



INFORMATION ALERT

Date: December 28, 2015

To: All Providers

From: Dennis Petersen, General Manager/Chief Operating Officer

RE: Provider Update – Magellan’s Commitment to Providers Post-Transition

On January 1, 2016, the Iowa Department of Human Services (DHS) will integrate specialty behavioral healthcare services into its new Medicaid managed care system called IA Health Link. In preparation, Magellan has been working closely with DHS to transition out of the role as the managed care organization (MCO) for the Iowa Plan for Behavioral Health (Iowa Plan).

During this transition process, it is important that providers understand key dates with regard to contacting Magellan, authorizing services and processing claims for covered Iowa Plan services. The sooner services provided under the Iowa Plan are authorized, billed and paid to you, the sooner your agency can focus exclusively on the new integrated service of IA Health Link.

Below is guidance for the contracted provider network serving Medicaid covered members within the Iowa Plan.

Contacting Magellan

Even though Magellan will no longer be the MCO of the Iowa Plan after December 31, 2015, we will continue to be available beyond this date to assist members and providers regarding those services provided through December 31, 2015.

- Our main toll free number for providers (1-800-638-8820) will remain active through January 29, 2016.
- Our website, www.MagellanofIowa.com will be an ongoing resource to you and it will continue to be available throughout 2016. There will be information for both providers and members after December 31, 2015, including important dates, contact information, member grievances and clinical/claims appeals processes. Our website will be the best resource to get information on how to contact us and answer these questions.

Authorizing Services

Authorizations for service are as follows:

- While Magellan is no longer financially responsible for claims payment for services provided after December 31, 2015, we have continued to authorize appropriate behavioral health services into 2016 as per our normal processes. The new Health Plans will be required to honor these authorizations for up to 90 days from January 1, 2016.
- For inpatient and other critical 24-hour services authorized on December 30 and December 31, 2015, we will continue authorization through January 4, 2016 to assure continuity of care through the holiday weekend and transition time period. It will ultimately be the decision of members and providers as to the appropriate discharge dates.
- All authorizations issued by Magellan are only payable by Magellan through December 31, 2015. Guidance will be provided by DHS or the IA Health Link plans on the authorization process after December 31, 2015.

Note: www.MagellanofIowa.com will include up-to-date phone number, fax number, email address and mailing address for submitting clinical appeals.

Processing Claims

- **All authorized and covered services provided to Iowa Plan members** on or before December 31, 2015 will be payable by Magellan.
- **For those members in covered 24-hour behavioral health services** at midnight on December 31, 2015, there may be days in January which will be authorized by Magellan and paid by the appropriate new Health Plan.
- Please do not hold onto claims for DOS in 2015. Expeditious submission of all of your claims as close to the date of service as possible is greatly appreciated.
- **Claims disputes** (provider appeals) will be accepted by Magellan after December 31, 2015 for dates of service up to December 31, 2015.
- **Provider claims disputes will be accepted by Magellan through June 30, 2017. Note that providers have 180 days from the date of the Explanation of Benefits (EOB) to dispute those claims.**

Appeals

Clinical appeals will be accepted 30 days after the date of the denial letter the member receives. Please continue to use the appeals email box as per usual. Guidance will be provided by DHS or the IA Health Link plans on the appeals process after December 31, 2015.

Credentialing

- If you are contracted and credentialed for commercial lines of business, your contract and credentialing status will continue to remain active. Please complete all

required information as directed to ensure no disruption in service for these contracts.

- If you are currently contracted for Iowa Medicaid only, all credentialing activities have ceased due to the contract termination at the end of the year.
- If your recredentialing due date is on or after January 1st, your application will not be processed.

Member Complaints

Member complaints will be accepted from any Medicaid member for **complaints that occur prior to December 31, 2015 at 11:59 p.m.** Member complaints after this date and time should be reported as directed by DHS. Magellan will accept reporting of member complaints until Friday, January 8, 2016 at 5:00 p.m. Guidance will be provided by DHS or the IA Health Link plans on the member complaint process **for complaints that occur after December 31, 2015.**

Critical Incidents

Magellan will accept critical incident reports on any Medicaid member **for incidents that occur prior to December 31, 2015 at 11:59 p.m.** Incidents affecting members after this date and time should be reported as directed by DHS. Magellan will accept critical incident reporting until Friday, January 8, 2016 at 5:00 p.m. Guidance will be provided by DHS or the IA Health Link plans on the critical incident reporting process for **incidents that occur after December 31, 2015.**

Finally, please remember that the Magellan of Iowa website will be updated frequently to reflect current guidance to providers and members throughout the integration of behavioral health services into IA Health Link. It is also important to note that the sooner services provided under the Iowa Plan are authorized, billed and paid to you, the sooner your agency can focus exclusively on the new integrated service of IA Health Link.

Additional Resource lists to assist in the transition:

Main site to find all material:

<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>

Introductory Letter LTC/HCBS population: http://dhs.iowa.gov/sites/default/files/470-5342_FINAL_LTC.pdf

Introductory Letter Current Managed Health Care population: http://dhs.iowa.gov/sites/default/files/470-5343_FINAL_CurrentMHC.pdf

Introductory Letter Traditional Medicaid population: http://dhs.iowa.gov/sites/default/files/470-5344_FINAL_AllOther.pdf

Introductory Letter for hawk-i population: http://dhs.iowa.gov/sites/default/files/IA_Health_Link_hawki_FINAL.pdf

(All versions of these letters are in Spanish as well – indicated underneath the letter found on the main site)

Provider Toolkit:

https://dhs.iowa.gov/sites/default/files/IAHealthLink_ProviderToolkit_FINAL.PDF

For reference:

Medicaid Modernization Transition Factsheet:

https://dhs.iowa.gov/sites/default/files/Modernization_Transition_Factsheet_09242015%20%282%29.pdf

Provider Annual Training Presentation Slides:

https://dhs.iowa.gov/sites/default/files/Annual_Training_2015_Slides_Final_091115.pdf

Informational Letters:

<https://dhs.iowa.gov/ime/providers/rulesandpolicies/bulletins/bulletins2015>

DHS Announces Medicaid Modernization Contracts:

https://dhs.iowa.gov/sites/default/files/1563_DHS_Announces_Medicaid_Modernization_Contracts_0.pdf

For general network questions, please feel free to contact us at:

IA.Network.Questions@MagellanHealth.com

Thank you for all you do in supporting the members of the Iowa Plan.

Magellan of Iowa