBPs across Magellan's contracted network. Discover EBPs from national organizations to help better serve our members:

- **Substance Abuse and Mental Health Services Administration (SAMHSA) EBPs Resource Center:** www.samhsa.gov/resource-search/ebp
- **American Psychological Association – EBP in Psychology:** www.apa.org/practice/resources/evidence



Psych Hub offers providers evidence-based, trauma-informed training and other tools to utilize in day-to-day practice. Psych Hub's catalog of offerings includes courses, short key concept videos, resources, and articles to support evidence-based practices.

www.psychhub.com





The 2-1-1 Idaho Care Line is a free, statewide community information and referral service, and is a program of the Idaho Department of Health and Welfare.

211-idaho.communityos.org

www.healthandwelfare.idaho.gov/services-programs/211

Idaho Crisis & Suicide Hotline (ICSH)

Idaho Crisis & Suicide Hotline (ICSH) is a free support service that is available 24/7. By calling or texting 988, you can talk to someone for emotional support about suicidal crisis, emotional distress, concerns with drugs or alcohol, or relationship challenges. ICSH is contracted with the national network 988 Suicide & Crisis Lifeline. Any 988 call or text will be routed to ICSH for local assistance.

idahocrisis.org



Remember, you have additional resources available to you via:

- ❖ Provider webinars and forums
- ❖ Provider engagement staff
- ❖ Newsletters
- ❖ [MagellanofIdaho.com](https://magellanofidaho.com) website





Claims submission FAQs

- To find answers to your questions, including topics like: claims and reimbursement, assessments, quality/clinical, and tribal relations, go to:

[Provider FAQs](#)

Idaho Provider Quick Reference Guide

- Links to key resources and information in an easy format can be found here:

<https://www.magellanhealthcare.com/documents/2024/04/provider-quick-reference-guide.pdf/>

Do you have any
Questions?



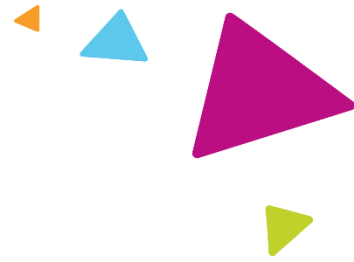
Magellan
HEALTHCARE®



Thank you

Magellan
HEALTHCARE®

Legal



The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc., a subsidiary of Centene Corporation.

The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.