



Provider Notice

The Magellan National Provider Handbook [1] defines an Adverse Outcome as:

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

Magellan 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 new online submission form that can be found on the [Provider Forms](#) page of the [Magellan of Virginia](#) website.

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 dates 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 For Providers [2016 Training](#) page on the [Magellan of Virginia](#) website.

[1] Please review the [Magellan National Provider Handbook](#).

*Residential Treatment Centers – Level C providers will continue to follow the Adverse Outcomes/Serious Incident Reporting process already in place (please refer to the July 28, 2014 Provider Communication).