Authorization Submissions

Idaho Provider Training

Magellan HEALTHCARE

Agenda – Authorization Submission

- Notice of admission vs. prior authorization
- Authorization submission options
- Magellan's authorization system
- Additional resources

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Meet your Magellan team

Provider Training

Lea Bush, LCSW
Clinical Trainer

Brett Judd, LCSW
Clinical Trainer

Katherine Powers, LCSW
Clinical Trainer

Sarah Racht, LSW
Clinical Project Director

Types of Authorizations

Levels of care & clinical review

Facility/level of care	Clinical review guidelines
Inpatient Mental Health: Hospital	Modified MCG Care Guidelines
Inpatient Mental Health: Institution for Mental Diseases (IMD)	Modified MCG Care Guidelines
4.0 Medically Managed Intensive Inpatient Services	American Society of Addiction Medicine (ASAM), 3rd ed.
3.7 Medically Monitored High Intensity Inpatient Services	ASAM, 3rd ed.
3.5 Clinically Managed Medium Intensity Residential Services	ASAM, 3rd ed.

Concurrent reviews: Inpatient treatment

Inpatient treatment

Concurrent reviews for inpatient treatment will initiate **72** hours after admission

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Concurrent reviews: Psychiatric residential treatment

Psychiatric residential treatment

Concurrent reviews for residential treatment will initiate **30** days after admission

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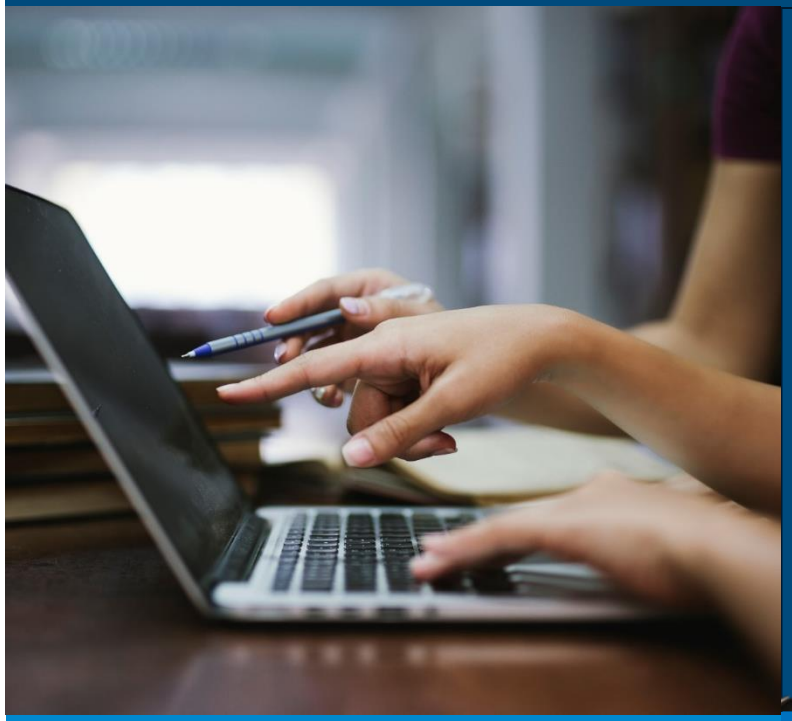
Submitting an Authorization Request

Submitting an authorization request

Authorization Options



Magellan's authorization system

Telephonic review

Paper submission

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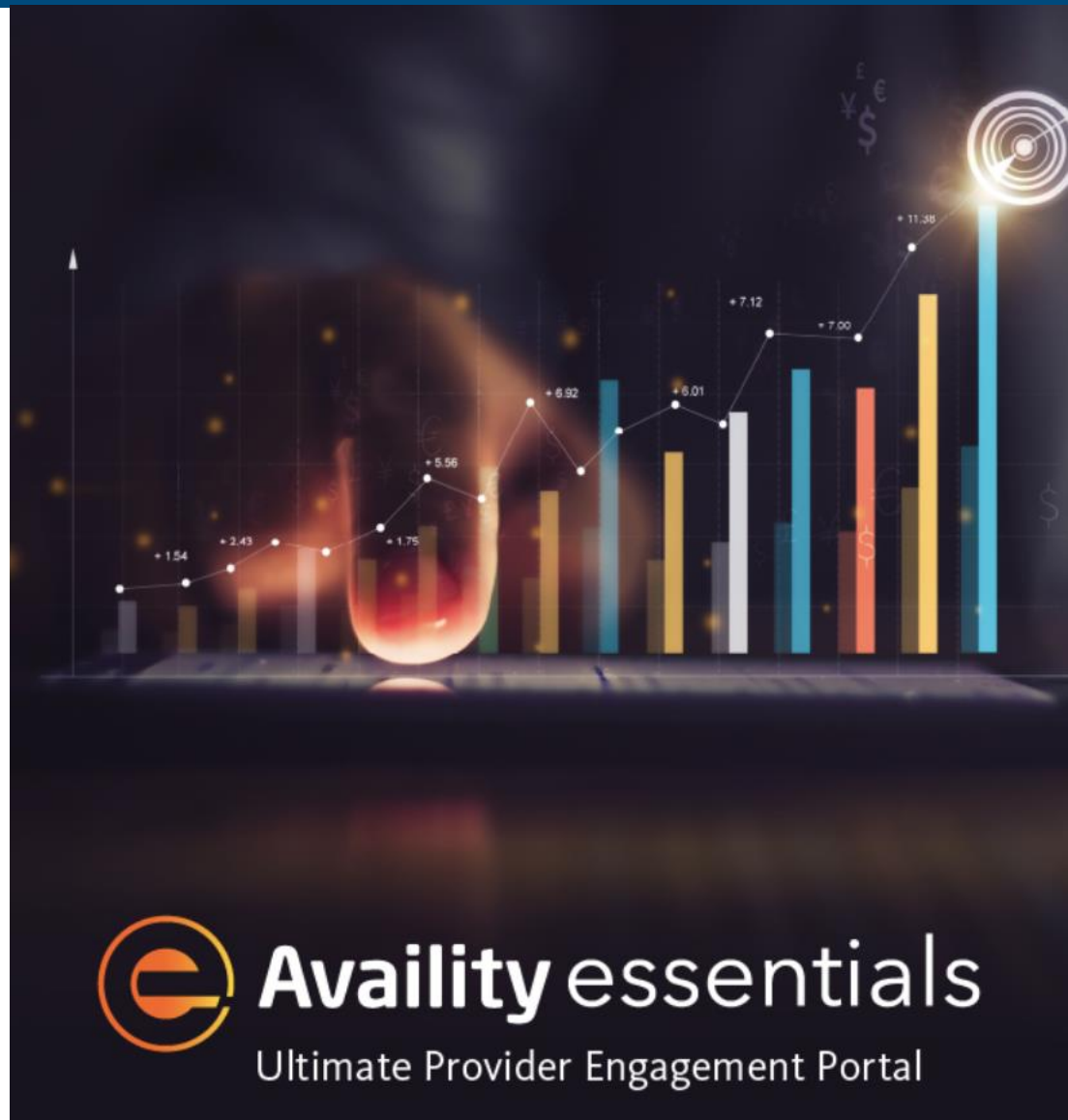
Introduction to Availity Essentials

