



Provider Notice

Psychiatric Inpatient Providers:

As recently announced, as of October 1, 2015, Magellan will no longer accept faxes. In preparation for this change, Magellan is now offering providers the ability to submit retroactive requests for inpatient service authorization through MagellanProvider.com. You can complete these submissions like any other service authorization request on MagellanProvider.com. You will also be able to track, update and view the status of these submissions in the provider portal. Each request will display a pending or approved status. While in pending status, you will have the opportunity, when necessary, to edit information already submitted.

Magellan will happily assist you in addressing any issues that you encounter in using the Magellan Provider portal for your submissions. As always, we welcome any feedback you may have about this process.

If you require support with this process, please contact Magellan's Provider Relations Department at 1-800-424-4536.