



Authorization Submissions

Idaho Provider Training



Agenda – Authorization Submission

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

Meet your Magellan team

Provider Training

Lea Bush, LCSW

Clinical Trainer

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Clinical Trainer

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Clinical Trainer

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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), 3 rd ed.
3.7 Medically Monitored High Intensity Inpatient Services	ASAM, 3 rd ed.
3.5 Clinically Managed Medium Intensity Residential Services	ASAM, 3 rd ed.

Concurrent reviews: Inpatient treatment



Inpatient treatment

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



Concurrent reviews: Psychiatric residential treatment



Psychiatric residential treatment

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



Submitting an Authorization Request



Submitting an authorization request



Authorization Options



Magellan's authorization system



Telephonic review



Paper submission

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.

Get Started

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

Availity supports Google Chrome, Firefox®, and Microsoft Edge v79.



Accessing Availability Essentials



Accessing Availity Essentials



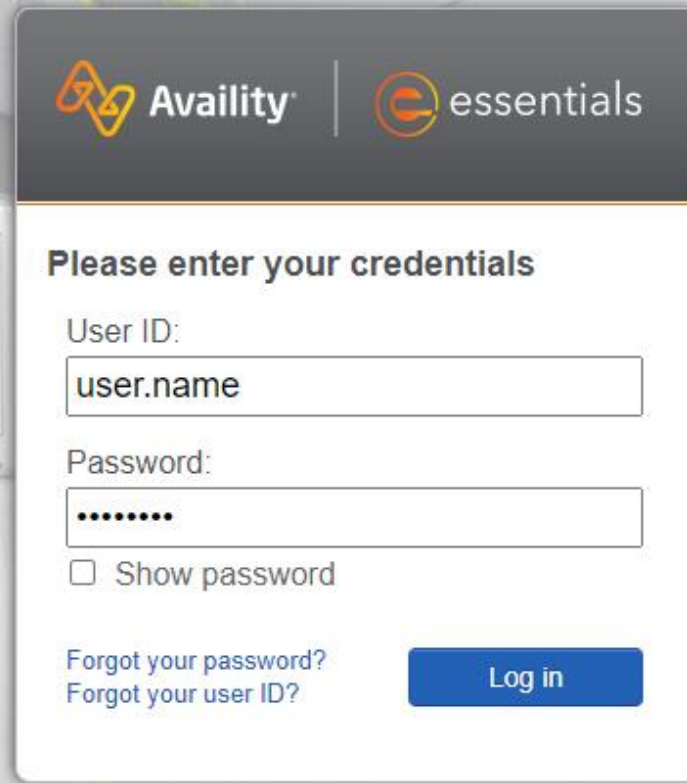
- 1 Visit <https://www.availity.com>
- 2 Click “Log in to Essentials”

Log in to Essentials





New to Availity? [Get Started](#)

Accessing Availity Essentials



The login form is centered on a background image of a modern office hallway with glass walls and a polished floor. The form has a dark grey header with the Availity and Essentials logos. Below the header, the text 'Please enter your credentials' is displayed. There are two input fields: 'User ID' with the text 'user.name' and 'Password' with masked characters '.....'. A checkbox labeled 'Show password' is below the password field. At the bottom left, there are links for 'Forgot your password?' and 'Forgot your user ID?'. A blue 'Log in' button is at the bottom right.

 **Availity** |  **essentials**

Please enter your credentials

User ID:

Password:

Show password

[Forgot your password?](#) [Forgot your user ID?](#)

Accessing Availity Essentials


Notification Center

You have no notifications.

My Account Dashboard


- My Account
- Manage My Organization
- 'How To' Guide for Dental Providers
- Enrollments Center
- Spaces Management Tool
- EDI Companion Guide

My Top Applications



EB

Eligibility and Benefits Inquiry



RV


Remittance Viewer

News and Announcements

- Looking for Essentials Payer Specific Training? There's Still a Few Seats Left.**
Each month we partner with various payers to create training that helps you navigate our portal. A few highlights for October 2023.
[More...](#)
- Molina Healthcare Providers: Smart Claims is Now Called Quick Claims**
Smart Claims has a new name, Quick Claims, which more accurately describes this revolutionary tool that streamlines claims processing.
[More...](#)
- Molina Healthcare Providers: Join Us for Training on October 24**
Save your seat for an exclusive, live training session on October 24 for Molina Healthcare providers. Learn more about what to expect.
[More...](#)
- Coming Soon: Essentials New Claims Entry Experience for Additional Health Plans**
On October 23, 2023, Essentials new claims data entry will be available for new health plans. Highlights include easy-to-use tools and a streamlined workflow.
[More...](#)

Attention Regence Dental Providers: Moving from Essentials to a New Service Platform 10/09/2023
Regence dental members are transitioning to the new MyDentalCoverage service platform. You can use both Availity Essentials and MyDentalCoverage through 2024 for patients who have transitioned to the new platform.
[More...](#)

Are you still working?



