



Provider Notice

Care Coordination: Discharge Notifications and Transition Planning

Recently, Magellan implemented a system edit that prevents request submission when a conflicting open registration or authorization is on file. Several providers have expressed that they have been experiencing difficulties submitting registrations due to this block. Providers can improve this situation through consistent care coordination with Magellan and other providers involved in member care.

Providers are required to notify Magellan of member discharge from services. This allows other providers to submit service requests when needed (CMHRS Manual, Appendix C, Page 2, Rev. 5/7/2014).

Crisis service registrations must be discharged after each clinical episode of care is resolved. If a new crisis episode occurs, the crisis provider must submit a new registration request. Using separate registrations supports accurate clinical documentation of events.

Discharge Notification Options:

- Online: [VA DMAS Online Discharge Form](#)
- By Phone: 1-800-424-4046

Handling a Blocked Submission:

1. Check records at your agency for any open authorization or registration that may conflict with your new request and discharge it.
2. If the submission remains blocked, confirm with the member that he or she desires to change providers.
3. Ask the member to identify the previous provider and sign a release of information form for that agency.
4. Collaborate with the previous provider to create a plan for service transition. Determine the previous provider's end date and a start date for your request that will not overlap. The previous provider should then submit a discharge notification to Magellan immediately.
5. Resubmit with the new start date.

Please call Magellan at 1-800-424-4046 for submission help when:

- The member is unable to identify the previous provider.
- You have reached out to the previous provider, but have not received a timely response.

Magellan appreciates your commitment to advocating for our members' right to provider choice. Consistent, timely discharge notifications and effective transition planning are essential to sustaining a system that supports member access to the right care, at the right time.