Provider Notice

MAGELLAN PROVIDER TRAINING ALERT: HSAG Standards X111 13 & 37

Dear Provider,

Please review these requirements when filing an appeal on behalf of a CSoC member.

Written consent is required

- Members may file their own appeals orally or in writing.
- If you file for a member, Magellan must receive and verify the member's written consent before accepting the appeal. This applies to standard and expedited appeals.
- Consent may be signed by hand or with a valid electronic signature that meets applicable requirements.
- Verbal consent—including statements signed by witnesses who heard the member give permission—does not replace written consent.
- If required consent is missing, Magellan will not accept the request as a provider-filed appeal. The member may still file directly by phone or in writing.

Identify the people involved

When filing for a member, provide your name, role, contact information, and the required consent or documentation of legal authority.

Appeals include the member and representative, and the legal representative of a deceased member's estate when applicable. Magellan is also a party to a State Fair Hearing.

Please review the Provider Handbook for the complete policies and procedures for grievances and appeals. This alert summarizes specific requirements and does not replace those procedures.

For filing assistance, call **1-800-424-4489**.

References: 42 CFR § 438.402©(1)(ii) and ©(3)(ii); § 438.406(b)(6); § 438.408(f)(3).

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Thank you,
Magellan of Louisiana