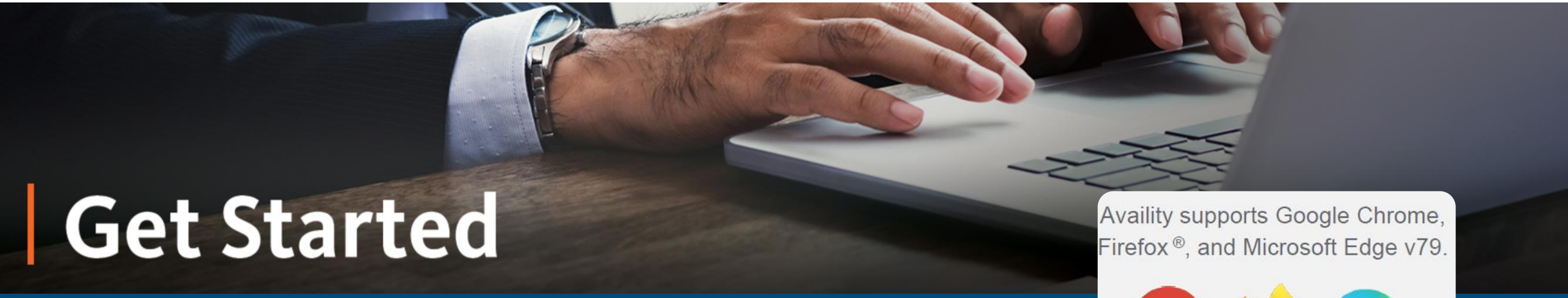
What is Availity Essentials?

- Availity operates one of the largest real-time information networks in healthcare, connecting over a million providers, health plans, and their technology partners.
- Availity Essentials is Magellan's online service for providers to complete specific self-service transactions.
- Availity Essentials offers providers free access to real-time information and instant responses in a consistent format regardless of the health plan. Availity Essentials is available 24 hours a day, seven days a week.



How to register for Availity Essentials

Magellan will send notifications to providers who are not yet registered with Availity Essentials. This will include all the information you'll need, including the registration link.



https://www.availity.com/Provider-Portal-Registration

Accessing Availity Essentials

Accessing Availity Essentials

Availity®

1. Visit https://www.availity.com

2. Click “Log in to Essentials”

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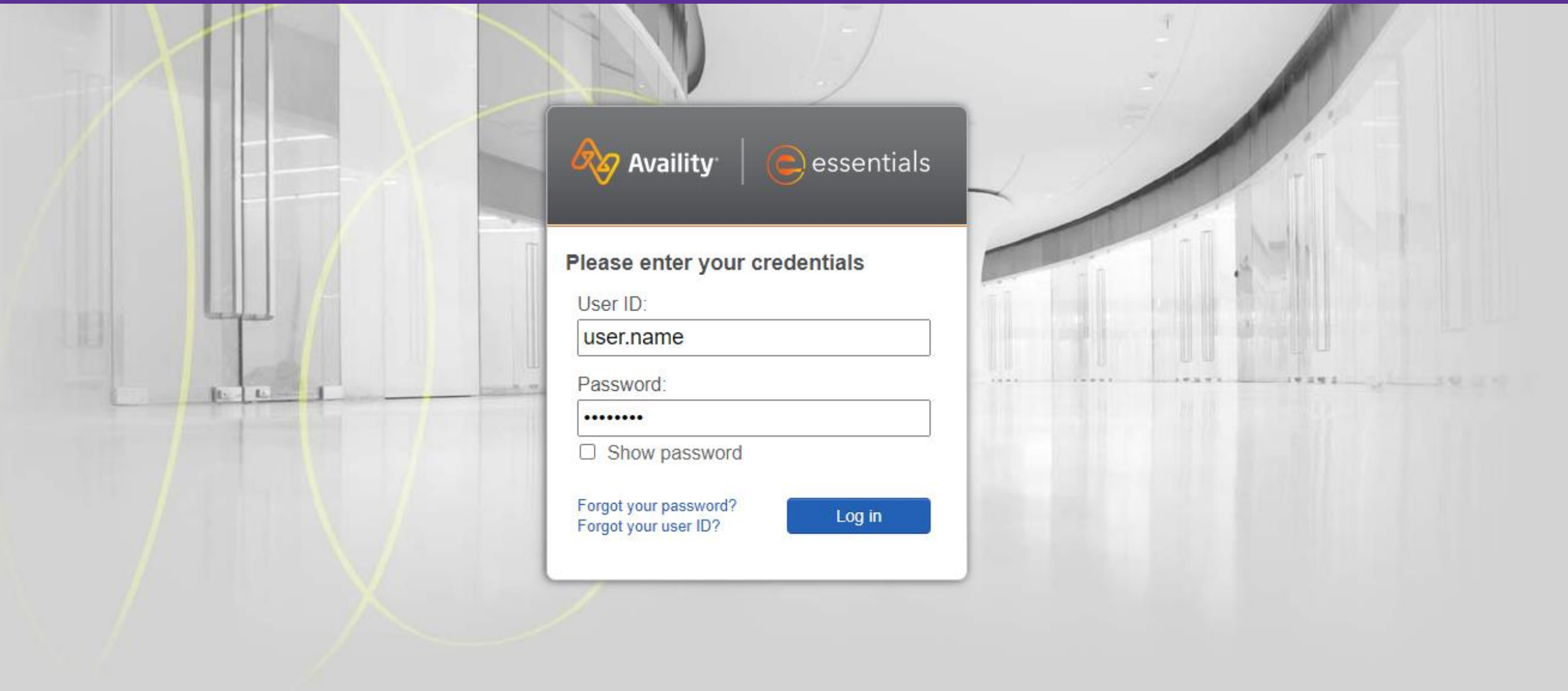
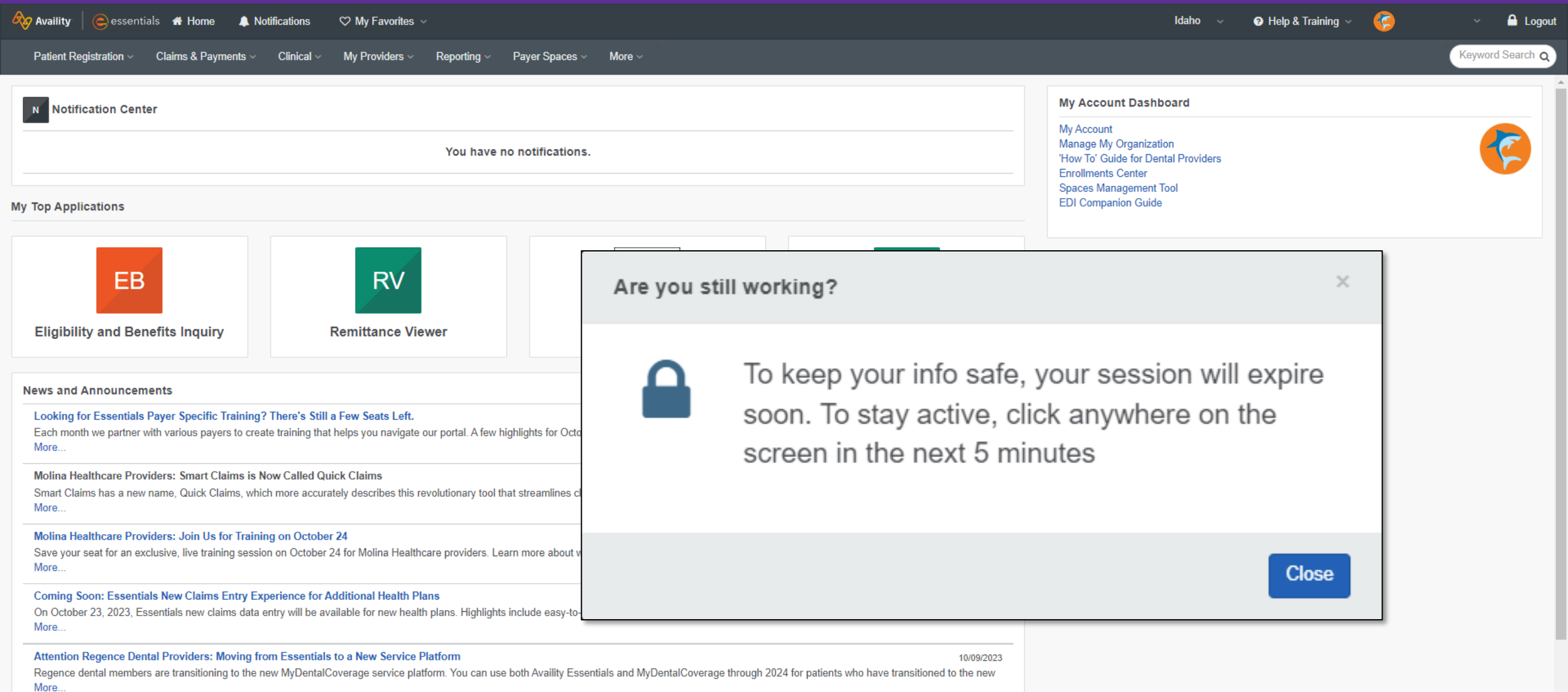
Accessing Availity Essentials

