



Provider Notice

Magellan continually reviews its systems and applications to enhance the provider experience, streamline processes and applications, as well as reduce provider administrative burden. Magellan recently implemented changes to the “Edit My Profile” and “Administrator Setup” functions on its provider website:

www.Magellanhealth.com/provider. The current enhancements include:

Edit My Profile:

Any “user”, or person that has a login for the Magellan provider website, can update their date of birth and key number. The key number is the four digit number needed when a user requests a password reset. This enhancement allows users to select a number that can easily be remembered. In addition, the “administrator”, or designated person in your agency that assigns staff with a user name and password for the Magellan provider website, can set up users with a generic date of birth. This enhanced “Edit My Profile” functions allow users to set their correct date of birth. Date of birth is also needed when re-setting passwords.

Administrator Setup:

The administrator set-up tool includes new functionality that allows administrators to reset a user’s password. For password resets, administrators will need to convey to their staff their temporary password information. The enhancement also allows administrators to terminate users.

Additional enhancements are set to launch later this year. Some of the upcoming 2017 new features are:

- Users will be able to update “challenge questions” used to reset their password.
- Administrators will be able to display all Magellan provider ID (MIS) numbers and tax ID numbers (TINs) to which he or she is linked. Administrators will have the capability to give, to each user, application permissions for any MIS number.
- Administrators will have the ability to automatically apply to a user the same application permissions as another user.
- List users in alphabetical order, by last name, within each MIS.
- Display users based on “active” or “terminated” status.

If you have any questions about the information contained in this communication, please contact the Network Department at 1-800-424-4536 or use the [contact us](#) link, which can be accessed from the homepage of the Magellan of Virginia website.