



Magellan Network

Magellan New Provider Orientation

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Agenda

- » Magellan's Network department functions
- » Magellan network contract types
- » Information in the Magellan Provider Handbook
- » How to get assistance with day-to-day inquiries and transactions
- » Services provided by Magellan's Provider Services Line staff



Overview of Magellan Network Department and Its Functions

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Magellan Network department's primary functions



Recruiting



Contracting



Credentialing/recredentialing providers



Establishing reimbursement rates



Managing provider data



Supporting providers, including answering inquiries



Credentialing/recredentialing



Credentialing tasks



Provider applications

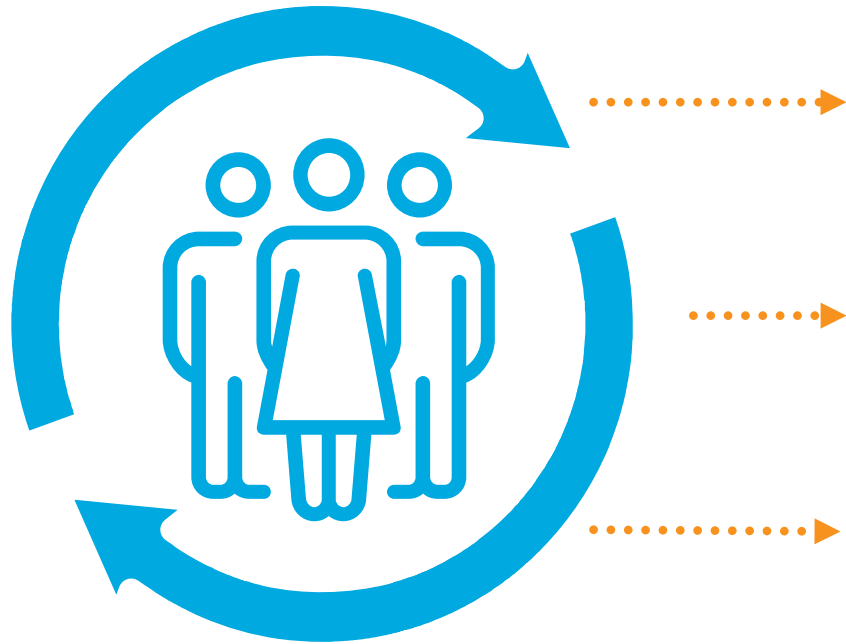


Provider demographics



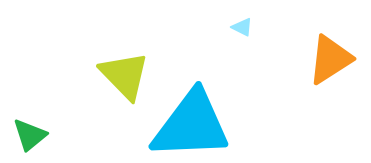
Primary and secondary source verification

Credentialing team



- ✓ Internal policies
- ✓ Laws and regulations
- ✓ Customer requirements
- ✓ Applicable accrediting body standards

Recredentialing



Magellan conducts recredentialing every 3 years to evaluate:



➤ **Clinical care**



➤ **Service and outcomes**



➤ **Member service**



➤ **Adherence**



Provider submits necessary documents

Contracting team



Updates provider network participation and levels of care



Links practitioners to group practices, activates network affiliations, maintains staff rosters



Implements changes to establish network affiliations



Executes contract documents



Contracting

Providers must comply with requirements of the Magellan Network Provider Agreement.





Magellan Network Provider Agreement

- > Customers
- > Programs
- > Plans

[Based on reimbursement schedules]



