

Health Partners/Jefferson Health Plans Quick Reference Guide *for participating providers*

Health Plan	Authorizations and Eligibility	Claims Phone Number	Claims Submission
<p>KIDZPartners (CHIP Membership)</p> <p><i>Pennsylvania: All counties</i></p>	<p>1-800-424-3702</p>	<p>1-800-424-3702</p>	<p>Magellan Health, Inc. P.O. Box 1869 Maryland Heights, MO 63043</p>
<p>Medicare Advantage</p> <p><i>Pennsylvania: Berks, Bucks, Carbon, Chester, Cumberland, Dauphin, Delaware, Lancaster, Lebanon, Lehigh, Montgomery, Northampton, Perry, Philadelphia, and Schuylkill counties</i></p> <p><i>New Jersey: Atlantic, Burlington, Camden, Gloucester, and Mercer counties</i></p>	<p>1-800-424-3706</p>	<p>1-800-424-3706</p>	<p>Magellan Health, Inc. P.O. Box 1869 Maryland Heights, MO 63043</p>
<p>ACA Exchange</p> <p><i>Pennsylvania: Bucks, Montgomery, and Philadelphia Counties</i></p>	<p>1-800-424-3706</p>	<p>1-800-424-3706</p>	<p>Magellan Health, Inc. P.O. Box 1869 Maryland Heights, MO 63043</p>

Eligibility/Benefits Verification

- Before providing care, please verify the member's eligibility using the Availity Essentials portal. Go to www.Availity.com and sign in using your Availity Essentials login. (Register for an account if you do not already have one.) From the *Patient Registration* tab, select *Eligibility and Benefits Inquiry*, then *Magellan Healthcare* from the list of payers.
- Or, contact Magellan at 1-800-424-3702 (CHIP) or 1-800-424-3706 (Medicare Advantage and ACA) to speak to a customer service associate.

Authorization Process

Magellan uses our streamlined clinical management model for outpatient treatment for Health Partners' Medicare Advantage members. In this model, for most outpatient cases, providers do not need to preauthorize routine outpatient services or submit treatment request forms for continued care.

To obtain treatment authorization for *higher levels of care*:

- Go to www.MagellanProvider.com.
 1. Sign in using your secure log-in.
 2. Select *Request Member Care*.
 3. Verify authorizations by selecting *View Authorizations*.
- Or, contact Magellan at 1-800-424-3702 (CHIP) or 1-800-424-3706 (Medicare Advantage) to speak to a customer service associate.

For additional information about authorization, visit www.MagellanProvider.com, select *Providing Care*, then *Initiating Care*, then *Authorization*.

Claims Processing

We encourage providers to submit claims electronically for services rendered to Health Partners members either through direct submit, an approved clearinghouse, or Magellan's *Submit a Claim Online* application – available by securely logging in to www.MagellanProvider.com (or the sites of Magellan's contracted vendors, as directed). Magellan's Payor ID number is 01260.

Or, submit paper claims to:

Magellan Health
P.O. Box 1869
Maryland Heights, MO 63043

Resources for Providers

You can get answers to many frequently asked questions online at www.MagellanProvider.com (or the sites of Magellan's contracted vendors, as directed). Some of these resources include:

- Magellan provider handbook
- Medical necessity criteria
- Clinical practice guidelines
- Credentialing criteria
- Claim tools
- Online professional claims submission
- Provider Profile application (to enhance the information members see about you in directories)
- Sample PCP communication forms
- Provider data changes
- Group and facility roster maintenance
- Magellan provider newsletter, *Provider Focus*

Provider Inquiries

- Call the general 800 number listed above in this **Quick Reference Guide** for claims and authorization questions.
- Call the Magellan national **Provider Services Line** at **1-800-788-4005** for general inquiries, including credentialing and network status.