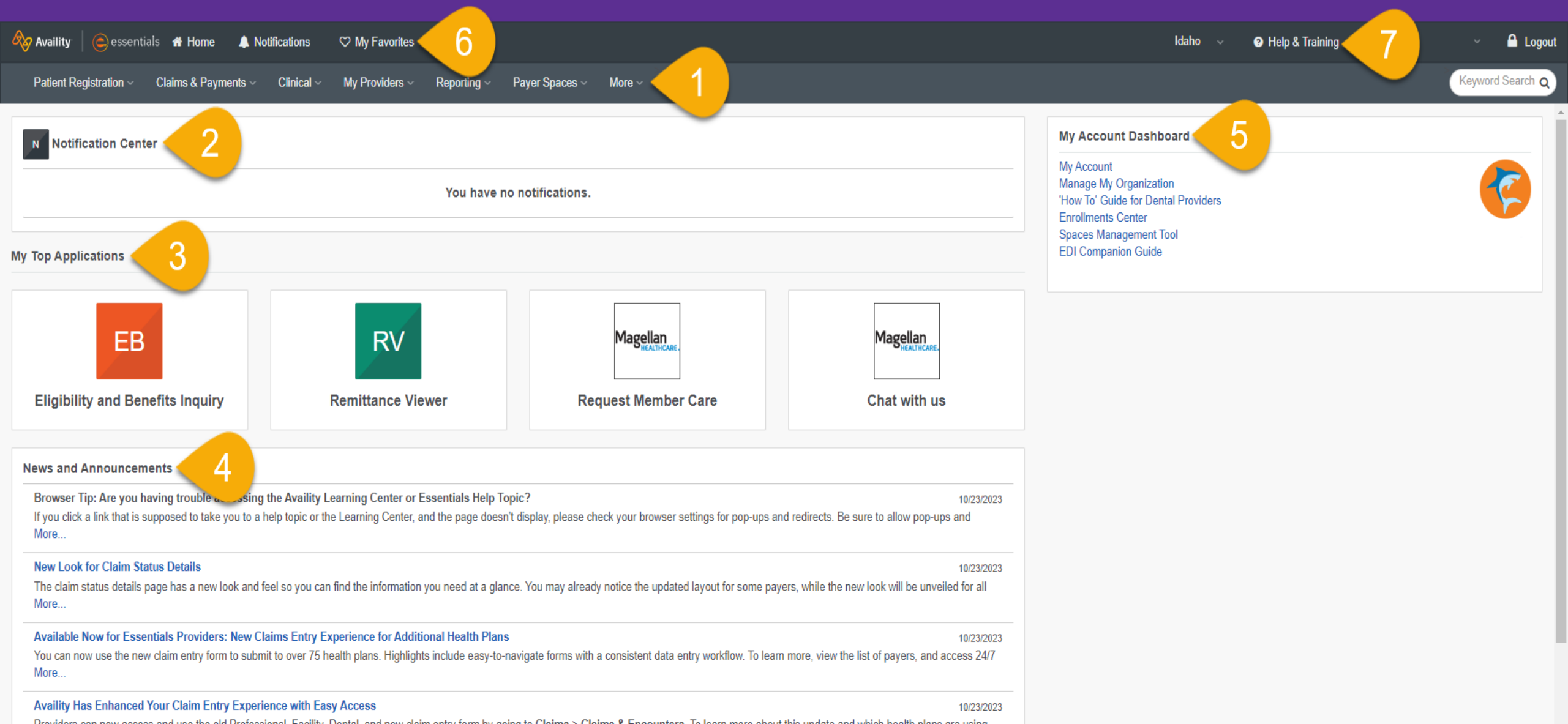


Accessing Availity Essentials



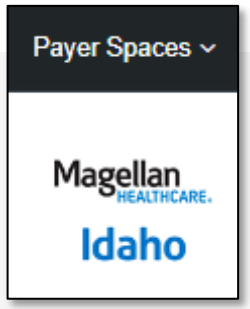
Functional Tasks

Availity Essentials home page



Payer Spaces

Payer Spaces in Availity Essentials are the areas that provide payer-specific applications, resources, news and announcements.



From the Payer Spaces drop-down menu, select the **Magellan Healthcare Idaho** tile. From here you can:

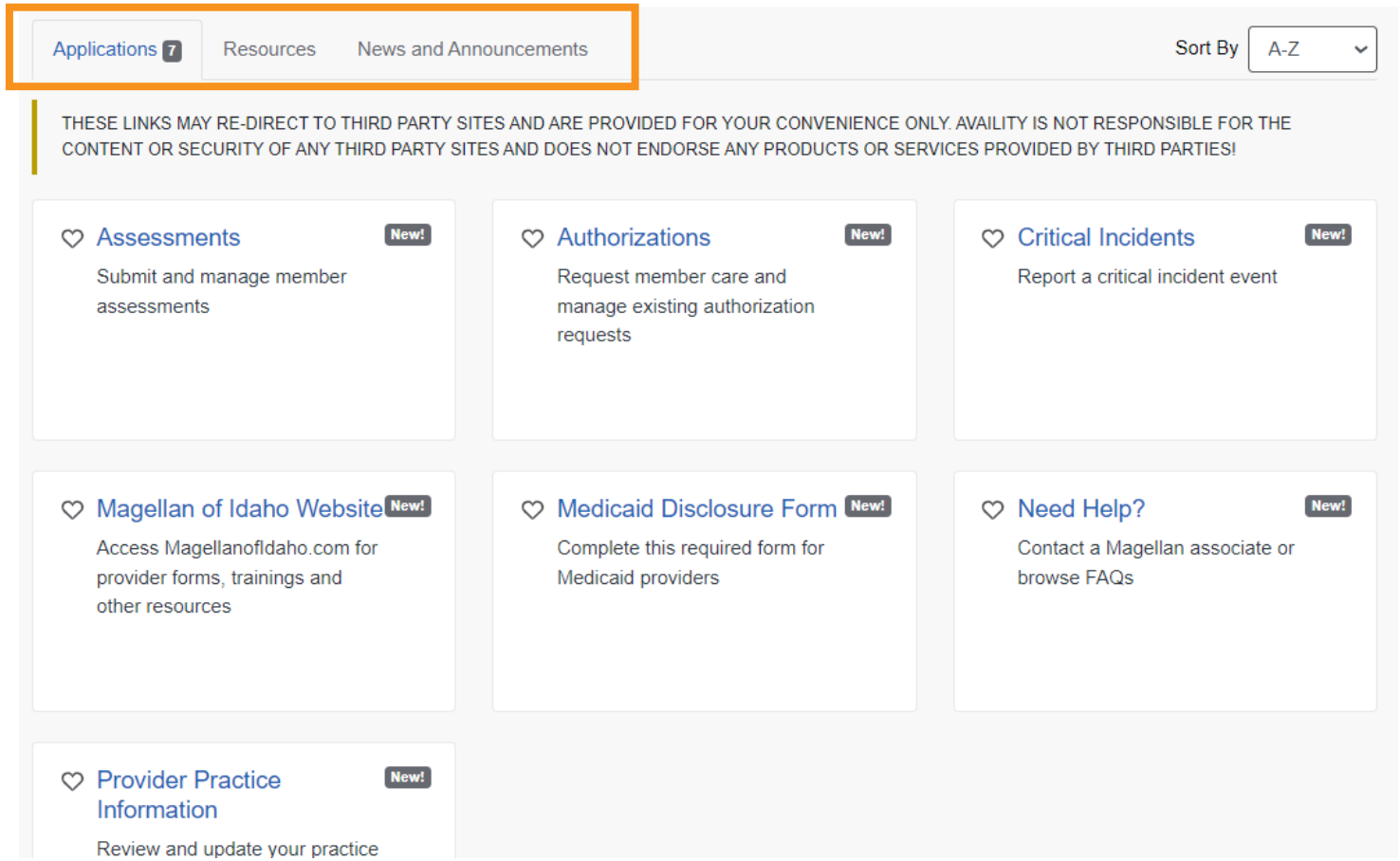
- Chat with a Magellan representative
- Access Magellan's authorization system to submit inpatient and/or outpatient authorization requests
- Visit the Magellan Healthcare of Idaho website

