



Provider Notice

Magellan of Virginia implemented the Treatment Record Review (TRR) and Clinical Practice Guideline (CPG) review process in July 2014. The TRR and CPG review process allows Magellan to evaluate the care members receive through review of the treating provider's clinical records. The process allows Magellan to identify opportunities for improvement and education not only for a single provider, but also for the entire Virginia Care Management Center (CMC) provider network. Our goal is to improve the overall quality of care that members receive.

Beginning in April 2017, Magellan is implementing the quality improvement corrective action plan (CAP) process for all TRR and CPG reviews. This process requires that providers address identified opportunities for improvement by development of an action plan, or CAP. Magellan will work closely with providers identified for the CAP requirement to assist them with understanding the process and expectations.

Please review our TRR/CPG materials and our National Provider Network Handbook on our corporate Magellan website www.magellanprovider.com, Get information, Provider Handbook and Supplements.

The appendices provide access to Magellan's audit tools and CPGs. Providers may access both TRR and CPG trainings via the Magellan of Virginia website at www.magellanofvirginia.com, for providers, 2016 Training, and/or 2017 Training.