

# Magellan of Virginia Member Handbook

## Addendum

Below is updated information to your Magellan of Virginia Handbook. This information either adds to or replaces information already in your Member Handbook (B-H1039 3/21) on the page shown.

### Under **What is a “reconsideration”?** – page 23

A “reconsideration” is an informal request. This is what it is called when you ask Magellan to “take another look” at a decision made about your behavioral health services. You have the right to ask Magellan for a reconsideration. But you may skip this step and make an appeal directly to the Department of Medical Assistance Services. This is described below.

If you choose to ask for a reconsideration, it will not affect your right to appeal. **You may request a reconsideration in writing or by calling Magellan. It must be within 30 days of when you received the notice of denial.**

Send your request to:

Magellan of Virginia  
Attention—Reconsideration 11013 W. Broad Street  
Suite 500 – Fifth Floor  
Glen Allen, VA 23060

**Or call 1-800-424-4046**

### ***How will I find out about the decision for my reconsideration?***

When the reconsideration is complete, the provider and the member will receive a letter. The letter will state if the service was approved or if it still denied. If you are still not satisfied with the decision, you may then choose to appeal.