To keep your info safe, your session will expire soon. To stay active, click anywhere on the screen in the next 5 minutes

[Close](#)

Functional Tasks



Availity Essentials home page

The screenshot shows the Availity Essentials home page with several callouts:

- 1**: Points to the "More" dropdown menu in the top navigation bar.
- 2**: Points to the "Notification Center" header.
- 3**: Points to the "My Top Applications" header.
- 4**: Points to the "News and Announcements" header.
- 5**: Points to the "My Account Dashboard" header.
- 6**: Points to the "My Favorites" link in the top navigation bar.
- 7**: Points to the "Help & Training" link in the top navigation bar.

The page layout includes a top navigation bar with the Availity logo, "essentials", "Home", "Notifications", "My Favorites", "Idaho", "Help & Training", and "Logout". Below this is a secondary navigation bar with dropdown menus for "Patient Registration", "Claims & Payments", "Clinical", "My Providers", "Reporting", "Payer Spaces", and "More". A "Keyword Search" field is located on the right side of the navigation bar.

The main content area is divided into several sections:

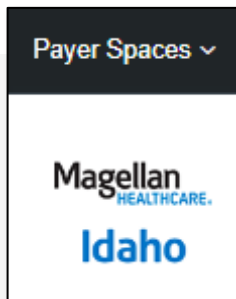
- Notification Center**: A section with the text "You have no notifications."
- My Top Applications**: A section with four application tiles: "Eligibility and Benefits Inquiry" (EB), "Remittance Viewer" (RV), "Request Member Care" (Magellan Healthcare), and "Chat with us" (Magellan Healthcare).
- News and Announcements**: A section with four news items, each with a title, a brief description, and a date (10/23/2023).
 - Browser Tip: Are you having trouble accessing the Availity Learning Center or Essentials Help Topic?** - If you click a link that is supposed to take you to a help topic or the Learning Center, and the page doesn't display, please check your browser settings for pop-ups and redirects. Be sure to allow pop-ups and More...
 - New Look for Claim Status Details** - The claim status details page has a new look and feel so you can find the information you need at a glance. You may already notice the updated layout for some payers, while the new look will be unveiled for all More...
 - Available Now for Essentials Providers: New Claims Entry Experience for Additional Health Plans** - You can now use the new claim entry form to submit to over 75 health plans. Highlights include easy-to-navigate forms with a consistent data entry workflow. To learn more, view the list of payers, and access 24/7 More...
 - Availity Has Enhanced Your Claim Entry Experience with Easy Access** - Providers can now access and use the old Professional, Facility, Dental, and new claim entry form by going to Claims > Claims & Encounters. To learn more about this update and which health plans are using More...
- My Account Dashboard**: A section with a circular profile icon and a list of links: "My Account", "Manage My Organization", "'How To' Guide for Dental Providers", "Enrollments Center", "Spaces Management Tool", and "EDI Companion Guide".

Payer Spaces

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

Welcome, **Idaho** behavioral health providers!

Find tools and information to support you in providing quality care to Idahoans.



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

The screenshot displays the Magellan Payer Spaces interface. At the top, there are three navigation tabs: 'Applications' (highlighted with an orange border and a '7' badge), 'Resources', and 'News and Announcements'. To the right of these tabs is a 'Sort By' dropdown menu set to 'A-Z'. Below the navigation is a disclaimer: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. The main content area features seven resource cards, each with a heart icon, a title, a description, and a 'New!' badge:

- Assessments**: Submit and manage member assessments
- Authorizations**: Request member care and manage existing authorization requests
- Critical Incidents**: Report a critical incident event
- Magellan of Idaho Website**: Access Magellanofidaho.com for provider forms, trainings and other resources
- Medicaid Disclosure Form**: Complete this required form for Medicaid providers
- Need Help?**: Contact a Magellan associate or browse FAQs
- Provider Practice Information**: Review and update your practice

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.

Magellan's Authorization System



Magellan's authorization system

You'll access our authorization system via the Magellan Idaho Payer Space in Avality Essentials.

