

CSoC Provider Newsletter

A newsletter for the Magellan of Louisiana Provider Network

Keeping your provider practice information current

Out-of-date provider information can lead to frustration and inconvenience for CSoC members seeking care in a timely manner. It also prevents our providers from receiving important communications from Magellan. To improve our members' experience and access to care, and ensure our providers are up-to-date on the latest news and information, Magellan of Louisiana is stressing the importance of updating practice information to its network providers.

By keeping your practice information up-to-date:

1. You are agreeing to comply with Magellan policies and procedures in the handbook when you contracted with us.
2. You want to help our members receive the care they need.
3. You are being reimbursed timely for services you've rendered.
4. You can receive important communications from Magellan.
5. You are keeping your network participation status in good standing with Magellan.

Providers are required to notify Magellan and/or confirm any changes in administrative practice using our online Provider Data Change Form (PDCF). By using the PDCF, providers can update information in real time. To access the PDCF:

- Sign in to www.MagellanProvider.com using your username and password.
- From the menu, select Display/Edit Practice Information. The first tab displayed is the PDCF .
- Verify all information and update as needed. You must review each of the required categories with the red exclamation marks.
- Once all information has been verified, click on the "I attest" box.

Please note, you **MUST** notify us within 10 business days of any changes in your practice information, including, but not limited to changes of:

- Service, mailing, or financial address
- Telephone number
- Business hours
- Email address
- Taxpayer Identification Number

Providers who do not update their data when changes happen, or do not attest to data accuracy as required, may be put "on hold" for new referrals until review and attestation of data accuracy is completed. It is also important to note that changes including but not limited to; facility or group name changes, changes of ownership, new service location, may result in the need for a contract amendment.

See Section 2 of the [Magellan National Provider Handbook](#) for detailed information regarding provider responsibilities and policies on updating practice information.

****Magellan reports provider non-compliance with the requirements for practice data accuracy to our health plan customers.****

Cultural competency: What you need to know

At Magellan, we work to support culturally competent care. Our goal is to ensure that our providers recognize the diverse backgrounds of the individuals and families we serve and deliver culturally and linguistically appropriate healthcare services.

Network Providers are **required** to complete three hours of Cultural Competency Training each year. Magellan provides the following online cultural competency trainings:

- Servicing & Supporting LGBTQ+ Youth in CSoC
- Louisiana Native American Indian Tribes
- The Hispanic/Latino Community in Louisiana
- Vietnamese in Louisiana
- Why Cross-Cultural Competency

Please visit the For Providers section of our website and select Training & Events, Cultural Competency. Please note, providers can participate in Cultural Competency trainings via another entity, but proof of completion must be kept on file and submitted upon request.

Did you know...

- **The member handbook is also available in Spanish & Vietnamese?**
Visit www.MagellanofLouisiana.com, For Members, Member Materials.
- **Magellan provides face-to-face interpretation for its members at no cost?**
Contact our Member Services department at 1-800-424-4489 within 48 hours of needing the interpretation. Member Services is available 24 hours a day, 7 days a week.
- **Magellan provides free help and services to people with disabilities?**
You can call Member Services if a CSoC member needs interpreter services in any language, sign language, and written information in many formats such as large print, audio, and accessible electronic formats.

Crisis intervention follow up tips

The first six (6) hours of Crisis Intervention (CI) does not require an authorization.

Once the first six hours have been exceeded, which is known as Crisis Intervention Follow-up, please follow these steps:

- ☑ The provider **MUST** call Magellan within **ONE** business day of starting the Crisis Intervention follow up and request an authorization.
- ☑ When calling to request authorization, you must give clinical information regarding the crisis.
- ☑ Another requirement of CI is a face-to-face assessment of the youth by a Licensed Mental Health Professional (LMHP) within 24 hours of starting the service. You will be asked who has or will be completing this assessment depending on the time of the call.
- ☑ The Care Manager will review the most recent Plan of Care (POC) to see if your agency is listed as the crisis intervention provider. If your agency is listed and medical necessity criteria is met, an authorization will be given at that time.
- ☑ If we do not have a POC with your agency listed, the authorization will be pended, and the provider will need to notify the wraparound agency that we need a POC with their agency listed in order to build the authorization. Once we receive the POC, the authorization will be built, and Magellan will notify the provider.
- ☑ If the provider does not contact us by telephone to ask for an authorization within one business day from starting the service, we will not authorize CI follow up.