Payer Spaces

Applications: Shortcuts to other Magellan systems

Resources: A filter-by-category option for accessing our commonly used resources, such as “How do I get paid”

News and Announcements: Provides Magellan Healthcare news and updates



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Whom can I contact for help?

Magellan Customer Service

Magellan Customer Service will address questions related to:

- Magellan's data
- Eligibility inquiries
- Claim adjustments
- Copayment discrepancies

Magellan can **NOT** answer questions regarding Availity Essentials outages. You can access Help & Training > View Network Outages for details.

Availity Customer Service (ACS)

ACS will ONLY address calls related to the following:

- Availity Essentials registration
- Adding providers to your organization
- Login information
- Error messages on the Availity Essentials screen

ACS does **NOT** have access to Magellan data. They cannot verify eligibility, check claims status, etc. Contact Magellan to address those types of questions.

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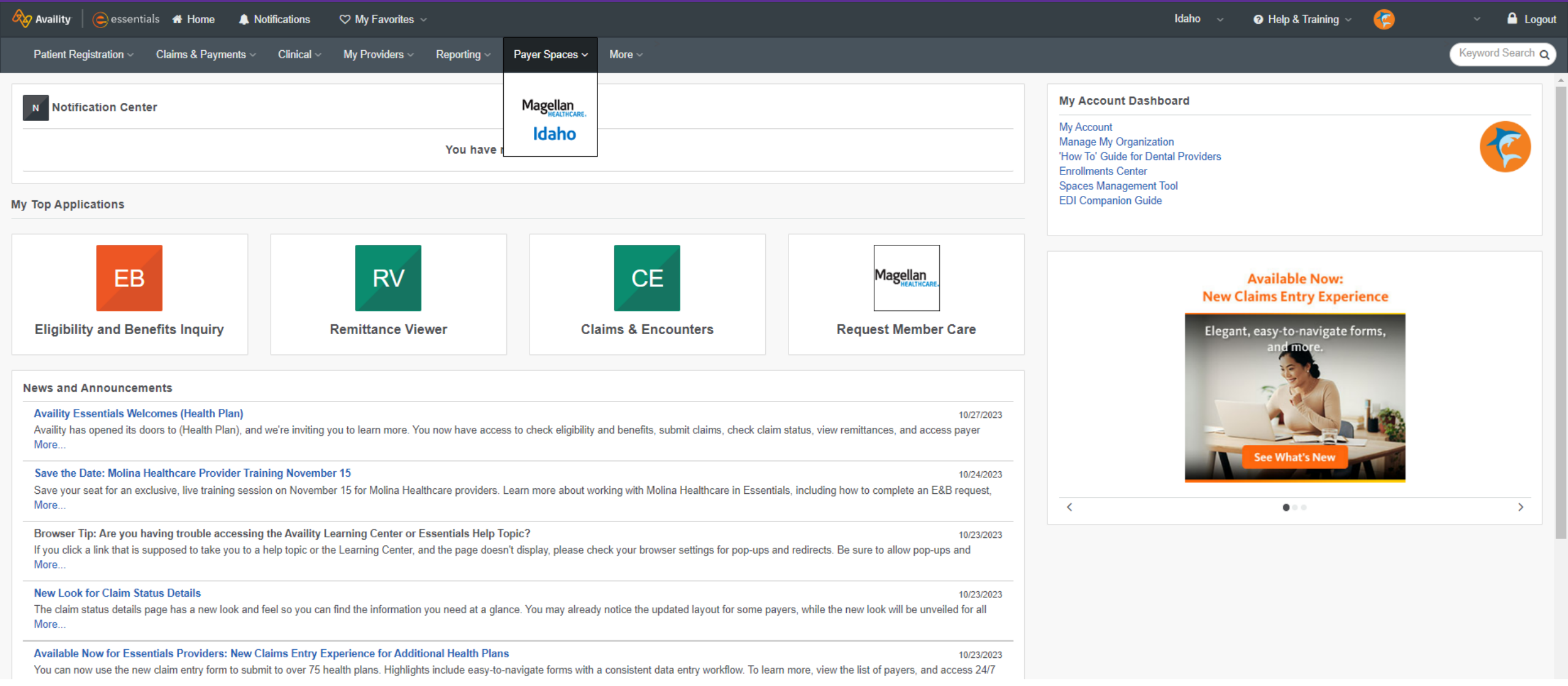
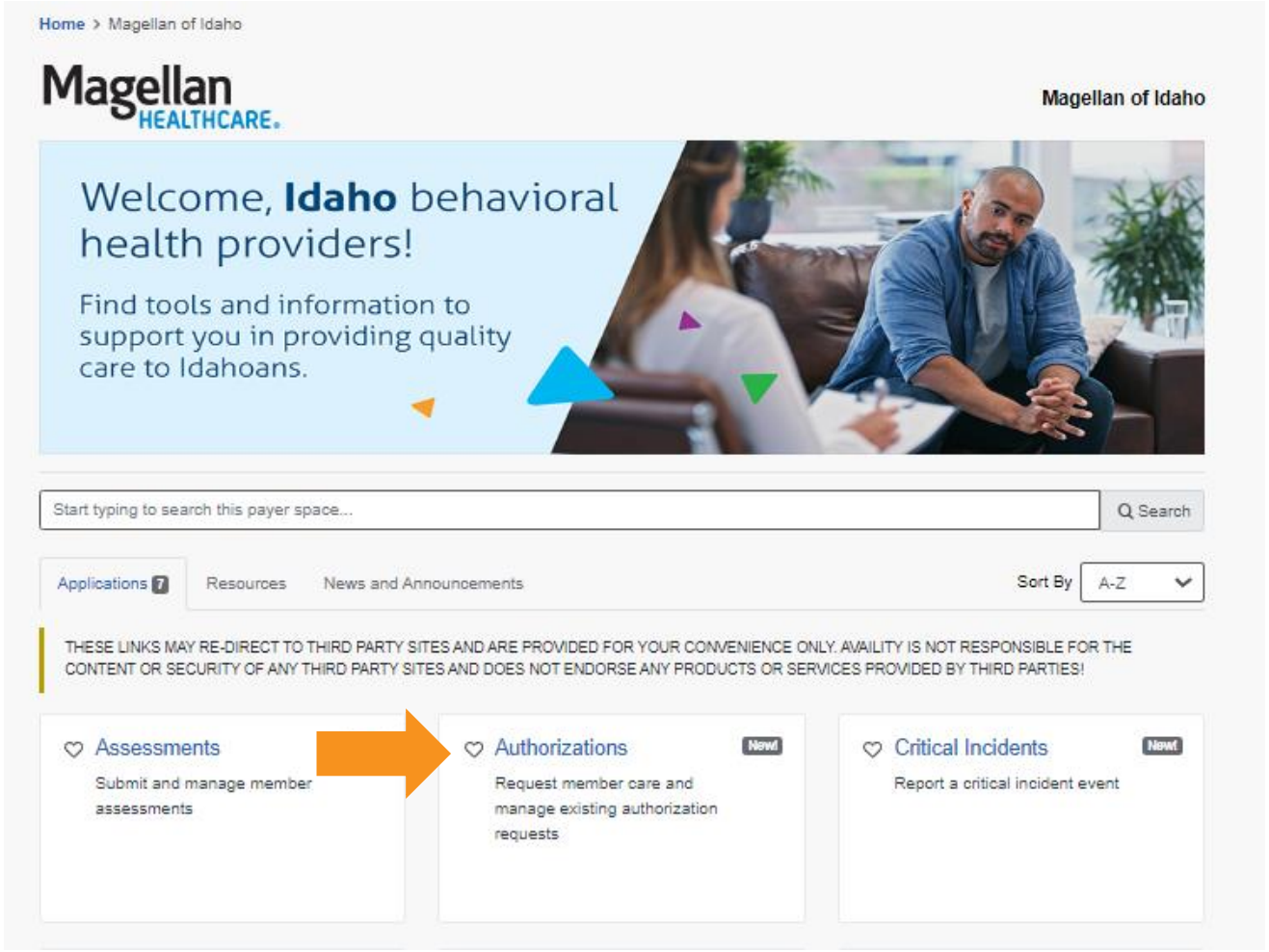
Magellan’s Authorization System

