



Provider Notice

Member access to care plays an important role in our members' success in obtaining behavioral health services. Magellan of Virginia, in collaboration with the Virginia Department of Medical Assistance (DMAS), has begun an accessibility of care quality improvement activity. This activity requires Magellan to conduct accessibility of care calls to a random sample of providers within the Magellan of Virginia Network. The purpose of these calls is to determine the availability of appointments for members with emergent, urgent and routine care needs. The data collected from the random sample calls performed identified some opportunities for improvement. Specifically, a high percentage of providers were unable to offer an appointment within these timeframes.

Emergent-Life Threatening	Immediately assist with access to emergency care (such as 911 all or emergency room)
Emergent- Non-life Threatening	Appointment within 6 hours of the call
Urgent	Appointment within 48 hours of the call
Routine	Appointment within 10 business days of the call

Based on collaboration with providers in the Network Strategy Committee (NSC), Magellan and NSC participating providers recommend the provider community take the following steps as interventions to improve member accessibility to care:

1. Routinely review organization demographics on the Magellan Secured website at www.Magellanprovider.com . If any discrepancies are discovered, these can be corrected by clicking the hyperlink Display/Edit Practice Information on the left menu of the Magellan secured website.
2. Offer regular training for front desk staff. Such training could include the following:
 - Appropriate screening questions to assess the type of service needed - initial triage screening should be brief.
 - How to identify the clinical urgency of the call: is this an emergent, urgent or routine appointment request?
 - Appropriate transfer guidelines identifying which staff should receive the call for the service type requested.
 - Proper out of office messaging:
 1. Clearly identify the organization name in the outgoing voice message.
 2. Include information for a member on steps to take in an emergency.
 3. Indicate a specific call back timeframe i.e., will return your call within 24 to 48 business hours.
3. Implement scheduling systems that allow front desk staff to schedule intake appointments during the first call from the family or member. It may be helpful for clinicians to set their daily availability in the calendar (paper or electronic) and allow front desk staff to schedule within those timeframes.

To monitor progress, the Magellan of Virginia accessibility of care quality improvement activity will be ongoing. Throughout this initiative, Magellan of Virginia will continue to collaborate with providers in the NSC and provide intervention recommendations to improve member access to the right care at the right time.

If you have any questions please reach out to either your clinical liaison or your field provider network coordinator.