The screenshot displays the Avality Essentials user interface. At the top, the navigation bar includes the Avality logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. On the right, it shows 'Idaho', 'Help & Training', a user profile icon, and 'Logout'. Below the navigation bar, a dropdown menu for 'Payer Spaces' is open, showing the 'Magellan HEALTHCARE Idaho' logo. The main content area features a 'Notification Center' with a 'You have' notification, a 'My Account Dashboard' with links to 'My Account', 'Manage My Organization', 'How To' Guide for Dental Providers, 'Enrollments Center', 'Spaces Management Tool', and 'EDI Companion Guide'. A 'My Top Applications' section contains four tiles: 'Eligibility and Benefits Inquiry' (EB), 'Remittance Viewer' (RV), 'Claims & Encounters' (CE), and 'Request Member Care' (Magellan HEALTHCARE). A 'News and Announcements' section lists several updates, including 'Avality Essentials Welcomes (Health Plan)', 'Save the Date: Molina Healthcare Provider Training November 15', 'Browser Tip: Are you having trouble accessing the Avality Learning Center or Essentials Help Topic?', 'New Look for Claim Status Details', and 'Available Now for Essentials Providers: New Claims Entry Experience for Additional Health Plans'. On the right side, there is a promotional banner for 'Available Now: New Claims Entry Experience' featuring an image of a woman at a laptop and a 'See What's New' button.

Magellan's authorization system

Home > Magellan of Idaho

Magellan
HEALTHCARE.

Magellan of Idaho

Welcome, **Idaho** behavioral health providers!

Find tools and information to support you in providing quality care to Idahoans.



Start typing to search this payer space...

Q Search

Applications **7**

Resources

News and Announcements

Sort By

A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

♥ Assessments

Submit and manage member assessments



♥ Authorizations

New!

Request member care and manage existing authorization requests

♥ Critical Incidents

New!

Report a critical incident event

Magellan
HEALTHCARE.

Magellan's authorization system

Home > Magellan Healthcare > Authorizations

Authorizations

Give Feedback



Organization

Magellan Healthcare

Select a Provider (Optional)

Select... clear

NPI (Optional)

Enter NPI...

Tax ID (Optional)

Select Fields Above...

Authorization Option

Request Member Care

Member Information

First Name

First

Last Name

Last

Date of Birth

01/01/2015

State

Idaho

Member ID

80ID10599105ID-01

Submit

Magellan's authorization system

Home > Magellan Healthcare > Magellan ProAuth Provider Site

Magellan ProAuth Provider Site

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

Cancel

Submit

Magellan's authorization system



Dashboard

Member Search

KENT, DARYL

Member ID
80BK09488094BK-01

Date of Birth (Age)
01/09/2018 (5 years)

Gender

Active Eligibility
Yes

Policy #
CHILD 100%

Product
SSI & HH W/O MED A - AGE 0 - 20-01-S

Group #
HCBUC

Eligibility Effective Dates
01/13/2021 - 12/31/2069

Dashboard

CREATE INPATIENT AUTHORIZATION

CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By ?

Member ID

80BK09488094BK-01

Authorization Number

Diagnosis Type

Medical

Date of Service From Date

10/11/2023

MM/DD/YYYY

Date of Service To Date

MM/DD/YYYY

Inpatient Service Types

Service/Procedure Service Types

Include Closed

Requested By Me

FILTER

RESET

Inpatient Authorizations Summary

EXTEND

VIEW AUTH DETAILS

Member Name	Authorization #	Determination Status	From Date	To Date	Servicing Facility	Diagnosis Code	State
No records found							

Service / Procedure Authorizations Summary

ADD/EXTEND SERVICE

VIEW AUTH DETAILS

Member Name	Authorization #	Determination Status	Start Date	End Date	State
No records found					

Magellan's authorization system

The screenshot displays the Magellan authorization system interface. At the top right, there is a search bar labeled "Search by NPI" with a magnifying glass icon. An orange arrow points to this search bar. Below the search bar, a list of search results is shown. The first result is "A & M PSYCHIATRIC SERVICES PA", which is highlighted with a blue selection bar and a checkbox. An orange arrow points to this selection bar. Below the selection bar, the details for this provider are displayed in a table-like format:

Provider ID 492193000	Tax ID 593394760	NPI 1679500953
Type Group	Servicing address 1938 SOULE RD CLEARWATER, FL, 33759-1507, United States	
Specialties Psychiatry Women's Issues Obsessive Compulsive Disorders Military Veterans EAP Return to Work Consultation EAP Management/Supervisor Consultation Life Coaching Younger Child (0-5) Comorbid Diabetes PTSD Older Child (6-12) EAP Formal/Mandatory Referral Hindu Counseling EAP Assessment & Referral Depressive Disorders Nurse Practitioner -Psychiatry Autism Spectrum Disorder Substance Abuse Disorders Christian Counseling Adoption Psychiatry Child/Adolescent Marriage/Family Therapy EAP CISM Comorbid Cancer Fitness-for-Duty Psychological Testing Unassigned Unassigned Jewish Counseling Latter-day Saints Counseling EAP Wellness/Supervsr Training Bipolar Disorder Comorbid Child Medical Condtns Geriatric Behavior Modification		

At the bottom of the list, there is a pagination control showing "1" selected out of "100" items, with navigation arrows. Below the pagination control, there are two buttons: "APPLY FILTER" and "RESET". Both buttons are highlighted with orange boxes.