Magellan’s authorization system

You’ll access our authorization system via the Magellan Idaho Payer Space in Availity Essentials.



Magellan's authorization system



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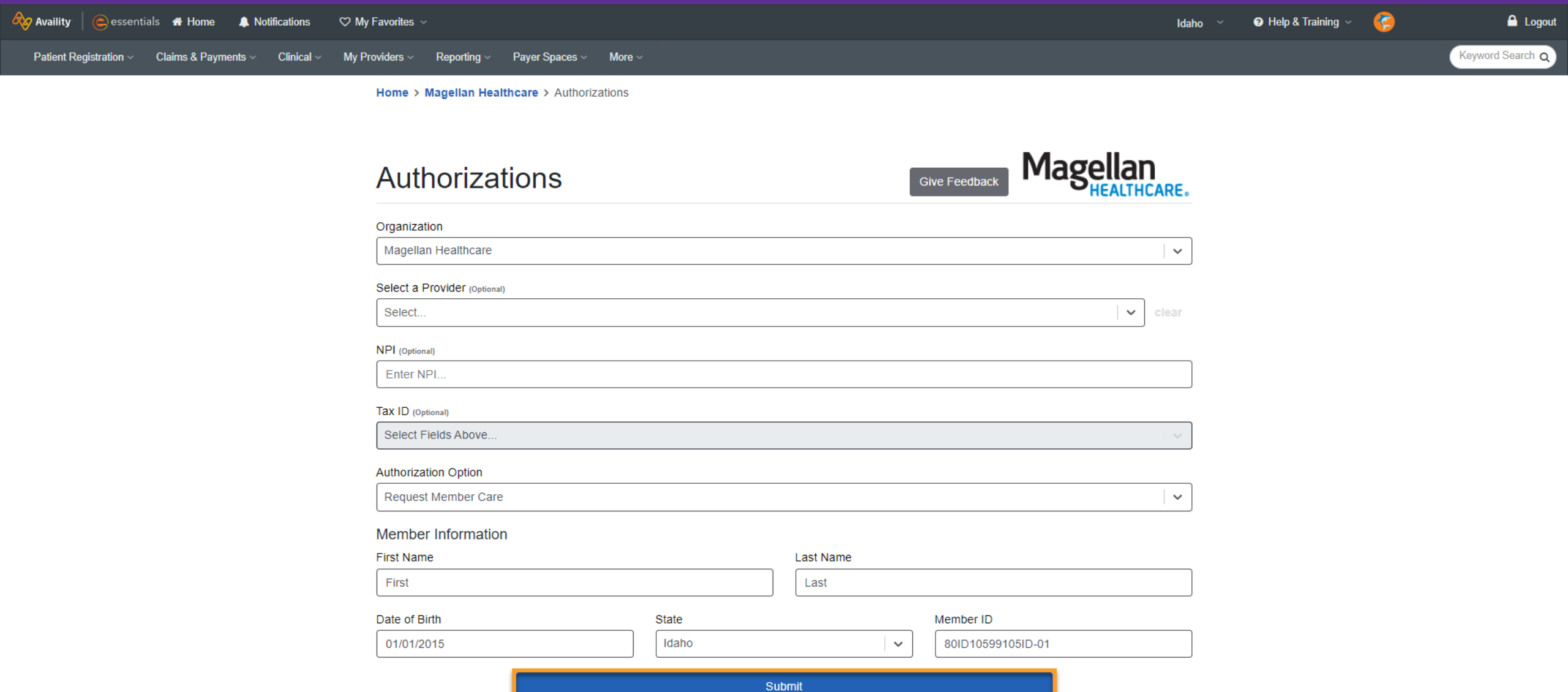
Magellan's authorization system



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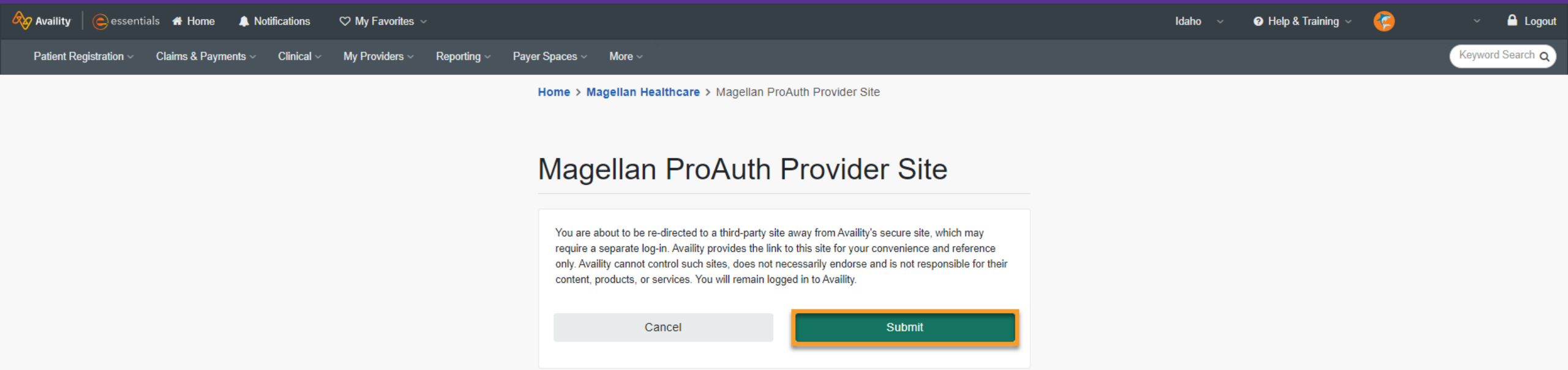

