

## Magellan Behavioral Health Provider FAQs

**Q: Who is the behavioral health vendor for Senior Whole Health?**

A: Magellan Behavioral Health is the Behavioral Health vendor as of 1/1/2021.

**Q: How will Magellan Behavioral Health handle continuity of care for treatment already in progress prior to 1/1/2021?**

A: For levels of care in which an authorization is required, authorization requests can be initiated January 1, 2021.

**Q: How do providers participate with Magellan Behavioral Health?**

A: Magellan Behavioral Health has been actively reaching out to all providers who have been serving Senior Whole Health members. Magellan Behavioral Health intends to have all providers fully contracted as they are aggressively working to complete the credentialing and contracting process so you will become a Magellan Behavioral Health participating provider.

To help expedite the process:

- **Organizations:** Please complete the credentialing application and include all required supporting documents.
- **Practitioners in groups or solo practices:** Make sure your CAQH data is current.
- **All providers:** Complete, sign, and return all the contracting and credentialing documents as soon as possible (via email is preferred).

**Contact the Magellan contracting team by:**

Phone: 1-800-770-3084

Email: [SWHNetworkProvider@MagellanHealth.com](mailto:SWHNetworkProvider@MagellanHealth.com)

**Q: How can Behavioral Health providers request authorization?**

A: You may request authorization by:

- Phone at 1-800-770-3084
- Online at [www.MagellanProvider.com](http://www.MagellanProvider.com):
  - After signing in, select *Request Member Care* from the left menu.

Magellan BH uses Magellan Care Guidelines. These can be found at [www.MagellanProvider.com](http://www.MagellanProvider.com). From the Get Information box, select Medical Necessity Criteria.

**Q: Where do Behavioral Health providers submit claims?**

A: Submit claims by:

- Electronic Data Interface (EDI) via direct submit: [www.edi.magellanprovider.com](http://www.edi.magellanprovider.com)
- EDI via a clearinghouse: Claims Courier — Magellan’s web-based claims submission tool
- Paper claims (CMS-1500 or UB-04):  
Senior Whole Health of MA  
P.O. Box 1808  
Maryland Heights, MO 63043

**Q: What is the appeal address for Magellan Behavioral Health?**

A: There are several types of appeals:

**Member appeals:** To request a member appeal, outline the reason for the appeal and include necessary documentation within 60 calendar days. Submit the request to:

Attn: Appeals Department  
Magellan Healthcare  
105 Terry Drive, Suite 103  
Newtown, PA 18940  
Fax: 1-888-323-6607  
Phone: 1-800-770-3084

**Provider claims:** A claim appeal can be filed for a denied claim within 90 business days of the date of the denial letter or EOB. Request appeals by outlining the reason for the appeal, including necessary documentation and submit to:

Attn: Appeals Department  
Magellan Healthcare  
105 Terry Drive, Suite 103  
Newtown, PA 18940  
Fax: 1-888-323-6607

Magellan will decide about the appeal within 30 calendar days of receipt of the request and provide notification verbally and in writing.

**Member and provider grievances:** Senior Whole Health will lead investigations of grievances filed by both members and providers. Submit grievances to Senior Whole Health in writing or verbally to:

Senior Whole Health  
Attn: Member Services  
58 Charles Street  
Cambridge, MA 02141  
Fax: 1-617-494-5554  
Phone: 1-888-794-7268 (TTY 711)

**Q: Where can providers access the Magellan Behavioral Health provider directory?**

A: The Magellan Health provider directory can be found at:

<https://www.magellanassist.com/loginemp/default.aspx>

<https://swhiweb.seniorwholehealth.com/providersearch/>

**Q: How do I contact Magellan Behavioral Health if I have questions?**

A: For clinical questions, including those about authorization, assessment, and treatment planning, or for questions about Magellan website functions, contracting/credentialing and claims, contact:

- Phone number: 1-800-770-3084
- Email: [SWHNetworkProvider@MagellanHealth.com](mailto:SWHNetworkProvider@MagellanHealth.com)

**Q: Will my patients receive new ID cards?**

A: Yes, new ID cards were distributed to members by mail prior to 1/1/2021.

As we approach this change, we are committed to assisting you and your patients during the transition. If you have further questions, please call Magellan Behavioral Health at 1-800-770-3084 or Senior Whole Health at 1-855-838-7999. Thank you for providing behavioral health care to our Members.