Rates and reimbursement

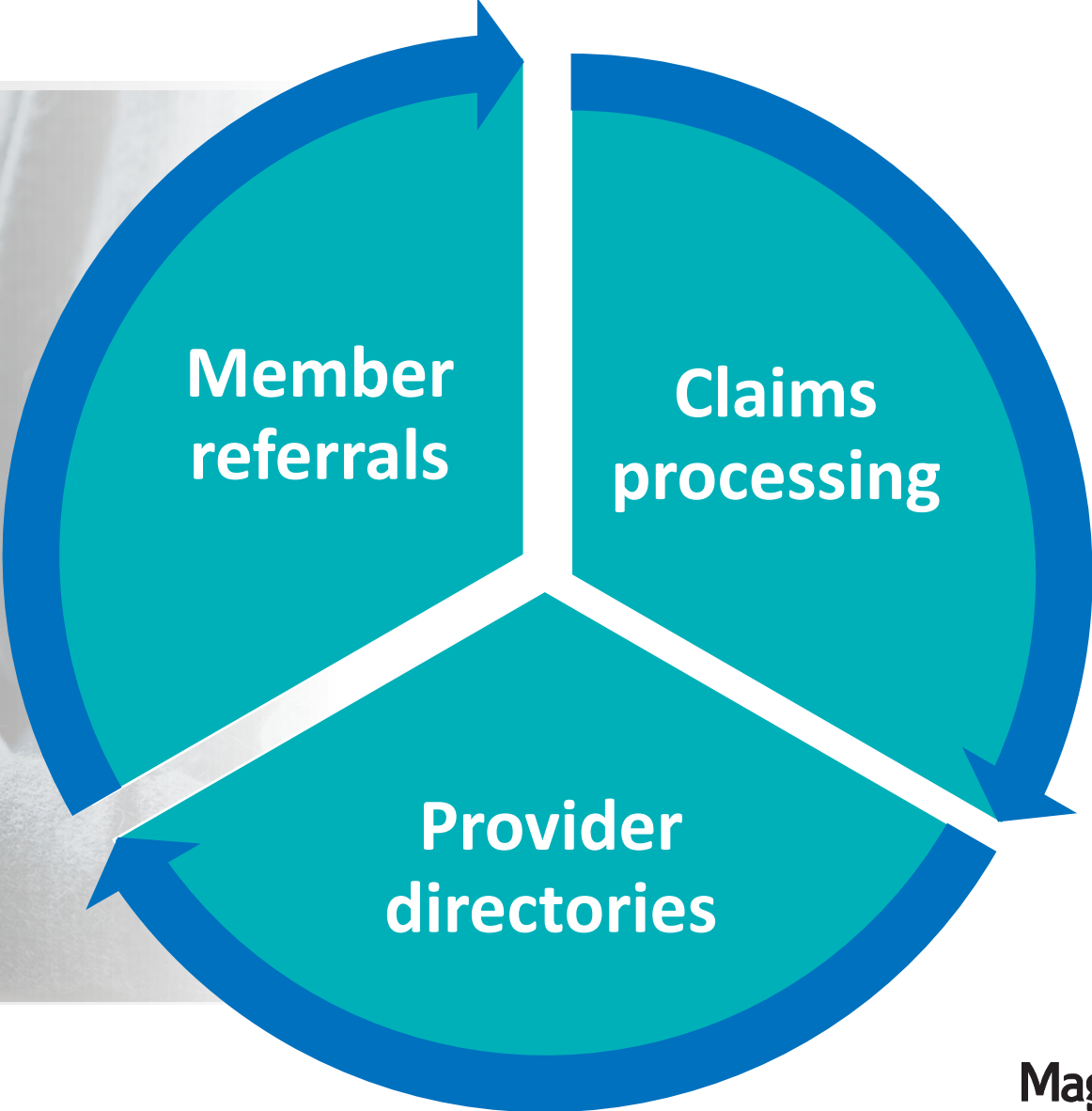


Reimbursement schedules

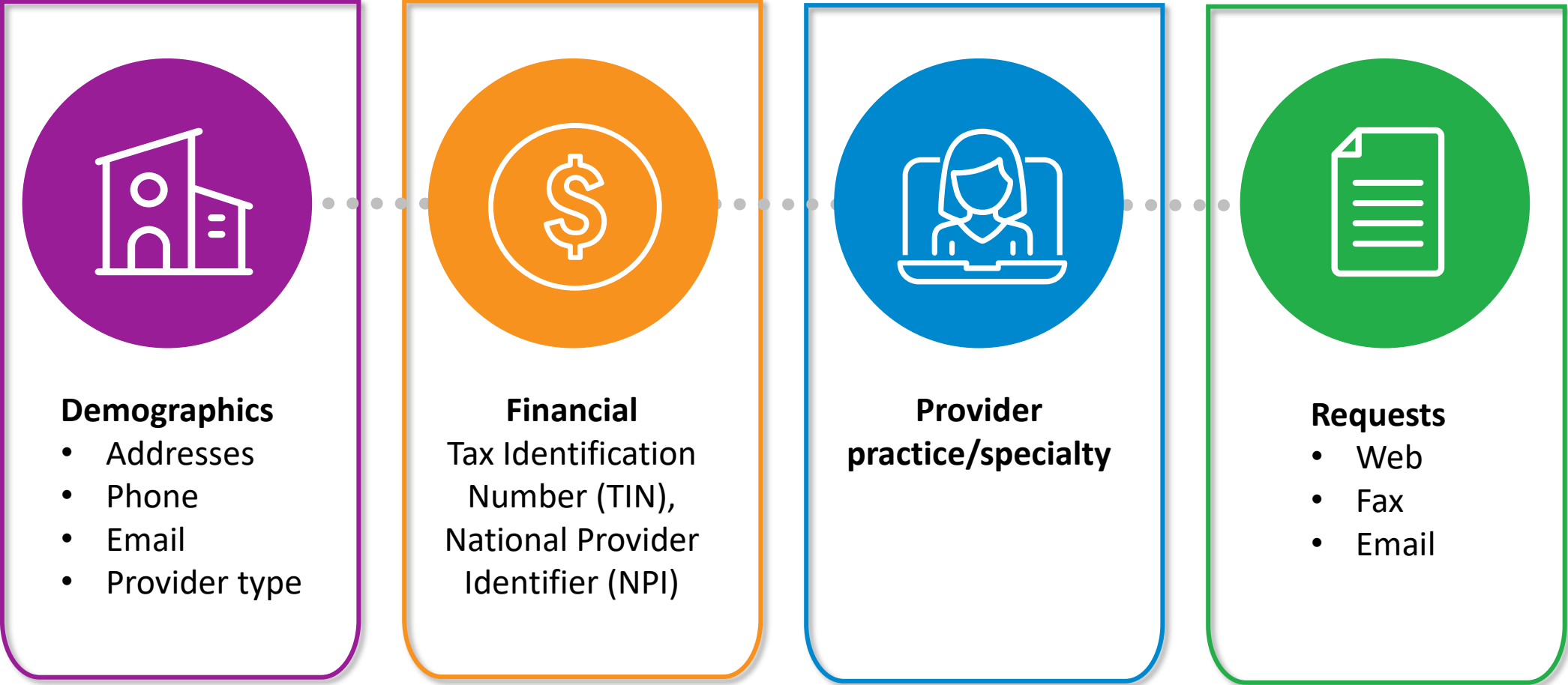
- Reviewed on an annual basis
- Standard/non-standard schedules