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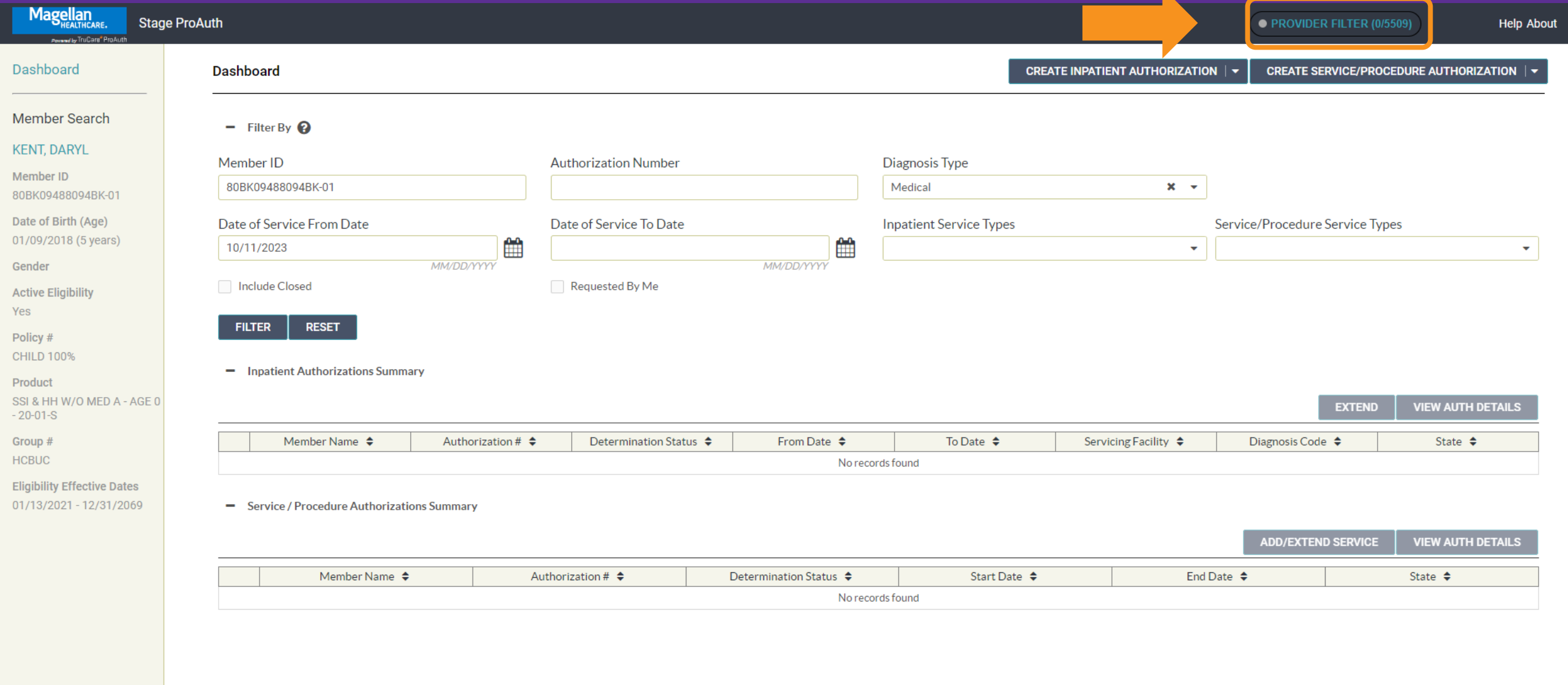

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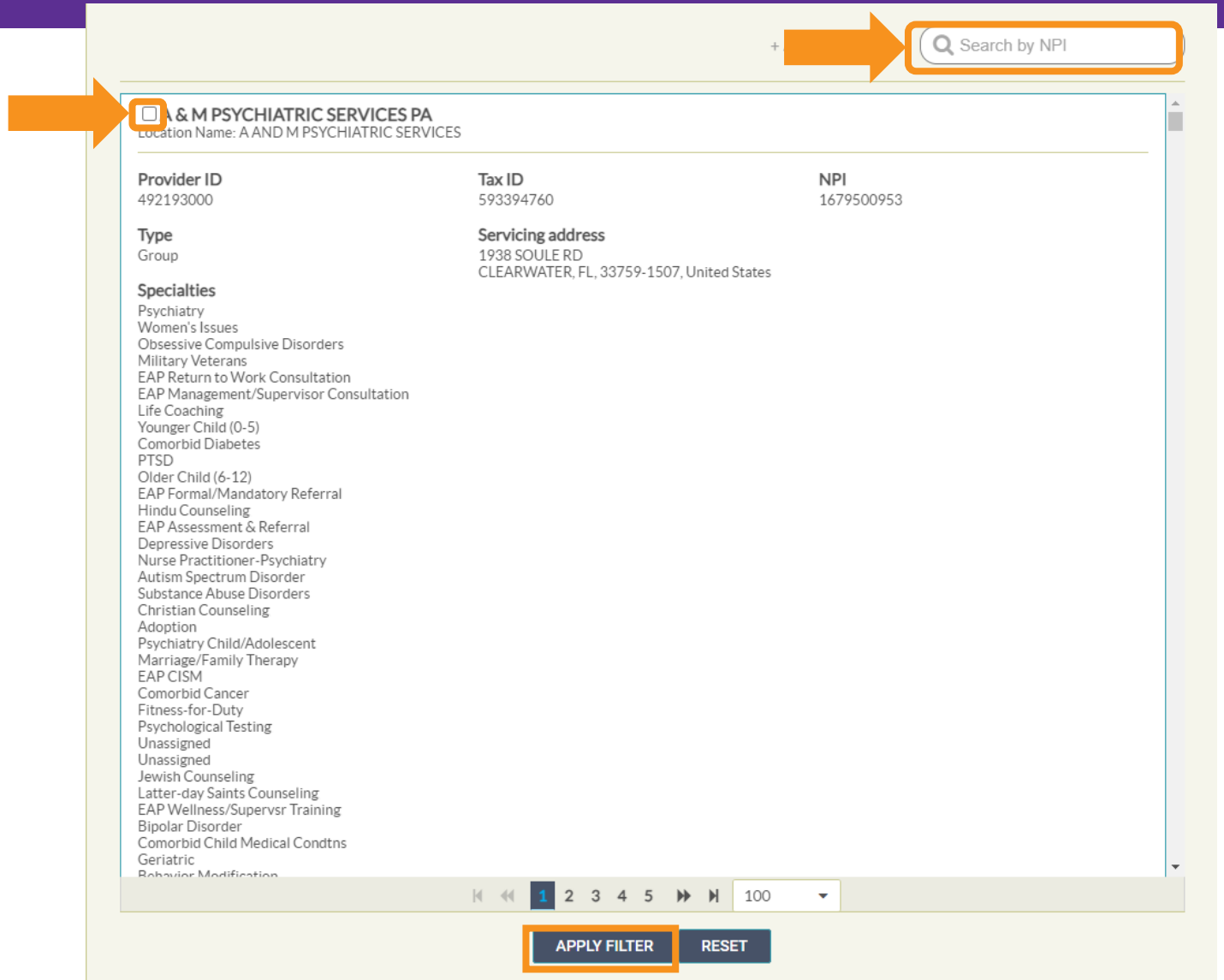