Magellan's authorization system

Magellan
HEALTHCARE.

Powered by TruCare ProAuth

Stage ProAuth

PROVIDER FILTER (0/1)

Help About

Dashboard

Member Search

IP Configuration

SP Configuration

SR Configuration

Global Configuration

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID

Enter 6-18 characters

Search by Name and Date of Birth

First Name

Enter at least 2 characters

Last Name

Enter at least 2 characters

Date of Birth

MM/DD/YYYY



SEARCH

RESET

Magellan's authorization system

Magellan
HEALTHCARE.

Stage ProAuth

PROVIDER FILTER (1/5509)

Help About

Dashboard

Member Search

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID

Enter 6-18 characters

Search by Name and Date of Birth

First Name

Enter at least 2 characters

Last Name

Enter at least 2 characters

Date of Birth

MM/DD/YYYY



SEARCH

RESET

Magellan's authorization system

Dashboard

Member Search

BELL, VICTORIA

Member ID

80BC03047149BC-01

Date of Birth (Age)

10/02/1985 (38 years)

Gender

Active Eligibility

Yes

Policy #

FP SG GOLD FULL PPO
250/30 OFFEX +SA

Product

FP SG GOLD FULL PPO
250/30 OFFEX +SA-01-F

Group #

BSCAL

Eligibility Effective Dates

01/01/2021 - 12/31/2069

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card. For state- or government-sponsored programs, visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID

Enter 6-18 characters

Search by Name and Date of Birth

First Name

Enter at least 2 characters

Last Name

Enter at least 2 characters

Date of Birth

MM/DD/YYYY



SEARCH

RESET

Member Search Results

	Member ID	Name	Date of Birth	Gender	Active Eligibility	Eligibility Effective Dates
🔍	80BC03047149BC-01	BELL, VICTORIA	10/02/1985		Yes	01/01/2021 - 12/31/2069

VIEW SUMMARY

CREATE INPATIENT AUTHORIZATION | ▾

CREATE SERVICE/PROCEDURE AUTHORIZATION | ▾

Behavioral Health

Behavioral Health

Medical

Medical

Magellan's authorization system

Dashboard

Member Search

Member ID

Date of Birth (Age)

Gender

Active Eligibility

Yes

Policy #

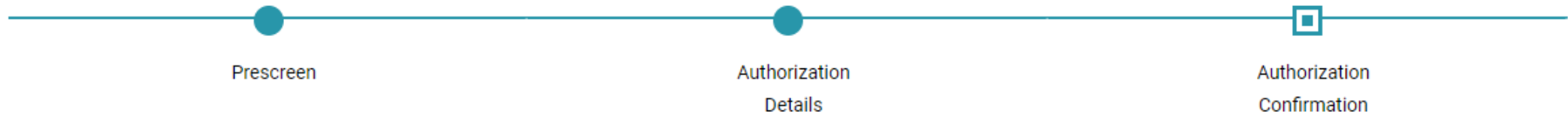
Product

Group #

Eligibility Effective Dates

01/13/2021 - 12/31/2069

Create Inpatient Behavioral Health Authorization

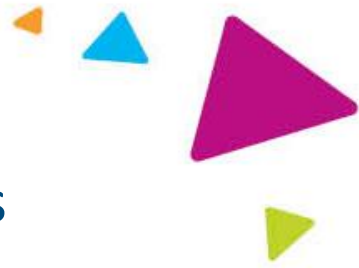


You have successfully submitted your authorization request. You may track status using the Dashboard, if applicable. Thank you.

Authorization Number IP000	Authorization Status Pending	Admission Date 11/28/2023	Requested Days 3
Servicing Facility [Redacted]	Primary Diagnosis Schizoaffective disorder, unspecified (F25.9)	Primary Procedure Code	

RETURN TO MEMBER SEARCH RETURN TO DASHBOARD PRINT

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!

Magellan
HEALTHCARE®

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