

## Provider Notice

The purpose of this notification is to remind Magellan of Virginia providers for all levels of care\* of reporting requirements for adverse outcomes.

The [Magellan National Provider Handbook](#) defines an Adverse Outcome as:

- Death;
- Suicide or serious suicide attempt;
- An incident of violence initiated by the member; and
- Other incidents resulting in serious harm to the member or others that includes but is not limited to serious complications from a psychotropic medication regimen that required medical intervention.

Magellan of Virginia providers for all levels of care have the responsibility to notify Magellan of member adverse outcomes within one business day following knowledge of the incident. This applies to any adverse outcome occurring for a member currently in treatment or a member discharged from treatment within 180 days of the incident. Providers should notify Magellan of member adverse outcomes via fax at **1-888-656-5396** or through the online submission form that can be found on the [Provider Forms](#) page at [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com), *For Providers, Provider Tools, Forms, Other Forms*.

Please provide all of the following information when notifying Magellan of an Adverse Outcome:

- Member's name and Medicaid number
- Facility/Provider name, address, and National Provider Identifier (NPI) number
- Name(s) of staff involved (if applicable)
- Detailed description of the incident, including the date(s) and location of the incident
- Outcome, including the person(s) notified
- Current location and status of the member
- Steps taken to ensure continued member safety

If additional clinical support is needed following an adverse outcome, please contact our care management center via phone at 1-800-424-4046.

Additional training material on reporting Adverse Outcomes can be located on the [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com) website; *For Providers, Training, Training PDFs and Videos, Best Practices Training, Adverse Outcome Reporting Process*.

*\*Psychiatric Residential Treatment Facility providers will continue to follow the Adverse Outcomes/Serious Incident Reporting process already in place (please refer to the [May 2, 2018 Provider Communication](#)).*