



# Provider Notice

## Follow-up Care Outreach Faxes

To enhance member engagement in successful follow-up care after hospitalization, Magellan of Virginia will automatically fax a post discharge letter for our members at the time of their admission to an inpatient facility.

**This change is effective: 02/22/2017**

**When a member is admitted to an inpatient facility, you can expect the following:**

- Magellan will fax a cover letter and member letter to the facility's clinical fax number.
- The letter will be addressed to the member. The letter will detail the role of our Follow-up Specialists and alert the member as to what they can expect post discharge.

**Why is it important to connect members with Magellan Follow-up Specialists?**

- Magellan Follow-up Specialists can help members make plans to overcome potential barriers to meeting with the follow up care provider. Outreach may include:
- Assistance scheduling transportation.
- Help with re-scheduling appointments.
- Answering additional questions the member may have about their discharge plan.

**What is the role of the provider in this initiative?**

Magellan is requesting for providers to support this initiative in 2 ways:

- When the fax is successfully transmitted as part of discharge planning, we ask that a staff person from your facility share this information with the member.
- Please ensure that you have the most up to date clinical fax number on file for successful transmittal of the fax.

Should you need to update your clinical fax number on file, please contact our Network department at: 1-800-424-4536.

Magellan appreciates your commitment to advocating for our members' right to provider choice. Consistent, timely discharge notifications and effective transition planning are essential to sustaining a system that supports member access to the right care, at the right time.