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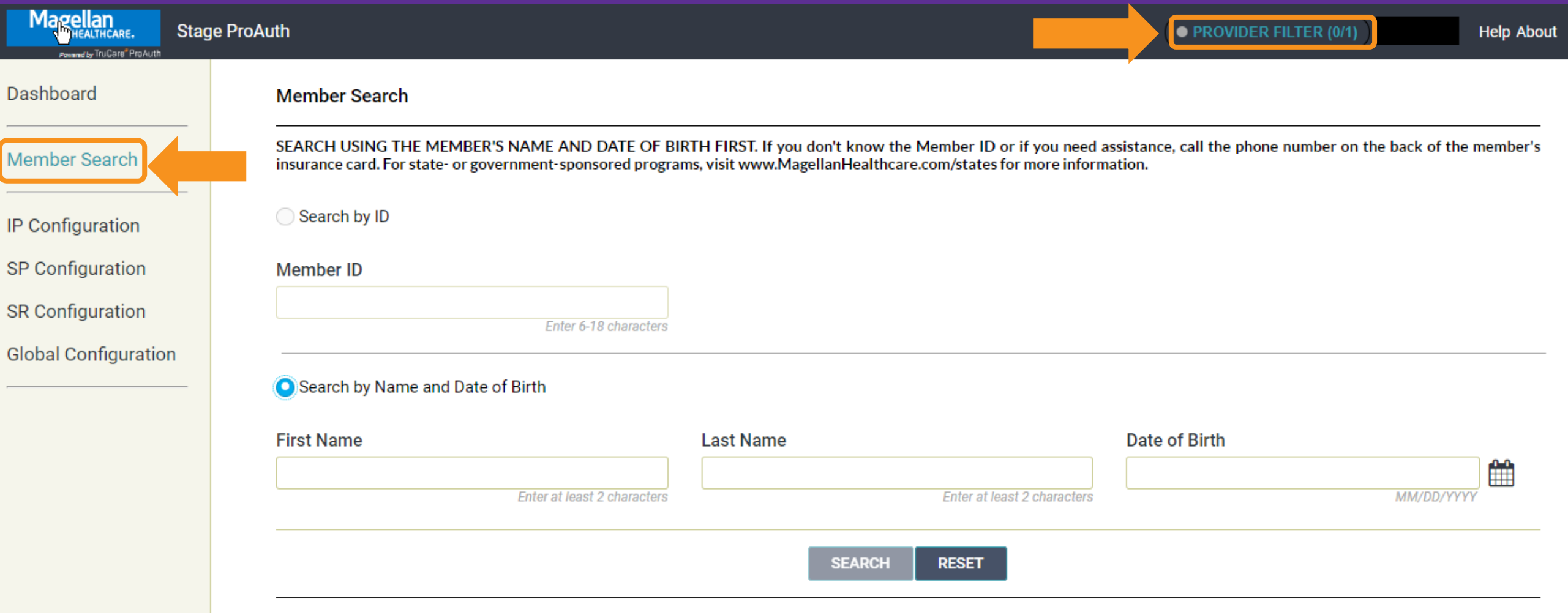

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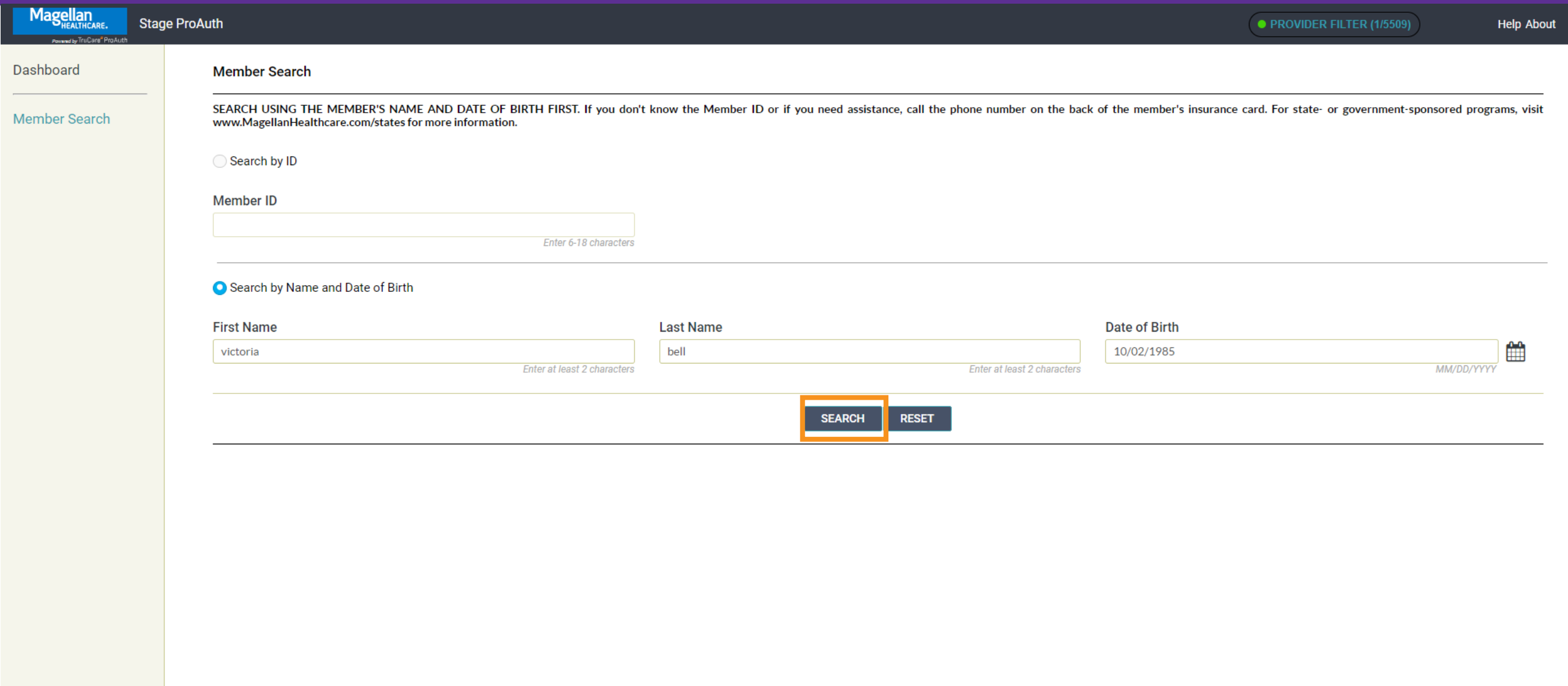

