



## Provider Notice

This is an update to the submission requirements for ARTS services. Effective 4/1/17, Magellan will conduct **phone reviews** for ASAM Levels 3.3, 3.5, 3.7 and 4.0. We will continue to require web submissions for ASAM levels 2.1, 2.5 and 3.1. Substance Use Case Management will require a web registration.

Initial requests for ASAM Levels 2.1-4.0 are required to be submitted to Magellan within **one business day** of the member's admission but no more than 5 calendar days prior to admission. Continued stay requests are required to be submitted **prior to the end of the previous authorization** but no more than 5 calendar days prior to the end of the previous authorization. Substance Use Case Management is required to be submitted within 2 business days of admission to the service. Continued Stay requests may be submitted no more than 5 calendar days prior to the end of the previous authorization.

We understand for many providers this is a new process and many providers have members already receiving substance use services that are now required to submit authorizations and registrations. We encourage providers to reach out to Magellan if you have questions about the submission timeframes or if you are having trouble with the submission process.

If the member has a Managed Care Organization (MCO) or Commonwealth Coordinated Care (CCC) plan, please contact the respective plan for submission requirements.

For phone reviews, please contact Magellan at 1-800-424-4046. For web submissions, please go to [www.magellanprovider.com](http://www.magellanprovider.com).

If you have any questions, please call 1-800-424-4046 or go to the [Contact Us](#) tab on [www.magellanofvirginia.com](http://www.magellanofvirginia.com).