



## Provider Notice

Magellan of Virginia strives to provide you with ease of access and help avoid authorization and billing issues. To further support these efforts, an update to the Magellan Provider website is coming soon. The update includes the following:

If there is an existing authorization with another provider for the same service and date, the provider website will block you from submitting a new authorization. The website will state that there is an error and the previous authorization will need to be discharged prior to submitting a new authorization request. Once the previous authorization has been discharged, either by the member or the previous provider, you will then be able to submit a new authorization.

This change will still allow a member to choose from which provider they want to receive services. However, it will also ensure that only one provider is authorized for a specific set of services at one time.

If you have any questions about this change, please feel free to contact the Magellan of Virginia Network Department at 1- 800-424-4536