



Provider Notice

Document Submissions and Requests

This notification serves to notify providers of some important upcoming changes related to various types of document submissions and requests that are submitted to Magellan for processing.

Effective July 1, 2022, providers will no longer be able to send emails to PAHRecordRequestsMBHPA@magellanhealth.com. This email address will be retired. This is an effort to protect members privacy and avoid unauthorized disclosures of protected health information.

Please see the below guidance for where different document types should be directed:

- **Clinical/Authorization Requests:** Providers should submit all clinical requests through the [Magellan Provider Portal](#), mail, or by fax (866-667-7744). Providers are encouraged to explore technology resources such as desktop faxing in light of the increased number of staff working from home.
- **POMS:** Performance/Outcome Management System (POMS) data must be submitted on every HealthChoices' member receiving **mental health services** via the [Magellan Provider Portal](#) when you are seeing the member for the first time (initial registration); when you are seeing the member for the first time under HealthChoices; when you are seeing the member for the last time; and whenever there is a change in any POMS element. Individuals submitting POMS data on behalf of a provider must have a log-in for the Magellan Provider Portal (www.magellanprovider.com). After successful log-in, users should look for "PA Outcomes Measurement" under "My Practice". Paper or hard copy submissions of POMS data will no longer be accepted after July 1, 2022.
- **Record Requests:** Record requests and legal documents can now be submitted to Magellan via email. Requests to access PHI from members, or their legal

representative, must be made in writing, dated, and signed by the requester. If the request is made by someone other than the member, legal documentation must be included with the request (i.e. guardianship/custody/POA paperwork/Estate paperwork, etc.). In accordance with HIPAA requirements, legal documentation must include the authority to access health care records/make health care decisions on behalf of the member. Any other entity attempting to access member PHI must submit a completed Consent to Release Protected Health Information (AUD) form that has been signed and dated by the member/guardian. Legal documentation is required for members who are in Children and Youth (CYS) custody. Record requests and supporting legal documentation can be emailed to PAHCCCompliance@magellanhealth.com for handling. These documents can also be faxed to the attention of the Compliance Department at 866-667-7744.

- **Incident Reports:** Incident Reports should be submitted online (<https://www.magellanofpa.com/for-providers/provider-resources/forms/adverse-incident-reporting-form/>).
- **Consent to Release Protected Health Information:** Consent to Release Protected Health Information/Authorization to Use and Disclose (AUD) forms can be submitted *online or faxed to 866-667-7744. Both the online and printable AUD forms are available on Magellan's website at <https://www.magellanofpa.com/for-members/>, under *Release Forms & Member Access Portal Information*.

*Please be advised that we are currently experiencing technical difficulties with the AUD forms. We are working to resolve this issue as soon as possible. Once resolved, links will be active and available for use.

If you have any questions or concerns about these changes, you may contact Magellan at 877-769-9779.

www.MagellanProvider.com

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