

Provider quick reference guide for Magellan Healthcare of Idaho

Effective July 1, 2024

General information

- Magellan of Idaho website: www.MagellanofIdaho.com
- Availity Essentials: www.Availity.com

Eligibility, authorization, and delivery of services

- Availity Essentials: www.Availity.com
- Provider service referrals and authorizations: 1-855-202-0983 or fax 1-888-656-2586
- Magellan Healthcare of Idaho member services: 1-855-202-0973
- Magellan Member Handbook: will be posted at www.MagellanofIdaho.com / For Members
- Member Rights and Responsibilities: will be posted at www.MagellanofIdaho.com / For Members

Network

- Idaho Behavioral Health Plan (IBHP) Provider Handbook Supplement: posted at www.MagellanofIdaho.com / For Providers
- National Provider Handbook: posted at www.MagellanofIdaho.com / For Providers
- General inquiries - Provider Services Line (national): 1-800-788-4005
- Idaho provider inquiries: IdahoProvider@MagellanHealth.com or 1-855-202-0983
- Idaho Training team: MagellanIdahoTraining@MagellanHealth.com

Claims and payments

- Claims inquiries or resolutions: 1-855-202-0983
- Magellan's payer ID: 01260
- Magellan EDI claims registration: EDISupport@MagellanHealth.com
- [Elements of a clean claim](#) resource document

- If filing on paper, mail claims to:
Magellan Healthcare, Inc.
PO Box 1029
Maryland Heights, MO 63043
- Clearinghouse options:
 - Availity
 - Office Ally
 - Payerpath
 - Trizetto Provider Solutions, LLC

Quality, compliance, and critical incidents

- Magellan corporate compliance hotline (available 24/7): 1-800-915-2108
- Magellan corporate compliance email: Compliance@MagellanHealth.com
- Magellan Special Investigations Unit: 1-800-755-0850 or SIU@MagellanHealth.com
- Treatment Record Review Tool: will be posted at www.MagellanofIdaho.com / For Providers
- Provider complaints:
 - Phone: 1-855-202-0983 Fax: 1-888-656-9759
 - Email: IDAC@MagellanHealth.com
 - Mail: Magellan Healthcare, Inc.
Attn: Idaho Quality Department
PO Box 2188
Maryland Heights, MO, 63043
- Member complaints/grievances:
 - Phone: 1-855-202-0973 Fax: 1-888-656-9795
 - Email: IDAC@MagellanHealth.com
 - Mail: Magellan Healthcare, Inc.
Attn: Idaho Quality Department
PO Box 2188
Maryland Heights, MO 63043
- If you believe you have identified fraud, waste, or abuse, contact:
 - Fax: 1-208-334-2026
 - Email: prvfraud@dhw.idaho.gov
 - Mail: Medicaid Program Integrity Unit
PO Box 83720
Boise, Idaho 83720-0036

Idaho resources

- Idaho Department of Health and Welfare (IDHW) provider services: 1-866-686-4272
- IDHW Medicaid eligibility website: idmedicaid.com
- IDHW Division of Behavioral Health Center of Excellence (CoE): healthandwelfare.idaho.gov/coe
- Youth Empowerment Services (YES) System of Care: yes.idaho.gov
- 2-1-1 of Idaho: 211-idaho.communityos.org
- Idaho Crisis & Suicide Hotline (ICSH): 988 or idahocrisis.org
- Information on Idaho’s Medicaid programs through the IDHW: healthandwelfare.idaho.gov/services-programs/medicaid-health
- IDHW policies, procedures, and waivers: healthandwelfare.idaho.gov/about-dhw/policies-procedures-and-waivers
- Idaho administrative rules on behavioral health services: adminrules.idaho.gov/rules/current/16/index.html

Best practice and training resources

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

Magellan system quick reference guide

System Name	Purpose	How to Access
Availity Essentials	Online portal for multiple transactions and resources	www.Availity.com Availity support line: 1-800-282-4548
Outcomes and Assessments System	Member assessments and care coordination	Single sign on (SSO) via Availity Essentials
Authorization System	Submitting and viewing authorizations for care	Single sign on (SSO) via Availity Essentials