Data management



Data management



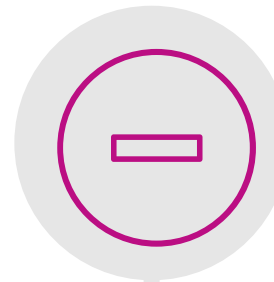


Changes

**may require contract amendment*



Additions



Deletions

Network claims services and support



> Research and resolve claims issues



Updated systems



Accurate/timely payment

Contract Types

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Contract types



Facility

Licensed and/or authorized by state



Group

Bills as a group entity



Individual

Clinician bills under own Tax ID/SSN





Provider Handbook

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Provider handbook

- ✓ Magellan responsibilities
- ✓ Provider responsibilities
- ✓ Magellan guidelines
- ✓ Self-service features
- ✓ Appendices





Assistance with Day-to-Day Inquiries and Transactions

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Network support and resources

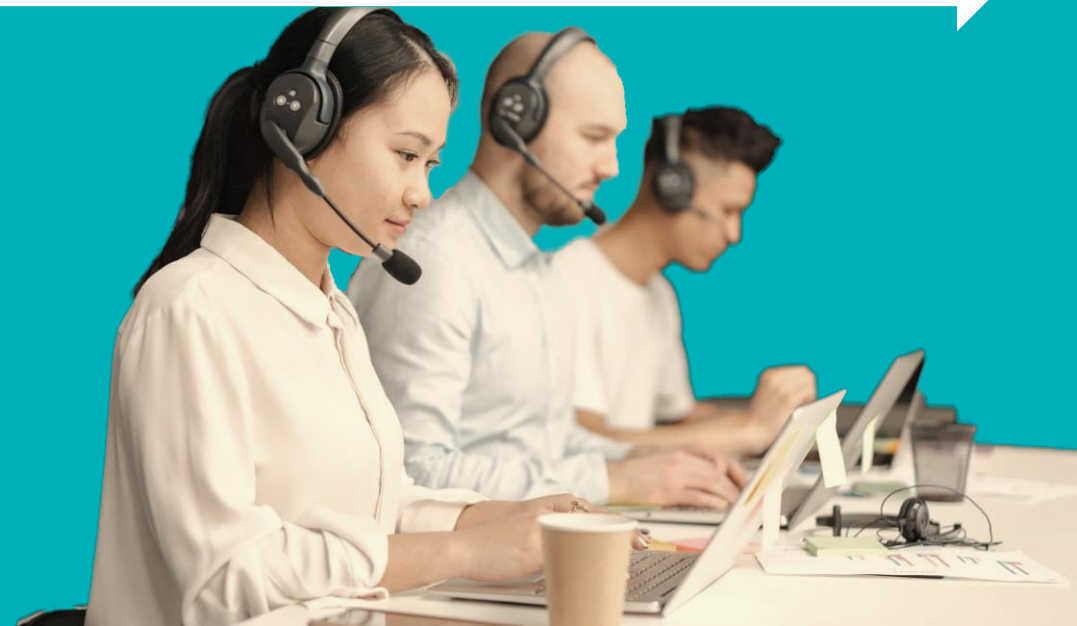


✓ Network team in Idaho

- Respond to inquiries
- Address concerns
- Host provider forums
- Help with claim inquiries

✓ National Provider Services Line

- Additional service/support
- Respond to inbound provider calls
- Respond to provider emails
- Provide education and guidance
- Enhance provider relationships





Do you have any
Questions?



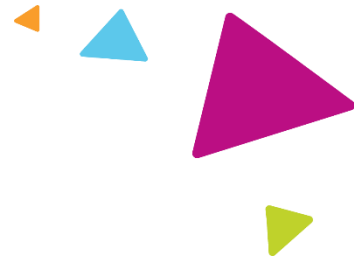
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Thank you

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