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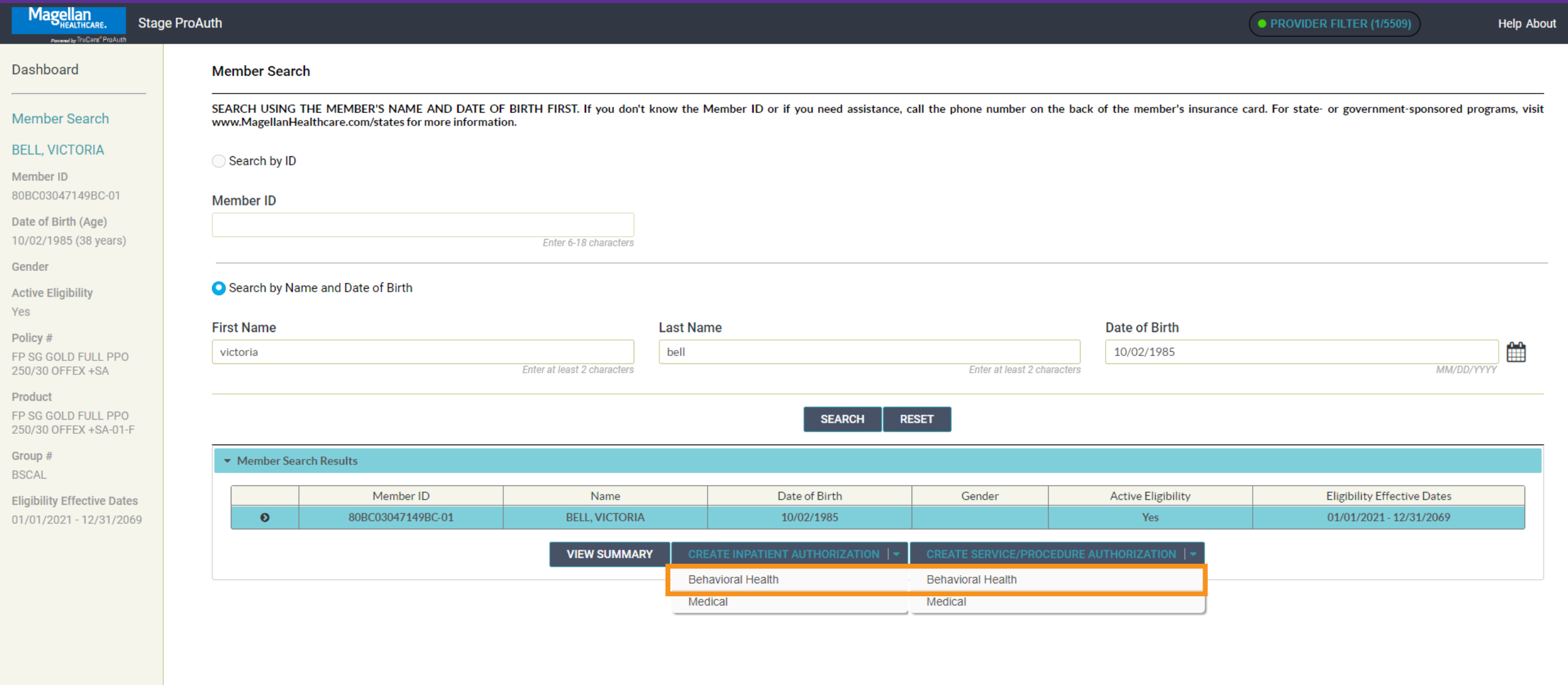

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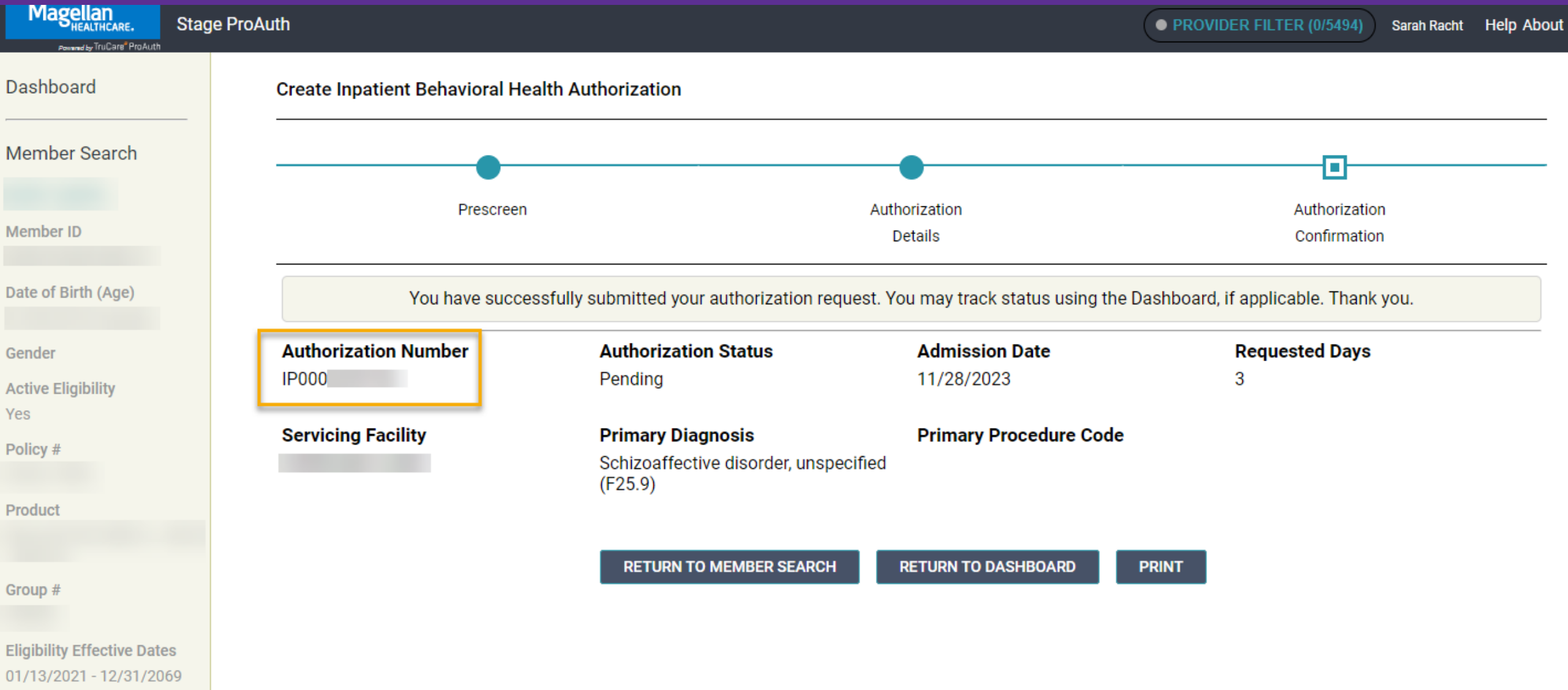

Additional resources

Additional resources providing support for both Availity Essentials and Magellan's authorization system will be available online. They include:

Availity Essentials

Step-By-Step Guides

- General Navigation & Overview
- Eligibility & Benefits Inquiry
- Claims Status
- Understanding Payer Spaces
- Managing Your Organization
- Troubleshooting

Video Tutorials

- General Navigation & Overview
- Eligibility & Benefits Inquiry
- Claims Status
- Understanding Payer Spaces
- Managing your Organization
- Troubleshooting

Magellan's Authorization System

Step-By-Step Guides

- Understanding the Provider Filter
- General Navigation and Dashboard
- Create an Inpatient Authorization
- Extend an Inpatient Authorization
- Create a Service/Procedure (Outpatient) Authorization
- Extend a Service/Procedure (Outpatient) Authorization
- View Authorization Status
- Add a Provider with (or without) an NPI in Availity Essentials.

Video Tutorials

- Introduction and Logging In
- Understanding the Provider Filter
- Using Filter By and Direct Search
- Authorization Summary
- Create an Inpatient Authorization
- Create an Outpatient Authorization
- View Authorization Status
- Extend an Authorization

Thank you!

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